



Clarion UK

Communicate | Work | Live

# The complete guide to Video Remote Interpreting & Video Relay Services

Ensuring every deaf person gets the best communication services in the right place, at the right time, throughout life.

[www.clarion-uk.com](http://www.clarion-uk.com)





## Video Relay Service (VRS)

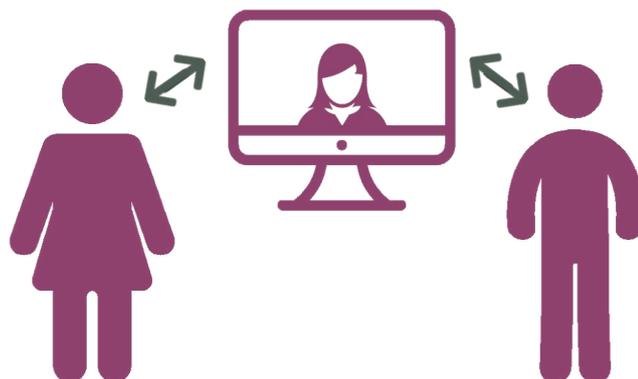
VRS allows communication between a deaf person and hearing person when they are in separate locations.

This technology allows Deaf people to contact your organisation through telephone by video calling an interpreter who relays the conversation to you.



## Video Remote Interpreting (VRI)

VRI allows communication between a Deaf person and a hearing person when they are in the same place by sharing a video call with an interpreter.





## How it works

Clarion UK's Video Remote Interpreting (VRI) and Video Relay Services (VRS) help overcome language barriers quickly and affordably by bringing a fully qualified and NRCPD registered BSL/English Interpreter to you, remotely at the click of a button.

You do not need any expensive specialist equipment to start using VRI. You can be connected by an app or the web using a mobile, computer or tablet, access to the internet is all you require.

The Clarion UK team will always be on hand to assist you with setting up or any required tech support, it is a very simple and easy to use service.

Clarion is committed to providing equal communication opportunities in scenarios where accurate, timely and quality information is critical.





## Why Choose VRI/VRS?



On demand



Secure



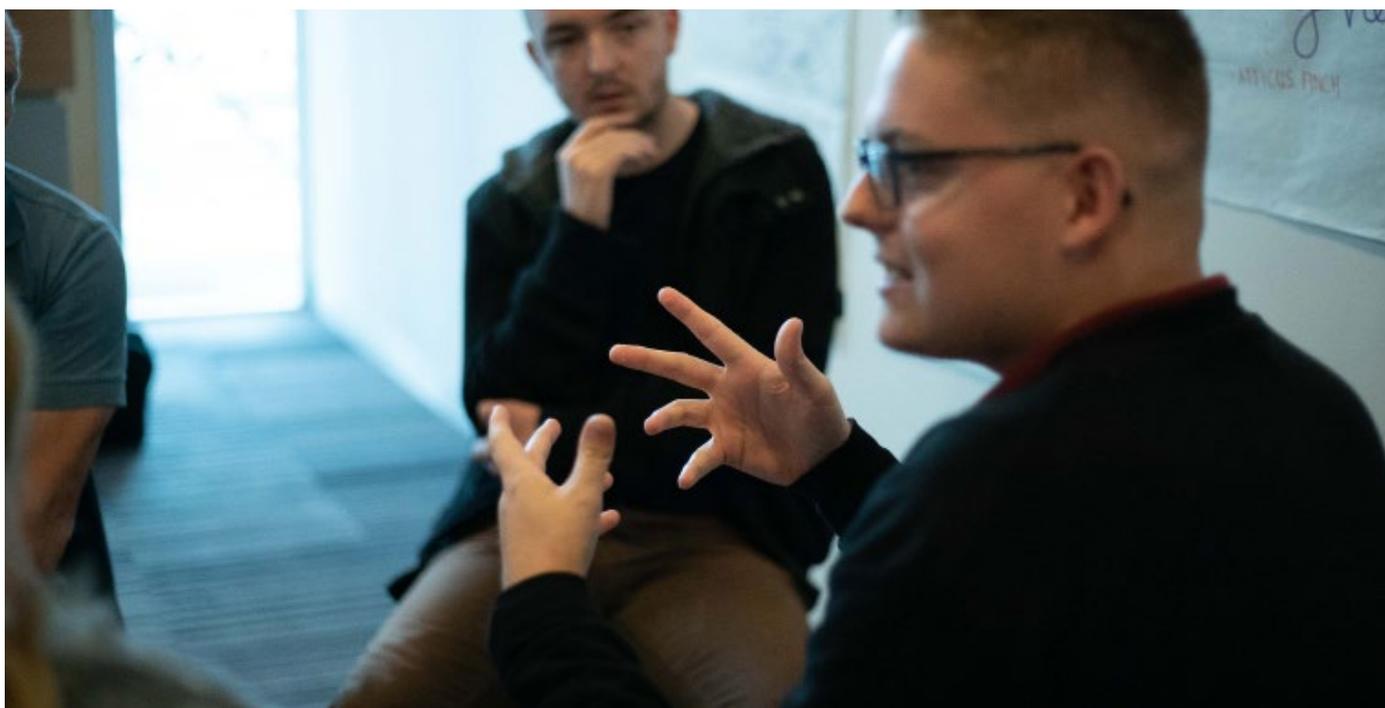
No travel  
expenses



No minimum  
charge

The VRI advantage is the ability to get a fully qualified British Sign Language Interpreter (BSL) at the click of a button, when you need them.

As well as this the service offers a great level of flexibility and cost savings compared to booking a BSL interpreter for short periods of time.





## Uses of VRI & VRS

### VRS

VRS can be used by any organisation, it allows you to have a line for Deaf people to contact you on using BSL. Your clients will be connected to a fully qualified BSL interpreter via a webcam on their device, the interpreter will then be able to relay the conversation to your customer services advisor, making your service offering more accessible for Deaf clients.

### VRI

VRI can be used by Deaf employees within your organisation, enabling them access to an interpreter whenever they need it, this can be funded via Access to Work.

Another use for VRI is communication with clients, allowing sales teams to communicate with Deaf clients over the counter as well as allowing doctors, GPs and Police Officers to effectively communicate with a Deaf individual on demand, when they need to.

VRI is not appropriate for use over long periods of time, complex situations or any kind of booking that usually requires co-workers. It is a flexible solution that is great for those last minute instances like emergencies where it wouldn't be possible to pre-book an interpreter, more information on this can be provided by the Clarion UK team.



## Clarion UK

Clarion UK has been providing quality interpreting services for over 17 years. Deaf people are at the heart of everything that we do, and we deliver an innovative, award-winning and highly successful service for the public, commercial and third sectors.

At Clarion, Our Vision is that Deaf and disabled people get the best interpreting & Specialist Support Services, in the right place, at the right time, throughout life.

Over the years we have established ourselves as a specialist provider across education, health, safeguarding and the legal sector and with the welfare-to-work sector.

**At Clarion UK we love what we do and we love doing it well.**

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