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# COMMUNICATION FACILITATORS

Depending on the preferences of the individual who is deaf or hearing impaired and whether or not they rely on spoken communication. The following support is relevant to deaf or hearing impaired persons who rely on spoken communication. However, it is always important to ask what communication support the individual prefers.

## WHISPER INTERPRETING

A Whisper Interpreter interprets in the simultaneous mode directly into the ear of the person who is deaf or hearing impaired or into the person's assistive device (e.g. an FM system). This form of interpreting is applicable and acceptable in both formal and informal communication settings.

## LIP SPEAKER INTERPRETING

A Lip Speaker sits opposite the deaf or hearing impaired person and repeats the words of the original speaker. The lip speaker interpreter simultaneously transfers the words through clear lip patterns, supported by natural gestures and facial expressions to convey the meaning and tone of the original speaker.

Lip Speakers are used in situations where it would be difficult for the deaf or hearing impaired person to lip read the actual speaker, for example if the speaker is far off.

Lip Speakers can be used at:

- conferences
- lectures or training sessions
- public meetings and events like religious services
- court proceedings

## NOTE-TAKING

Note-Takers sit next to the person who can't take their own notes because they are either lip reading or watching a Sign Language Interpreter. Note-takers are also used to assist those who prefer only written transcripts.

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Those may be individuals who cannot lip read or use any form of signed language. Note-Takers are used in schools, tertiary education settings, at work, on training courses etc. Notes can be produced electronically or manually.

- Electronic Note-Takers usually produce a summary of what is being said to the person who is deaf or hearing impaired. If the person who is deaf or hearing impaired wants a full, word for word account of what is being said, he or she should rather rely on speech to text services.
- In educational settings the services of someone who is trained to take clear notes in hand-written language is usually used.

Depending on the person being Deaf or Hard of Hearing, the individual may choose to make use of South African Sign Language as primary means of communication.

## **SOUTH AFRICAN SIGN LANGUAGE INTERPRETING**

(source: [www.saslinc.co.za](http://www.saslinc.co.za))

South African Sign Language Interpreters transfer information from a spoken language to South African Sign Language and vice versa.

South African Sign Language Interpreting mostly takes place in the simultaneous mode but consecutive interpreting does occur in places such as courts or police stations and disciplinary hearings.

The SASL interpreter is trained to bridge communication through the use of SASL, spoken language(s), cultural mediation and knowledge about accessibility and adheres to a strict code of ethics as approved by South African Translators Institute. SASL interpreters are professionals and must conduct themselves appropriately. They must always maintain a professional distance between themselves and clients.

SASL interpreting is physically, psychologically and mentally draining. The ideal amount of time for one SASL interpreter to provide uninterrupted services is 30 – 40 minutes. At this point, the SASL interpreter should switch with a second SASL interpreter or take a break of at least five minutes. Taking the steps to rest periodically allows the interpreter to provide a more accurate and higher quality service.

A South African Sign Language Interpreter is not:

- An advisor to any of the parties involved
- An expert on matters of deafness
- Does not necessarily know what Deaf people think and feel
- The spokesperson of the Deaf community

## OTHER MATTERS

- SASL interpreters must understand their role as that of facilitators of communication only.
- All interpreted information is kept confidential.
- The SASL interpreter is a neutral role-player who cannot interfere, advise or interject personal opinions in interpreted situations.



## FOR MORE INFORMATION PLEASE CONTACT:

### NCPD:

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### Saslinc:

Thelma Kotze at [admin@saslinc.co.za](mailto:admin@saslinc.co.za) or **083 266 8124**

### AHLAD:

Michele Tonks at [admin@ahlad.org](mailto:admin@ahlad.org)

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## The NCPD offers various workplace services including:

Recruitment and Placement, Reasonable Accommodation, Workplace Policies, Disclosure Support, Assistive Devices, Universal Design and Access, Womens Programmes, and Enterprise Development.

## Contact the NCPD:

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