



Office of Student Housing

Administrative Protocol / Procedure

Subject: Sign Language Interpreter Requests
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Pages: 3

- I. Purpose:
To establish a protocol and related procedures for requesting the use of the Office of Student Housing's sign language interpreters.
- II. Procedures:
The Office of Student Housing may solicit recommendations regarding the need for service from experts in the field of disability accommodations through the National Center on Deafness (NCOD), Registry of Interpreters for the Deaf (RID), Center on Disabilities (COD), Student Housing professional staff, the Office of Equity and Diversity, legal counsel in the Office of the Chancellor and other campus and community experts as needed. All recommendations will be reviewed by the Associate Director for Residential Life or her/his designee. With the assistance of these experts, Student Housing will make a thoughtful, well-informed decision about accommodating students requesting for an interpreter

The Office of Student Housing's sign language interpreter's services can only be used for Student Housing business by Student Housing residents and staff and only within the Student Housing premises unless otherwise approved by the Special Projects Coordinator.

The practice of interpreting is a complex task which requires not only proficiency in two languages, but also requires a high level of linguistic, cognitive and technical skills, which are developed through extensive education, training and practice. Therefore, interpreting services should only be provided by qualified interpreters who have been selected/hired by Student Housing. In addition, information that must be interpreted in Student Housing is often sensitive, and should not be shared with Resident Advisors, residents, or those not bound by the RID Code of Professional Conduct. Interpreting interns may be allowed to work within Housing under the supervision of the Student Housing interpreters, based on the discretion of the Special Projects Coordinator.

All interpreter requests need to be submitted to HousingTerps@gmail.com at least 72 hours prior to the start of the event time.

The 72-hour request policy ensures consistency in delivery of interpreting services. The more advance notice the interpreting team has, the better they can prepare for the assignment. This policy also supports the departmental goal of helping students transition from college to the work world. Similar to interpreting agencies, Student Housing's interpreter services also has a minimum time line for interpreter requests. Advance planning is critical because of the limited interpreting resources available.

1. All interpreter requests need to be submitted to HousingTerps@gmail.com at least 72 hours prior to the start of the event time.
 - a. The email request for interpreters needs to include the following:
 - i. Title of Event
 - ii. Date
 - iii. Start Time
 - iv. End Time
 - v. Location
 - vi. Event Description
 1. Name of presenter(s)
 2. Social even, educational even, lecture, games ets.
 - vii. Expected participants (floor, building, park, UPA)
 - b. The information requests in the email helps to determine how many interpreters will be sent, what they should be wearing, and how to prepare appropriately for the assignment. In addition, this information allows matching of interpreter knowledge to the topic if applicable.
 - c. Sample emails below:

Hi,
I would like to request an interpreter for an Academic Success program on Sept. 15 from 7 to 10pm in the Fernandeno room in the SSU. This will be a park wide program, so the deaf residents of building 6 have been invited. Dr. Mark Stevens from the counseling center will be presenting. We are opening the event with a short name game. If you have any questions I will be at the event.

*Thank you RA of building 4,
 Mary Contrary.*

Dear Mary,

Your request has been received and interpreters will be there.

Housing Interpreters

2. The person monitoring the HousingTerps@gmail.com email will send a confirmation email.
3. Interpreting Services will contact you if interpreters **cannot** be provided for the event. If you have not received a confirmation within 48 hours, resend the original request, indicating that this is your second attempt to request services.
4. Requests will be filled as they are received.
5. Resident Advisor Duty switches follow the **72-hour request policy** as well.
 - a. Switches in which interpreters would be needed that are submitted with **less than 72 hours notice will not be accepted**. For example: a duty switch is submitted on August 13th. Hearing Joe is switching his August 14th for Deaf Alice's September 20th. It will not be approved because it was not received 72 hours in advance. **However**, if a switch is submitted on August 13th where Deaf Alice is switching her August 14th for hearing Joe's September 20th the switch will be approved because it is a cancellation of services that leaves more than 72 hours to arrange interpreters for the new date.
 - b. The maximum number of Deaf or hard of hearing RAs on duty per night is TWO. This allows other events on that duty night to be provided interpreters.
 - c. Each Deaf or hard of hearing RA will have one interpreter with them while on duty. Providing an interpreter to each Deaf or hard of hearing RA allows the RAs to act independently. For example, they can be on separate teams, make a phone call while the other is involved in handling a situation, etc.

6. Exceptions to the 72-hour request policy
 - a. Critical Incident and Accountability Meetings
 - b. Late notice departmental tasks (submit request as soon as you are aware of task). As soon as professional staff is aware of a task that may need services, they should submit an interpreter request even if exact dates and times are unknown. For example, occupancy reports and fire health and safety checks.
 - c. **Emergencies**
 - i. Emergency roommate mediations that can not wait 72 hours, such as incidents severe enough to require emergency housing.
 - ii. Life or death situations
 - iii. Situations where Deaf people are interacting with emergency responders, i.e. police, ambulance. The interpreters will not leave housing to provide services.
 - iv. Only professional staff may determine what constitutes an emergency. On call staff knows how to contact emergency interpreters.
 - v. In the instance that a Student Housing interpreter is unavailable, professional on-call staff will use an Ubi-Duo communication device to communicate or be instructed to contact Accommodating Ideas Inc. to request emergency interpreting services.
7. Cancellations of interpreter requests
 - a. Send all cancellation requests to HousingTerps@gmail.com.
 - b. Cancellations should be made at least 24 hours prior to the start of the event. If a 24-hour notice is not possible, an email should be sent as soon as you become aware the interpreter is no longer needed.
 - c. Habitual late cancellations will be addressed in the Interpreter Request Accountability Policy.
 - d. Late cancellations negatively impact the housing community at large. The interpreter is still paid if a cancellation is made with less than 24-hour notice. This results in unnecessary cost and misuse of student funds. Our interpreting staff is limited and timely cancellations allow interpreters to be reassigned to other assignments with the intention of best using our resources to serve our community.
8. **Interpreter Request Accountability Policy:** When the interpreting team becomes aware of access concerns, they will inform the Special Projects Coordinator. If the Interpreter Request Policy is not adhered to by:
 - a. Professional Staff (including CA's):
 - i. The first **3 times** the Interpreter Request Policy is not adhered to: the professional staff member will receive a letter from Interpreting Services.
 - ii. The **fourth** and **additional times** the Interpreter Request Policy is not adhered to: the Special Projects Coordinator will meet with the professional staff member and their supervisor. If the SPC is in violation, an interpreter will arrange a meeting between the SPC and the SPC's supervisor.
 - b. Resident Advisors:
 - i. The first **3 times** the Interpreter Request Policy is not adhered to: the Resident Advisor will receive a letter from Interpreting Services.
 - ii. The **fourth** and **additional times** the Interpreter Request Policy is not adhered to: the Special Projects Coordinator will meet with the Resident Advisor and their supervisor.
 - c. Residents:
 - i. The first **3 times** the Interpreter Request Policy is not adhered to: the Resident will receive a letter from Interpreting Services.
 - ii. The **fourth** and **additional times** the Interpreter Request Policy is not adhered to: A meeting will be held between the Special Projects Coordinator and the resident where a new copy of the Interpreter Request Policy will be given and discussed.
 - iii. ****If Deaf Resident:** interpreter involved in the situation will not interpret accountability meeting.