



EMPLOYMENT SERVICES PROGRAM

Division of Services for the Deaf and Hard of Hearing

Video Relay Services (VRS) Information

What is VRS?

VRS is a FREE public phone service available for hearing people like you using **your** phone to communicate with deaf and hard of hearing individuals who uses sign language via a certified sign language interpreter. Sign language interpreters have linguistic competence, are experienced in various settings, and adhere to professional interpreting standards.

When to use VRS?

VRS is ideal for phone calls, short/superficial meetings up to 30 minutes or immediate situations. *NOTE: Due to Federal Communications Commission (FCC), this service **cannot** be used if people are in the same room. If you are in a separate room or in the hallway but can't see the deaf individual, that's acceptable.*



How does VRS work?

VRS is a FREE service unlike on-site interpreting. You can connect with a qualified interpreter, at any time and location using **your** phone and the deaf individual will see the interpreter via their video communications software and a Wi-Fi/cellular connection or by downloading a program/app.

What equipment is needed?

You will need a phone for this. For deaf or hard of hearing individuals to use for work, the work area needs access to high speed internet.

VRS is not a comprehensive replacement for onsite interpreting. In order to assure that equal access is achieved, the decision to utilize VRS should be made with input from all participants. VRS may not be appropriate for specific situations involving high interactivity, with complex dialogic exchanges, communications of sensitive nature, or individuals with secondary disabilities. In addition, *Certified Deaf interpreters (CDI)* are recommended for situations involving young children, foreign-born individuals, and those who have underdeveloped language skills or who use idiosyncratic language patterns. **If you need a CDI, Please request one WEEK or more in advance**, since they are in high demand. *Video Relay Service (VRS) are regulated by the Federal Communications Commission (FCC).*

VRS Companies	Sign up Online
Convo	Convorelay.com 1- click Sign up (top right), click " I understand " two times. 2-fill out the form
Purple	Purple.us 1- click Sign up (top right) 2-fill out the form
Sorenson	Sorensonvrs.com 1- click " Apply ", then click on " Apply for SVRS " 2-fill out the form
ZVRS	zvrs.com http://www.zvrs.com/benefitsservices/business-video-solutions

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