



**Scotland's British Sign Language
Interpreting Video Relay Service**

Protocol for calls with Deaf BSL users via contactSCOTLAND-BSL

What?

contactSCOTLAND-BSL is a Scottish Government funded video relay service (VRS) that allows deaf British Sign Language (BSL) users contact public bodies and third sector organisations in Scotland using an online BSL/English interpreting service. The service is provided by Sign Language Interactions.




Online interpreters are registered with the Scottish Association of Sign Language Interpreters (SASLI) or the National Registers for Communication Professionals with Deaf and Deafblind People (NRCPD).

How?

A deaf person can make calls via their smartphone/tablet using the contactSCOTLAND-BSL App or can make calls using a laptop/desktop using an internet browser.

Calls received via contactSCOTLAND-BSL should be handled the same way as if talking to the caller direct. The interpreter will sign to the deaf person everything you say and say to you everything the deaf person signs. There may be a slight delay due to the interpreting process.

Protocol for calls with Deaf BSL users via contactSCOTLAND-BSL

<p>Deaf British Sign Language (BSL) User Making a call</p>	<p>Calling a Deaf British Sign Language (BSL) User</p>
<p> ↓</p>	<p>Public body or third sector organisation ↓</p>
<p>Calls contactSCOTLAND-BSL Online Interpreter</p>	<p>Calls contactSCOTLAND-BSL Online Interpreter</p>
<p> ↓</p>	<p>0131 510 4555 ↓</p>
<p>Online Interpreter Calls public body/3rd sector org</p>	<p>Online Interpreter Calls Deaf BSL User (via 'sip' address)</p>
<p>The online interpreter will introduce themselves and who is calling</p>	<p></p>
<p>Call takes place</p>	<p>Call takes place</p>
<p>NB: to receive calls back via the App – the deaf caller must keep their App running on their device. <i>(web based calls (not via the 'app') to contactSCOTLAND-BSL are anonymous)</i></p>	