



12-county service area

The Center for Independence (CFI) offers a variety of programs and services that are state and federally funded to assist anyone with a disability to live more independently. Our services are fully funded for consumers, though some fee-for-services may apply.

Headquartered in Grand Junction, Colorado with satellite offices in Glenwood Springs and Salida, CFI offers services including disability advocacy, SSA benefits counseling, information and referral, peer groups, ASL interpreting, deaf/hard of hearing, blind/low vision program, assistive technology, independent living skills training and community transition services.

CFI is here for you when you need us. Please contact us to set an appointment or visit our website at www.cfigj.org for more information.

CFI is a 501(c)(3) non-profit, non-residential, grassroots, State of Colorado certified independent living center, assisting people with a disability since 1982.



Under the Americans with Disabilities Act (ADA), hospitals must provide effective means of communication for patients, family members, and hospital visitors who are deaf or hard of hearing.

The ADA applies to all hospital programs and services, such as emergency room care, inpatient and outpatient services, surgery, clinics, educational classes, and cafeteria and gift shop services. Wherever patients, their family members, companions, or members of the public are interacting with hospital staff, the hospital is obligated to provide effective communication.

Exchanging written notes or pointing to items for purchase will likely be effective communication for brief and relatively simple face-to-face conversations, such as a visitor's inquiry about a patient's room number or a purchase in the gift shop or cafeteria.

GRAND JUNCTION:

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Fax: 970-245-3341

CFI serves 12 western Colorado counties

Email: info@cfigj.org

Scan the QR code or see inside to request an Interpreter.

www.cfigj.org



Empowering individuals with a disability to live independently since 1982.

ASL INTERPRETING/CART/VRI



Here to help you navigate since 1982

Center FOR Independence

www.cfigj.org



Center for Independence promotes community solutions and empowers individuals with a disability to live independently.

DEAF AND HARD OF HEARING

The deaf and hard of hearing community is diverse. There are variations in how a person becomes deaf or hard of hearing, level of hearing, age of onset, educational background, communication methods, and cultural identity. How people “label” or identify themselves is personal and may reflect identification with the deaf and hard of hearing community, the degree to which they can hear, or the relative age of onset.

People who are deaf or hard of hearing use a variety of ways to communicate. Some rely on sign language interpreters or assistive listening devices; some rely primarily on written messages. Many can speak even though they cannot hear. The method of communication and the services or aids a hospital must provide will vary depending upon the abilities of the person who is deaf or hard of hearing and on the complexity and nature of the communications that are required. Effective communication is particularly critical in health care settings where miscommunication may lead to misdiagnosis and improper or delayed medical treatment.

WORKING WITH SIGN LANGUAGE INTERPRETERS

What do interpreters do?

- Facilitate communication access and culturally mediate between Deaf/Hard of Hearing clients and hearing individuals.
- Paid professionals who interpret appointments, presentations, job interviews, etc.
- Sit near the speaker so the Deaf/Hard of Hearing individual has a direct line of sight to the interpreter and the speaker.
- Voice questions, comments or any dialogue the deaf client wishes to express.



What don't interpreters do?

- Participate in meetings or appointments with Deaf/Hard of Hearing individuals.
- Insert their personal thoughts, feelings or opinions during the appointment.
- Act as an aide, volunteer, tutor or mentor to the Deaf/Hard of Hearing client.
- Know Deaf/Hard of Hearing individual's schedules and make appointments for them.

Interacting with Deaf/Hard of Hearing individuals

- Do not refer to the Limited English Proficiency (LEP) party or Deaf person in the third person. For example, avoid saying, 'tell her' or 'explain to him.' Instead, speak directly to the individual as if there were no language barrier.
- Use a normal tone and pace when speaking, there is no need to speak loudly or more slowly than normal.
- Be sure to pause frequently, which gives the interpreter time to interpret what has been said.
- Enunciation and speaking clearly is important. Avoid contractions, words like 'can't' can be easily misunderstood and are easily replaced with 'cannot'.
- Remember, the interpreter is required to interpret everything being said. If you don't want something to be interpreted then you should not discuss the subject.
- Instead of focusing on the interpreter, look and speak directly to the LEP or Deaf party when communicating and maintain eye contact.

REQUEST AN INTERPRETER



Call: 970-852-2036

VP: 970-812-1746

Email directly to:
ASLinterpreting@cfgj.org



VIDEO REMOTE INTERPRETING

Video Remote Interpreting (VRI). VRI uses videoconferencing technology, equipment, and a high speed Internet connection with sufficient bandwidth to provide the services of a qualified interpreter, usually located at a call center, to people at a different location. VRI is currently being used in a wide variety of settings including hospitals, physicians' offices, mental health care settings, police stations, schools, financial institutions, and workplaces. Entities may contract for VRI services to be provided by appointment or to be available “on demand” 24 hours a day, seven days per week. As such, there are significant possibilities for the use of VRI technology and services. While there are many benefits to using VRI services, there are limits to the effectiveness of VRI in some settings including but not limited to medical, legal, and court situations.