



## Requesting Interpreters for Individuals who are Deaf or Hard of Hearing (D/HH)

### Policy

In accordance with the Rehabilitation Act of 1973, Section 504, Lifetrack is responsible for the provision of reasonable accommodations for Deaf and Hard-of Hearing (D/HH) employees and visitors. Sign language interpreters are also required at any event that is open to Lifetrack employees and/or the public.

To receive services, a request for Interpreting Services must be made to the meeting/event coordinator. Lifetrack strives to ensure that Interpreting Services are provided to everyone who requests these services. However, to ensure that Lifetrack has ample opportunity to schedule an interpreter, requests should be in writing or by email to avoid any miscommunication. Requests should include who the interpreting services are for, event/meeting information, date, time, and the preferred language or mode of interpreting services (e.g., American Sign Language, Pidgin Sign English/Signed English, Oral, Real-time Captioning, etc.). In addition, requests should be submitted at least five business days prior to the needed date. Lifetrack will make every attempt to provide services for requests made with less than five business days' notice, but does not guarantee fulfilling these requests. In some cases, meetings may need to be rescheduled to ensure the provision of reasonable accommodations. ***It is the responsibility of the meeting/event coordinator to schedule requested interpreting services.***

Depending on the content and length of the assignment, two interpreters may be required to ensure linguistic accuracy, to avoid fatigue, and to ensure occupational safety. Lifetrack, in conjunction with the Interpreting Services Contractor, will work with the requestor to ensure the proper number of interpreters are used. Interpreting assignments may include, but are not limited to, staff and one-on-one meetings, presentations, conferences, advisory and board meetings. For special events, seats must be reserved in the front of the meeting room for the D/HH participants.

### Services Provided

Interpreting: includes, but is not limited to,

- Sign Language, Oral, Tactile, Cued Speech, Pidgin Signed English (PSE)
- Real-Time Captioning (or Computer Assisted Real-time Transcription- CART): This is usually used for D/HH persons who do not sign or prefer an English-based accommodation for a specific setting. This service provides a word-for-word transcription of what is being said or signed in a meeting.

### Using Interpreting Service Providers

See Appendix A for Interpreting Service Providers.

### For requests at least 5 business days prior to start of event

1. Meeting/event coordinators should plan ahead for interpreting service needs by consulting with all D/HH person(s) who will be in attendance to verify the information provided in the original request.

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2. To guarantee that a request will be filled, Interpreting Services requests should be received at least five (5) business days prior to start of event.
3. Contact an interpreting agency or independent interpreter (see Appendix A) and provide complete information on the request form. Include the name(s) of who the interpreting services will be for, the location, length of meeting/event, room set up, number of attendees, arrival instructions, and any unique circumstances that may apply (e.g. food will be served, group activities are planned, videos will be shown, etc.)
4. All copies of agendas, handouts, or other pertinent materials or meeting related materials shall be sent to the interpreters as soon as possible before the meeting/event - minimally appropriate is at least three business days. This will allow the Interpreters to review the material and be comfortable interpreting it.

#### **For requests less than 5 business days prior to start of event**

1. Follow instructions for requests at least 5 business days in advance of event.
2. Lifetrack will make every attempt to provide services for requests made with less than five business days' notice, but does not guarantee fulfilling these requests.
3. In some cases, meetings may need to be rescheduled to ensure the provision of reasonable accommodations.

#### **For day-of requests**

1. These requests should be for true emergency needs (e.g., critical incidents, police and ambulance emergencies, important spontaneous meetings between supervisors and employees, etc.)
2. These type of requests should never be utilized for poor planning of meetings. They should be legitimate emergencies that require the assistance of an interpreter.
3. These requests should be called in to the interpreting service or independent interpreter as soon as the requirement is needed.

#### **Considerations for Using Interpreting Services Effectively**

To make the most appropriate and effective use of an interpreter, it is important to carefully consider the following:

- The planning stage of a meeting is the time to determine the need and arrange for an interpreter or other reasonable accommodation, as appropriate.
- Both the interpreter and the D/HH person should be consulted on how best to utilize the interpreter. The working interpreter should be stationed close to the speaker and provided adequate lighting, particularly at such times when the room may need to be darkened (for tapes, films, overhead projections, etc.).
- Interpreters act (only) as communication facilitators and not as participants. The person(s) who are not D/HH should speak directly to, and look directly at, the D/HH person, not the interpreter.



- Speak at a normal rate of speed, using a natural voice, and maintaining everyday speech patterns.
- In group meetings only one person should speak at a time. Interruptions of others, or engaging in side conversations should be avoided. When these occur, it is confusing to the D/HH individual as well as to the interpreter, who will not know which speaker to interpret, and will attempt to include everyone's conversation. The meeting coordinator must control the participants to avoid this problem.
- Conversing with the interpreter while he or she is on duty is inappropriate and should be avoided. The interpreter is present to interpret, not participate.
- Pause at the end of a main idea. Allow time for team interpreters to trade places. Pause a longer time for questions.
- Allow time for the D/HH person to look at textbooks, handouts or visual aids before beginning to explain them.
- Keep in mind that interpreters interpret everything that is heard and seen within the assignment. Therefore, should you not want a comment interpreted, do not say it or sign it.
- For events/meetings that are agency-wide, or where individuals who are DHH have been invited to attend, the coordinating department or agency is responsible for processing and paying the interpreting services invoice. For events/meetings that are program-specific and are required as noted in the DHH Work Plan, the DHH program will be required to process the invoice and pay for interpreting services.
- It is the requestors responsibility to alert the meeting coordinator at least 48 hours in advance if they no longer need an interpreter/will not be attending the meeting so there is enough time to cancel the service. If the notice is less than 48 hours prior to the scheduled event and Lifetrack is charged a fee, the requestor's department will be charged for any cancellations of interpreter services.

Revised 12/5/17



## Appendix A

### Interpreting Service Providers

Keystone Interpreting Solutions	kiasasl.com	651-454-7275
American Sign Language Interpreting Services (ASLIS)	<a href="https://aslis.com">https://aslis.com</a>	763-478-8963
CODA Brothers Interpreting (CODA) – video interpreting	codabrothers.com	612-424-2751
Riverside Captioning Company (CART)	closed-captioning.com	715-386-0799