
Full Service IRIS

IRIS offers FCC complaint training for Customer Service Representatives (CSRs) who take relay calls from deaf and hard-of-hearing clients. We are a full-service company whose business is to help call centers of all sizes understand and effectively use Video Relays Services (VRS) with all its deaf and hard-of-hearing customers. We also offer consulting and development for its clients' deaf customers as well as the following:

- Surveys tailored and geared for IRIS' clients' deaf customers sensitive to relay and deaf culture
- Materials and informative brochure overview developed with deaf culture sensitivity perspective and political correct appropriateness
- Script and language development for deaf customers as well as video review and assessment for informative company customer videos
- Video blogs (VLOG) and social media maintained and reviewed for company in American Sign Language for IRIS' clients' deaf customers

About Us

Jason Love is the founder and CEO of **IRIS – Incorporating Relay Into Service**. For 16 years, he has provided sign language interpreting services, consultations, workshops and training in a variety of educational, legal and medical settings nationwide. He also has six years of experience in Video Relay Services interpreting and training.

He began IRIS in 2013 to help companies develop policies and procedures for their Customer Service Representatives (CSR) who accept relay calls from deaf and hard-of-hearing clients.

Jason graduated from Pierce College with a degree in interpreting. He also achieved the National Interpreter Certification (NIC) Master level, the highest certification awarded by the Registry of Interpreters for the Deaf.

Disclaimer

IRIS doesn't make claims of representation, is not affiliated with, endorsed, or in any way associated with any video relay company, deaf organization, union group, interpreter organization or any other entity for which IRIS may mention or make display of such trademarked names and/or logos throughout its Service. The trademarks utilized by this organization aren't owned by this website and they may or may not endorse this program. IRIS isn't affiliated with, endorsed by, or in any way associated with the FCC or the U.S. Department of Justice Civil Rights Division which oversees the ADA. The information contained in this website/brochure is for general information purposes only. The information is protected by copyright and intellectual property laws and are the property of IRIS. We are not responsible for the contents or reliability of any other websites to which we provide a link and do not necessarily endorse the views expressed within them. IRIS is an independent consulting firm made up skilled interpreters, trainers and contractors.

Cancellation Policy

Clients wishing to terminate or alter this contract must do in writing. It will be effective upon receipt by IRIS via email to Jason Love at: interpreterlove@hotmail.com. For cancellations, relocations or rescheduling requests received more than 30 days prior to a scheduled training date, the Client will pay IRIS: (a) 50% of the total fees plus (b) an amount equal to all non-cancelable and non-refundable charges incurred in association with the Services provided prior to receipt of written notice from the Client. These charges include, but are not limited to non-refundable expenses related to travel and lodging, preparation time, instructor cancellation fees, material shipping, etc. For cancellations received less than 30 days prior to the scheduled training date, the Client will be responsible for the total fee plus the non-cancelable charges incurred by IRIS as noted above. IRIS will submit an invoice to Client after receiving Client's cancellation, rescheduling or relocating request, and payment will be due within 30 days after the Client's receipt of such invoice.



Mission Statement

Our mission is to provide training for Customer Service Representatives (CSRs) who work for companies that take Relay Calls from deaf or hard-of-hearing clients. We also provide Federal Communications Commission (FCC) complaint training and outstanding customer service ratings to deaf customers. Our workshops are framed around client-specific objectives targeting Video Relay Service (VRS), the deaf culture and the FCC. Your company's CSR will apply what they learn from our training to their day-to-day responsibilities so they can deliver a better customer experience for deaf and hard-of-hearing customers when VRS is involved.

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What Is Video Relay Service?

Video Relay Service (VRS) is a video-telecommunications service designed for deaf, hard-of-hearing and speech-impaired individuals. They use it to communicate with hearing people in real time through a sign language interpreter via video telephones.

The deaf or hard-of-hearing person using VRS must have a video phone or video conferencing equipment and a high-speed Internet connection. The deaf individual can make or receive telephone calls through an American Sign Language interpreter.

VRS provides deaf persons direct communication between themselves and hearing family and friends. It also gives them an avenue to communicate with doctor's offices, schools, business contacts and even Customer Service Representatives from any type of business or company.

What IRIS Offers

IRIS provides FCC complaint training for Customer Service Representatives (CSR) who take relay calls from deaf or hard-of-hearing clients. We can help balance customer expectations and financial objectives by identifying the performance metrics that will drive success to your company.

IRIS will also develop and pilot a Video Phone Customer Service Representative (VCS) program that pairs deaf customers with deaf CSRs through a video phone. This type of support feature allows deaf customers to reach a company's deaf agent who speaks American Sign Language as their primary language. We will provide to IRIS customers:

- Staff development and assessment
- Training and technology support referrals
- Scripts and manuals
- Policy and procedure development of employees and deaf customers

IRIS Training Topics

- **Federal Communications Commission:** The FCC has its own set of rules and regulations that must be followed when incorporating Telecommunications Relay Services (TRS), which includes Video Relay Service (VRS).
- **Fraudulent Relay Calls:** The FCC has received complaints about hearing persons posing as deaf or hard-of-hearing customers and using TRS to fraudulently conduct business transactions.
- **Social Media:** The popularity of social media has had a profound effect on the deaf community from giving them the ability to upload video clips to transforming communication for those using American Sign Language.
- **Strategy and Planning:** Following our assessment of a call center's needs, we will strategize and plan the best type of workshop or training session.
- **Technology:** Advancements in technology have made information and communication more accessible to deaf and hard-of-hearing individuals.
- **Relationship Building:** We will help your call center representatives learn to build relationships with their deaf and hard-of-hearing customers.
- **Culture:** It's important to understand the deaf and hard-of-hearing culture such as its communication needs, what is correct and incorrect to say about their culture and the importance of American Sign Language.



An IRIS Assessment

Our on-site call center workshops provide a cost-effective way for companies to optimize training in their own call centers where we cover key issues to successfully elevate your contact center to new levels of excellence. Our experts will assess the type of training your company needs through a stream of measures:

- We will review and evaluate the current method of training CSRs or those who work with deaf or hard-of-hearing customers.
- We will help determine if the company or business' current standards are not only FCC approved, but meet the requirements set for by the American with Disabilities Act.
- We will provide and evaluate sample Video Relay Service (VRS) phone calls to determine the satisfaction rate of the customer.
- We offer side-by-side observation with agents to view and evaluate their interaction with deaf and hard-of-hearing customers.

Once our assessment is complete, we will help develop and define a Quality Assurance Program tailored to a company's specific areas of interest. This includes scorecards or surveys for deaf and hard-of-hearing customers designed to a company's mission and model.

IRIS will review and evaluate a broad sample of learning materials including instructor guides, slides, handouts and/or eLearning modules. We will also establish a baseline of caller satisfaction for deaf and hard-of-hearing customers, as well as improve a company's performance metrics

IRIS Certification

Upon completion of a call center training session by IRIS, employees or CSRs will receive a certificate of completion. This would acknowledge that they were trained and understood all procedures set forth in a Quality Assurance Program about VRS.