



Accessing On-Demand interpreting via QR code

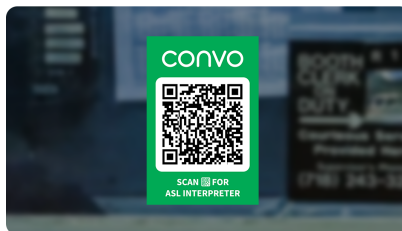
Offering this to Deaf consumers at your transit agency? Here's what you need to know.

Convo offers technology through which Deaf people who use sign language to communicate. Deaf consumers scan a QR code and connect with an interpreter who can convey the message between you and your Deaf consumers.

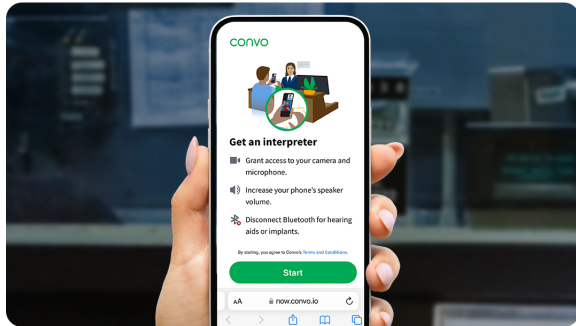
This will allow you to offer a full experience to your Deaf consumers, open the door to building better relationships, and make communications seamless.

Here's how it works:

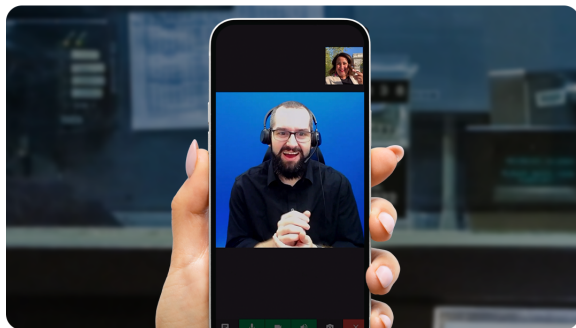
1. Deaf person scans QR code:



2. Deaf person permits Convo to access the camera and microphone:



3. Interpreter appears. If you cannot hear the interpreter on the Deaf person's device, please gesture to the Deaf person to turn up the volume on their device and/or move it closer to you or your kiosk's microphone/speaker, if applicable.



4. Make eye contact and talk directly to the Deaf person who is signing to you while you listen to the interpretation coming out of their phone and while you respond.



Note: if a Deaf person identifies themselves to you before scanning the Convo QR code, you can recommend they try it (keep in mind that not all Deaf people use sign language to communicate) by pointing at the QR code poster/sticker.

What if older iPhones are not able to scan QR codes? Find out how consumers can get [Apple's free Code Scanner](#) for iPhones.

FAQs

What's the best way to get a Deaf person's attention?

If you are behind them, gently tap them on the top of the shoulder. If you are in their view, wave at them while making eye contact.

Why is eye contact important with Deaf people?

This tells them you are talking with them and have their needs in mind.

Why is it important to address the Deaf person directly?

Sign language interpreters are there to interpret the conversations between Deaf and hearing people. They are trained to facilitate communication, and not become directly involved with conversations.

Do all Deaf people have the same preferred method of communication?

No. While many Deaf people prefer to sign, others have some residual hearing and may therefore prefer to speak. Others prefer to write with paper and pen.

What do I do if I don't understand something that was said through the interpreter?

Ask for clarification. Deaf people are accustomed to the occasional misunderstanding, things sometimes getting lost in translation, etc.