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4. Social Workers: For additional information regarding standards and indicators for cultural competence, please review the NASW resource: [Standards and Indicators for Cultural Competence in Social Work Practice](#)
5. Need Help? Select the “Help” option in the member dashboard to access FAQs or contact us.

How to print Handouts

On a Mac

- Open PDF in Preview
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- Click layout
- Choose # of pages per sheet from dropdown menu
- Checkmark Black & White if wanted.

On a PC

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One Sorenson Suite of Services

Stephen DeMari



Sorenson

Connect Beyond Words.

Learner Outcomes

- After this course, participants will be able to identify the entire Sorenson suite of services available for the deaf and hard of hearing.
- After this course, participants will be able to explain the requirements for referring patients to Sorenson for services.
- After this course, participants will be able to discuss the basic functionality of these Sorenson services, including Olelo by Sorenson (mobile application).



“We enable **human connections** through the **power of language** by **empowering** people to **enhance** experiences, **bridge** cultures, and **transform** lives.”



Jorge Rodriguez

CEO Sorenson Communications



Our Company

MARKET LEADER

HOUSEHOLD NAME

DIVERSE

STRATEGIC PARTNER

TECH INNOVATOR

EMPLOYMENT
LEADER

COMPLIANT

ASL EXPERTISE



Impact of DEIA

22%

EMPLOYMENT EQUITY

39%

INCLUSION

47%

RETENTION



Sorenson Footprint

2023 Q1 Expansion Plans

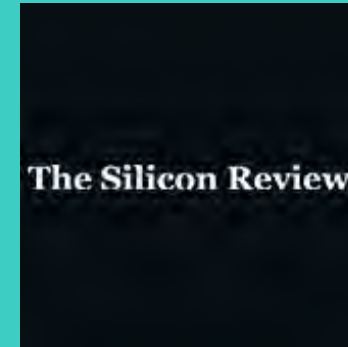
- Japan
- Australia
- Spain

2023 Q2 Expansion Plans

- Korea
- Italy
- Germany
- Argentina
- Brazil
- Mexico



Sorenson Awards



Sorenson Solutions



Sign Language Interpreting



Captioned Phone Calls



**CART (Communication Access
Real Time)**



Accessibility Consulting



**Language Translation &
Transcription**



Media Post-Production



Spoken Language Interpreting



Video Relay Service

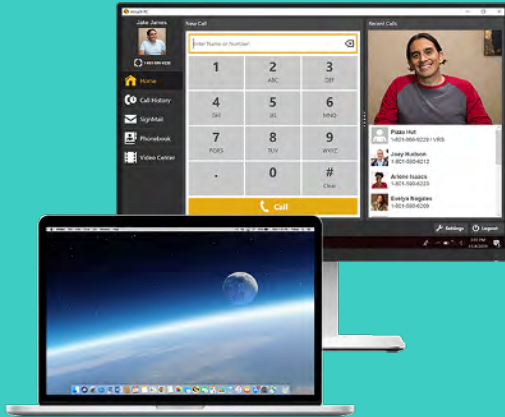
- ✓ ASL interpreters connect Deaf and hearing callers, bridging the language gap
- ✓ Available via videophone, Android, iOS, PC, and Mac
- ✓ Options for video calls with multiple people on screen



Personal Solutions – Video Relay Apps

Ntouch App allows Video Relay use on all devices: smartphone, tablet, or computer for flexibility and portability

With Sorenson ntouch apps on computers and mobile devices, it's easier than ever to stay connected



Wavello App for hearing users to see interpreter and the Deaf person on one screen.

Be Seen with Wavello- See the interpreter and the person on the other end of the conversation on the same screen



Personal Solutions –Videophone

Lumina VP

Our 5th generation videophone offers Deaf-centric hardware and software



Personal Solutions – Phone Captioning

Allows qualified users to hear and read what the other person is saying so they can better understand and engage in the conversation

Caption Telephone at Home

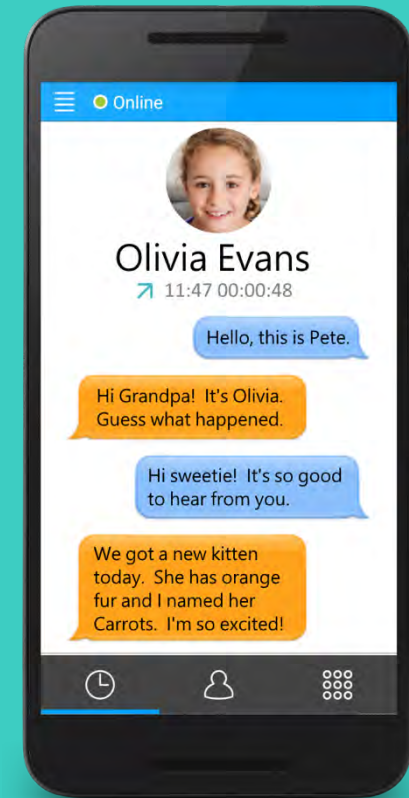
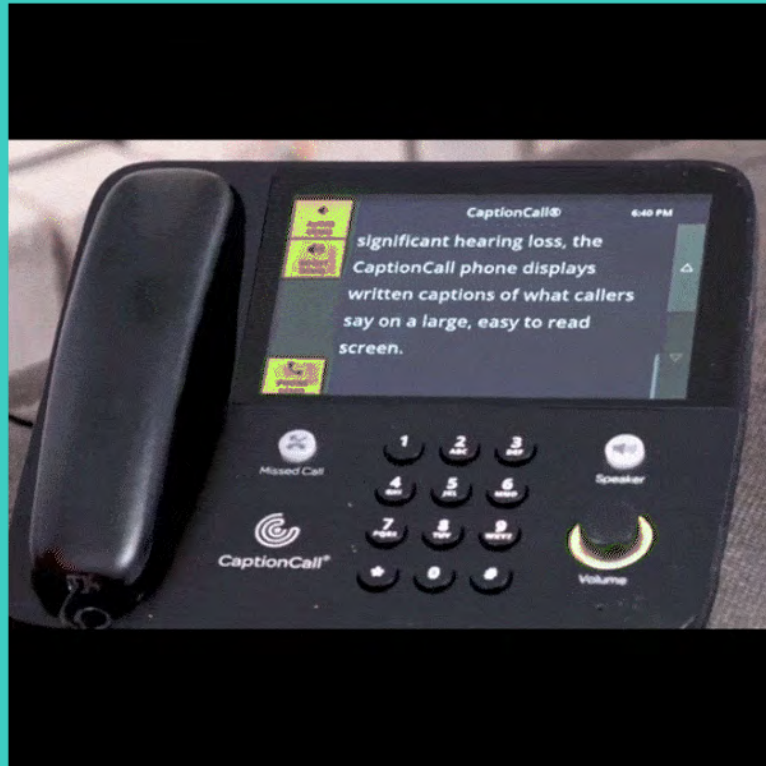
Delivery, installation, and hands-on training at no cost to users.



Caption Mobile App

Captions for phone calls on-the-go
Available for download in app stores





Business Solutions – Interpreting

Provides sign language interpreting between hearing and Deaf individuals

Video Interpreting (VRI)

- Team Meetings
- 1:1 Discussions

On-Site Interpreting

- Conferences
- Company Events
- Trainings
- On-boarding

Specialized Interpreting

- Legal/Government
- Healthcare
- Additional considerations



Interpreting Services

IN-PERSON & VIDEO REMOTE INTERPRETING (VRI)

- ✔ Pre-scheduled and on-demand 24/365
- ✔ Integrated with online platforms
- ✔ Sorenson proprietary screening and systems ensure best skill match for all jobs

HOW IT WORKS

- ✔ Schedule and an interpreter arrives in-person or over video
- ✔ On-demand video interpreting available using a dedicated queue and team of interpreters
- ✔ Hourly or per minute rates





VRI



On-Site



Business Solutions – Captioning

Transform speech into text in real time, offering your audience another way to absorb information and understand content

CART Captioning

- Real-Time Captioning
- Classrooms and Learning Environments

Transcription

- Closed or Open Captions
- Subtitles
- Post-Production



Business Solutions – CART Captioning



Comprehension

Reading clear, accurate text of a presentation increases understanding



Retention

Studies show use of captions increases short- and long-term recall of information



Equity

CART captioning allows broader audience participation, regardless of primary language, hearing status, or listening comprehension



Engagement

Our post-session transcripts for CART captioning sessions eliminates the need for note-taking, so participants can keep their attention on the speaker



Accessibility Consulting Services

Sorenson has an established ecosystem of partners to address accessibility with a thoughtful and holistic approach.

CONSIDERATIONS:

- ✔ Inclusive Communication Implementation
- ✔ Accessible Design
- ✔ Inclusive Workspaces
- ✔ Deaf Culture
- ✔ ADA Regulations

Together we create an outcome-based accessibility strategy.

OUR PROCESS:

- ✔ Understand the problem you are trying to solve
- ✔ Define your vision
- ✔ Identify and prioritize actions and timelines
- ✔ Create your implementation roadmap
- ✔ Execute and determine KPI



Connect Beyond Words



Thank you!



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@sorenson_comm



youtube.com/user/sorensonvrsvideos



Thank you!

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