



Kentucky
Commission
on the
Deaf and
Hard of
Hearing

Access Center

Procedures for State Government
Securing a Sign Language Interpreter

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KENTUCKY COMMISSION ON THE DEAF AND HARD OF HEARING ACCESS CENTER INTERPRETER AND CAPTIONER HANDBOOK



SECTION 1 - INTRODUCTION

ACCESS CENTER

The Access Center (AC) is a program within the Kentucky Commission on the Deaf and Hard of Hearing which provides interpreters and captioners 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. The AC provides state agencies interpreter/captioner referral services to ensure all individuals who are deaf or hard of hearing in Kentucky have equal access to communication.

This Procedure Handbook was created by the AC staffs to serve as a tool for state government agencies. When an interpreter or captioner is referred by the AC staff to a state agency, the AC must ensure that high quality services and professionalism is being exemplified. This handbook clearly defines KCDHH's procedures and expectations of all interpreter and captioners working through the Access Center. By reading this handbook state government agencies will be better informed about procedures and standards set forth by the KCDHH.

1.1 Statement on Interpreter/Captioners

KCDHH is mandated to utilize only those interpreters/captioners licensed through the State of Kentucky. In order to be licensed you must be certified by the 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/captioners. 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/captioner services to the deaf and hard of hearing.

2.1 Procedures

To ensure that you will have an interpreter/captioner scheduled, please request an interpreter/captioner at least two weeks in advance of scheduled appointment. The more advance notice given, the more likely a request will be filled. If the request is not made in a timely manner, an interpreter/captioner may not be found for the assignment.

To request an interpreter/captioner, you will need to complete the request form at <http://www.kcdhh.ky.gov/forms/>.

You will need the following information below in order to complete the form:

- Agency contact person
- Title
- Cabinet
- Agency
- Agency address
- Agency phone
- Date of assignment
- Deaf or hard of hearing consumer(s) name
- Communication preference
- Start and end time
- Number of interpreter/captioners needed
- Assignment location
- Type of event
- On-site contact
- Billing information (to be given to interpreter/captioner)
- Any other information considered necessary in order to fulfill clients' needs (i.e. agenda or script)

Once the form is complete, hit “submit” at the bottom of the page. If the request is submitted correctly you will receive a message “Thank You.” If you receive an error message you will need to go back and fill in any missing boxes. If you continue to have any problems please contact the KCDHH office, (502) 573-2604.

Once the AC receives your request for an interpreter/captioner, the coordinator will check all information to confirm that the requestor is a state agency. Then you will receive an e-mail from the Interpreter Referral Specialist by the close of business or the following business day confirming the information received. If you do not receive this e-mail, please contact the KCDHH office (502) 573-2604.

How to determine the services needed:

Depending on the type of request from the consumer, and the length and complexity of the assignment, the requesting agency may need to use one or two interpreters, a Certified Deaf Interpreter (CDI)¹, or a captioner².

Why will two interpreters be needed?

Interpreting requires physical and mental stamina and endurance. In a team situation (two interpreters) the interpreters will work in 20 minute increments each. The second team member not only offers relief breaks to the primary interpreter/captioner, they also serve as the supporting interpreter and monitors the overall setting and prompts the primary interpreter ensuring message transmission.

Criteria:

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

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

Only certified and licensed interpreters are considered. Temporary licensed interpreters may be considered in a team situation if the team member is a licensed interpreter.

If there are no interpreters/captioners available within the region, the requesting agency will be contacted by the AC to let them know that interpreters/captioners outside of the requestor's region will have to be contacted. In order to keep costs at a minimum and still fulfill the job, the AC may ask the agency if there is a possibility of rescheduling the event.

2.2 Confirming Assignments

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

¹ A Certified Deaf Interpreter (CDI) is an individual who is deaf or hard of hearing and has been certified by the Registry of Interpreters for the Deaf as an interpreter.

<http://www.rid.org/UserFiles/File/pdfs/120.pdf>

² A deaf and hard of hearing individual may request a captioner (trained as a court reporter or stenographer). A captioner types in whatever is said using a stenotype machine and special software. There may be a slight delay depending upon the captioner's needs to hear the words and the computer processing time.

2.3 Billing

All interpreters/captioners contacted through the AC work as independent freelance agents and are therefore responsible for accurate record keeping and billing. Each agency must have approved all billing arrangements prior to requesting the interpreter/captioner. Interpreters/captioners are instructed to bill directly to the requesting agency. Interpreters/captioners expect payment within 30 days of the state agency receiving the invoice.

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

2.4 Rates

As a state agency, the AC streamlines state services for interpreters/captioners at no cost to individual agencies.

The KCDHH AC minimizes cost by contacting regional; certified/ licensed interpreters. For all freelance interpreters, 2 hour minimum shall be paid including portal to portal, and mileage. KCDHH is not responsible for the billing or fees associated with the assignment. We encourage all interpreters to bill at the Kentucky standard rate.

Only captioners that have had previous work experience with the deaf and hard of hearing will be contacted.

KCDHH is not responsible for the billing or fees associated with the assignment.

2.5 Travel Fees

Interpreters/captioners may require compensation based on mileage and charge for the travel time at their hourly rate. Travel fees may include parking. Additional fees for travel, lodging and per diem may be incurred when scheduling services that require overnight stays or out of town work. Billing arrangements need to be completed prior to the assignment.

2.6 Cancellation or No-Shows of the Assignment

Cancellation deadlines may vary from 24 hours to 48 hours, depending on the cancellation policy of the interpreter/captioner. 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. Should the client/consumer not show up for the scheduled appointment, the state agency is still responsible for paying the interpreter/captioner for the hours agreed upon. The requesting agency will need to notify the AC when assignments are cancelled.

SECTION 3 – ACCESS CENTER REQUIREMENTS OF THE INTERPRETER/CAPTIONER

3.1 Inclement Weather

All interpreters/captioners are expected to arrive on time to assignments, regardless of the weather. In the event of inclement weather, call the Interpreter Referral Specialist immediately. The cancellation policy still may be in effect for the requesting agency. Interpreters/captioners are encouraged to listen to broadcast for state agency closings.

3.2 Interpreter/Captioner No-Shows/Substitutes/Tardy

Please contact the AC if an interpreter/captioner misses an assignment or is habitually late as this will not be tolerated by the Access Center. We encourage all state agencies to complete the feedback form at <http://www.kcdhh.ky.gov/oea/feedback.html>.

SECTION 4 – PROFESSIONAL CODE OF CONDUCT FOR SIGN LANGUAGE INTERPRETERS

Interpreters are expected to act in a professional manner abiding by the NAD-RID Professional Code of Conduct prior to, during and after an assignment.

Code of Professional Conduct

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.

SECTION 5- WORKING WITH A SIGN LANGUAGE INTERPRETER/ CAPTIONER

This may be your first time working with a sign language interpreter/captioner. Below are some tips that will help make the process smoother.

☞ Remember: The interpreter/captioner is there to facilitate communication not to give his/her opinions, advice, etc. Please visit www.rid.org for the Interpreter Professional Code of Conduct.

☞ Positioning: It is always best to ask the deaf or hard of hearing consumer where they would like the interpreter/captioner to be positioned. In most cases, the interpreter is as near to the main speaker as possible. The captioner is typically near the deaf or hard of hearing person.

☞ Speak directly to the deaf or hard of hearing person.

☞ Mental processing takes time as the message passes from one language to another a slight delay may be experienced.

☞ Remember the interpreter/captioner will interpret everything that is said spoken or signed (even side conversations that can be heard).

☞ In groups, establish turn taking skills so that the interpreter/captioner can keep up.



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Monday through Friday
8 am to 4:30 pm
Contact: 502-573-2604

After Business hours:

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