



Kentucky
Commission
on the
Deaf and
Hard of
Hearing

Access Center
Interpreter & Captioner
Handbook

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*An Agency of the Education and
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**KENTUCKY COMMISSION ON THE DEAF AND HARD OF HEARING
ACCESS CENTER INTERPRETER AND CAPTIONER HANDBOOK**

TABLE OF CONTENTS

SECTION 1 INTRODUCTION 3

 1.1 Statement on Interpreter/Captioners.....3

SECTION 2 REFERRAL PROCESS 4

 2.1 Procedures 4

 2.2 Confirming assignments 4

 2.3 Billing 4

 2.4 Cancellation/ No-Shows 5

SECTION 3 ACCESS CENTER REQUIREMENTS 5

 3.1 Interpreter Verification/ Contact Information 5

 3.2 Emergencies..... 5

 3.3 Interpreter No-Shows/Substitutes/Tardy 5

 3.4 Inclement Weather 6

SECTION 4 RESPONSIBILITY OF THE INTERPRETER 6

SECTION 5 PROFESSIONAL CODE OF CONDUCT 6

SECTION 6 ACKNOWLEDGEMENT FORM 7

SECTION 7 AGREEMENT TO SHARE INFORMATION 8



SECTION 1 - INTRODUCTION

ACCESS CENTER

The Access Center (AC) is a program within the Kentucky Commission on the Deaf and Hard of Hearing (KCDHH) which provides interpreter and captioner referral services to only state agencies. The AC was established in 1999 (735 KAR 2:010. Definitions for 735 KAR Chapter 2. Relates to: KRS 12.290, KRS 163.510(4) Statutory Authority: KRS 12.290, KRS 163.510(4).) The AC is an integral part of the Office of Equitable Access within the KCDHH by coordinating interpreting and captioning services for state agencies to ensure all individuals who are deaf or hard of hearing in Kentucky have equal access to communication.

This Interpreter Handbook was created by the KCDHH AC staffs to serve as a tool for interpreters and captioners who provide services to state agencies. When an interpreter/captioner is referred by the AC staff to a state agency, the AC must ensure that high quality services and professionalism being are exemplified. This handbook clearly defines KCDHH procedures and expectations for all interpreters and captioners working through the AC. By reading this handbook, interpreters and captioners will be better informed about procedures and standards set forth by the KCDHH and therefore will be able to perform their duties in a manner that parallels those standards.

1.1 Statement on Interpreters/ Captioners

KCDHH is mandated to utilize only those interpreters licensed through the State of Kentucky. In order to be licensed, an individual must be certified by a state approved national certifying body. KCDHH supports professional development and requires all interpreters/ captioners to preserve a high level of professionalism while maintaining licensure.

KCDHH strives to promote the professional development of all interpreters. KCDHH strongly supports and encourages membership in professional organizations both on state and national levels.

SECTION 2 – REFERRAL PROCESS

KRS 163.510(4) requires the Commission to oversee the provision of interpreter services to the deaf and hard of hearing.

2.1 Procedures

When the AC receives a request for an interpreter/captioner, the coordinator will check all information to confirm that the requestor is a state agency.

The AC will use the following criteria to begin the process of confirming interpreters or captioners to assignments.

- Only licensed interpreters are considered;
- Consumer's request for a specific interpreter;
- Refer to the interpreter rotation list in the AC database, depending upon extenuating circumstances or interpreter schedules. This rotation list designates the first interpreter to be used based on availability and region; and professional history;
- The consumer's preferred mode of communication and nature of the assignment.

Licensed interpreters are given priority for all general interpreting assignments. Temporary license interpreters may be considered in a team situation if the team member is a licensed interpreter.

2.2 Confirming Assignments

Once an interpreter has accepted the assignment, a confirmation form is sent to both the interpreter/captioner and the requesting agency. The interpreter/captioner is then bound to the AC staff keeping them informed of any changes in the interpreter/captioner ability to keep the assignment. Future assignments scheduled as a result of the first assignment must be made through the AC.

2.3 Billing

All interpreters/captioners contacted through the AC work as independent freelance interpreter/captioner and are therefore responsible for accurate record keeping and billing. KCDHH is not responsible for the billing or fees associated with the assignment. Interpreters/captioners are encouraged to e-mail both estimated invoices to the interpreter coordinator and the requestor.

The AC will advocate for the rights of the interpreter/captioner and for timely payment by the state agency when necessary.

2.4 Cancellation/ No Shows:

Each interpreter/captioner is encouraged to communicate their cancellation policy to the Access Center. If the interpreter is contacted by the requesting agency, the interpreter/captioner is then to contact the AC immediately.

When the assignment requires less time than scheduled or the assignment is cancelled upon arrival, the charges are generally for the amount of time originally requested. In the event that the client fails to appear for an assignment, interpreters should wait at least 20 minutes for a one-hour assignment or 40 minutes for assignments longer than 1 hour. The interpreter/captioner will bill for an event in which the client fails to appear.

SECTION 3 – ACCESS CENTER REQUIREMENTS OF THE INTERPRETER

3.1 Interpreter Verification/ Contact Information

In order to be considered by the AC as an interpreter for state assignments the interpreter must provide the AC with the following information:

- Personal mailing address, telephone numbers and e-mail addresses
- Copy of Kentucky interpreter license
- Proof of national certification
- Copy of current availability schedule (every 6 months)
- Signed acknowledgement form

Since there is no current national certification for captioners; captioners must send their contact information.

It is the responsibility of each interpreter to promptly notify the AC in writing, e-mail, or by telephone, of any changes.

The Kentucky Licensure Board maintains the interpreter directory. Current information must be given to both the Kentucky Licensure Board and KCDHH Access Center.

3.2 Emergencies

Each interpreter/captioner who accepts assignments through the AC has a responsibility to notify the AC as soon as possible if they are not going to be able to make the assignment. If the interpreter/captioner needs to call after hours, the interpreter/captioner shall page the Interpreter Referral Specialist at Rachel.Payne@ky.gov .

3.3 Interpreter and Captioner No-Shows/Substitutes/Tardy

The AC recognizes that there are times when illness or unexpected emergencies arise. If this occurs and the interpreter/captioner is unable to cover his/her assignment(s), please contact the Interpreter Referral Specialist immediately. An interpreter/captioner who frequently misses assignments or who is habitually late will not be tolerated by the AC and will be placed on a no-call list for future assignments.

3.4 Inclement Weather

All interpreters/captioners are expected to arrive on time to assignments. In the event of inclement weather, allow additional time to arrive at the assignment or contact the AC coordinator immediately if you are unable to travel. If an assignment is known to have been canceled due to weather conditions, or a road advisory has been issued due to bad weather, the AC coordinator will contact the interpreter/captioner immediately. As weather conditions are beyond our control and personal safety is a primary concern, interpreters/captioners that work through the AC are strongly encouraged not to bill for such cancelled assignments, as an ethical courtesy to those involved.

SECTION 4- RESPONSIBILITY OF THE INTERPRETER AND CAPTIONER

- Update the AC with contact information on a yearly basis or when information has changed.
- Send the AC your cancellation policy.
- Send the AC your interpreting fees and rates.
- If there are any changes to the assignment, please contact the Access Center immediately - not the requesting agency.
- Do not share Access Center assignments with other interpreters/captioners or individuals, this includes finding emergency placement, this must be done thru the AC.
- If the requesting agency contacts you to cancel or make any changes to the assignment, please contact the AC immediately.

SECTION 5 – PROFESSIONAL CODE OF CONDUCT FOR SIGN LANGUAGE INTERPRETERS

Tenets

1. Interpreters adhere to standards of confidential communication.
2. Interpreters possess the professional skills and knowledge required for the specific interpreting situation.
3. Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.
4. Interpreters demonstrate respect for consumers.
5. Interpreters demonstrate respect for colleagues, interns, and students of the profession.
6. Interpreters maintain ethical business practices.
7. Interpreters engage in professional development.

<http://www.rid.org/UserFiles/File/pdfs/codeofethics.pdf>

SECTION 6 – ACKNOWLEDGEMENT FORM

Kentucky Commission on the Deaf and Hard of Hearing

Acknowledgment Form

The Interpreter and Captioner handbook describes important information about the Kentucky Commission of the Deaf and Hard of Hearing, and I understand that I should consult the Access Center regarding any questions not answered in the handbook. Since the information described here is subject to change, I acknowledge that revisions to the handbook may occur. All such changes will be communicated through official notices, and I understand that new information may supersede, modify, or eliminate existing policies.

I acknowledge that my interpreting certification and Kentucky Interpreter License is current and will be kept up to date. I acknowledge the Access Center will be notified by me in writing of any changes regarding certification.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have read and agree to comply with the policies set forth in this handbook and any revisions made to it.

I have read the Access Center Interpreter and Captioner Handbook and I agree to comply with all policies and procedures set forth in this handbook.

Interpreter/ Captioner Name (printed)

Interpreter/ Captioner Signature

Interpreter Referral Specialist

Date

An electronic signature or acknowledgment in an e-mail will suffice as your signature.

SECTION 7 – Agreement to Share Information

Kentucky Commission on the Deaf and Hard of Hearing
Access Center
Agreement to Share Information

I, _____, agree to permit the Kentucky Commission on the Deaf and Hard of Hearing to share my personal contact information (e.g. name, phone number, email address, etc.) with other interpreters as needed to successfully carry out interpreting assignments as requested, and with entities outside of state government seeking interpreting services.

Signature

Date