

COORDINATING CONFERENCES

The Registry of Interpreters for the Deaf, Inc., (RID) Standard Practice Paper (SPP) provides a framework of basic, respectable standards for RID members' professional work and conduct with consumers. This paper also provides specific information about the practice setting. This document is intended to raise awareness, educate, guide and encourage sound basic methods of professional practice. The SPP should be considered by members in arriving at an appropriate course of action with respect to their practice and professional conduct.

It is hoped that the standards will promote commitment to the pursuit of excellence in the practice of interpreting and be used for public distribution and advocacy.

The purpose of this paper is to provide you, the conference interpreter coordinator(s), with information that will support your work ensuring conference communication access for deaf, hard of hearing and/or Deaf-blind participants. The links you will find throughout this text will supplement, further explain and/or provide samples of tools you may use or modify for your work.

The goal of conference interpreter coordination is to establish and maintain an environment in which a linguistically and culturally diverse team of American Sign Language (ASL)/English interpreters and transliterators can most successfully do their work. This work environment must be built on mutual respect and trust, commitment to collaboration and quality work, openness, flexibility and professionalism.

This paper will provide a variety of strategies, tools and resources to support your work.

Coordination Team

Your coordination team will be stronger and more effective if it includes advisors or members of diverse communities. (*Appendix A*) These advisors may assist in recruiting, reviewing applications, providing direct service (interpreting and translation work) and serving as a liaison between the primary coordinators, the interpreting team and conference participants.

Recruitment of interpreters, particularly those with specific skills (i.e. tactile interpreting) and/or from diverse communities may be enhanced by the coordinators and advisors by making direct contact with members within their community to encourage them to apply for interpreting positions.

Application and Hiring Process

There are several steps in the application process: developing an application packet, publishing a "Call for Interpreters" (*Appendix B*), collecting and reviewing applications (*Appendix C*) and hiring and contracting with the interpreters.

Developing an application packet is an effective, consistent way to communicate various needs and expectations regarding the application process and work. This packet may include an application form, requirements for submitting work samples, letters of recommendation and any other information you deem necessary to make your hiring decisions.

Once that packet is complete, you may publish a "Call for Interpreters." It is important to include a deadline for the application as well as other requirements.

Having a standard screening tool along with criteria that can be used for all applicants ensures a fair process. (*Appendix D*)

Once the selections are made, a contract is necessary to clarify and confirm the assignment. (*Appendix E*) The contract should include pay rates, reimbursable expenses, cancellation policies, timelines for payment and other expectations. It is necessary to have standard timesheets and reimbursement forms. (*Appendix F*) It is important to work out the payment procedure prior to the conference.

Interpreter Communication

Communication, both prior to and during the conference, is critical in maintaining a strong interpreting team. To be most effective, communication must be clear, consistent and done on a regular basis. This is particularly important prior to the conference, as schedules are determined, presenters are contacted for preparation materials and other logistical decisions are made.

Interpreter Team Support

Once qualified interpreters have been selected and hired, it is important to create a supportive working environment. Holding a mandatory orientation meeting for the interpreting team before the start of the conference will help introduce teammates to each other and the interpreter coordinator(s). During the meeting, the team and coordinator(s) can clarify expectations and set group norms of mutual respect, cooperation and teamwork. For large conferences, an interpreter handbook may be shared with clearly stated policies, timesheets and on-site contact information.

Gathering preparation materials from presenters and distributing them to the scheduled interpreters not only enhances the interpreting services provided to participants by allowing the interpreters ample opportunity to prepare, but it also quells the conference interpreters' level of anxiety. To gather these materials effectively, a coordinator must be in contact with presenters prior to the conference, explain the purpose of gathering the materials and protect the materials as proprietary information.

Providing a workroom during the conference for working interpreters will give them a quiet, private space in which they may prepare and/or debrief with other teammates, access presentation materials, send and retrieve messages and check in with the coordinator(s). Daily schedules can be posted on a central bulletin board. Stocking the room with snacks, ice water and office supplies can also be helpful.

Conference interpreters often have feedback to share which can help improve planning and service delivery for future conferences. Having feedback forms with open-ended questions to solicit such feedback can provide valuable input for improving future conference interpreter coordination. Forms can either be submitted on-site or mailed back to the coordinators following the conclusion of the conference. (*Appendix G*)

Certificates of appreciation, small tokens such as conference T-Shirts or pins and personalized letters commending interpreters for their hard work provide closure for the interpreting team and can foster good relations in recruiting for future conferences.

Scheduling (*Appendix H*)

Whenever possible, it is important for the interpreter coordinator(s) to work with the planning and program committee as they plan the conference program and activities. As members of the conference planning committee, the interpreter coordinator(s) are better informed of the overall goal of the conference and how the interpreting services may support that goal. This allows for conversations about room set up, interpreter placement, backdrops and lighting.

For larger conferences, there may be board and/or committee meetings and other gatherings for which interpreting services will need to be scheduled. Having a formal procedure in place for requesting interpreting services in addition to the scheduled services can help expedite on-site requests.

Effective scheduling often means having a contingency plan in place in case emergencies arise. For example, planning to have at least one interpreter available as a "float" through the busiest times (more for larger conferences) allows for the flexibility needed to make last minute changes.

Specialized Interpreting Services

As more organizations are welcoming participants who speak languages other than English, there may be a need to provide tri-lingual interpreting services. Interpreters fluent in spoken English, ASL and other spoken languages may be challenging to find. RID's Cultural Diversity in Leadership Committee (CDILC) may be a useful resources in providing contact information for interpreters possessing such specialized skills. Often, a higher premium is paid to interpreters providing tri-lingual interpreting services. Hiring an advisor who is fluent in the third language being requested can ensure quality assurance in service provision.

When receiving requests for Deaf-Blind interpreting services, it is important to clarify if the consumer is requesting interpreting or the services of a Support Service Provider (SSP). (*Appendix I*) For interpreting

requests, specific information is needed to understand clearly the type of interpreting services requested - tactile, close-vision or other. While recruiting members for the interpreting team, ask if they are able to provide such services so the appropriate interpreter(s) can be assigned. Typically, a team of two or three interpreters is assigned to each presentation the Deaf-Blind consumer attends to prevent fatigue from impeding the interpreting process.

Deaf consumers may request interpreting services other than ASL interpreting services, such as oral interpreting, cued speech transliterating and/or Communication Access Real Time Translation (CART) services. If such requests are made, coordinators will need to recruit members of the team qualified to provide such services.

It is vital that the CART captionist has access to all the preparation materials provided. In some cases the captionist may need to use an FM system or have an ASL-to-English interpretation provided directly to her/him.

CDI Interpreting Services

The number of Certified Deaf Interpreters (CDIs) is growing. More deaf interpreters are providing services at state, regional and national conferences. By working with your deaf advisor you can recruit qualified CDIs to submit application materials.

Policy and Procedures

There are several policies related to interpreting services you may want to consider adopting or modifying for your work. The purpose of these policies is to address areas of potential conflict or misunderstandings before they arise. These policies include, but are not limited to:

- Interpreting Policy for Participants. This policy addresses expectations regarding how conference participants may or may not interact with the working conference interpreters, specifically while interpreting. This policy may be printed in the conference program and/or announced at the beginning of the conference and/or during plenary sessions. (*Appendix J*)
- Support Service Providers (SSP) Policy. If you anticipate Deaf-Blind participants, a policy may clarify the parameters of the working interpreters and when the additional services of SSPs may be necessary. The policy also clarifies who is responsible for providing which service.
- Guidelines for interpreting in sessions where participants are not utilizing interpreting services (aka "air interpreting"). This policy is particularly important to determine with conference coordinators so that it is consistent with the overall goal of the conference. Once determined, this must be clarified with the working interpreters so any differences of opinion may be addressed. In addition, this policy may be communicated to conference participants. (*Appendix K*)
- Policies addressing the use of equipment or other strategies for achieving communication access (i.e. FM systems for closed-microphone interpreting, captioning services, etc...) (*Appendix L*)
- Procedures for working interpreters to receive payment for their services, reimbursement for expenses and stipends are also helpful to document and share.
- Pro bono interpreting services have allowed organizations to maintain a high standard of quality while at the same time saving money. If an individual or agency is willing to donate services, it is good practice to have the donated individual fill out the forms and submit an application packet. If the person is selected, an agreement can then be made for recognition (name printed in hand book or placed on a sponsor list). (*Appendix M*)

Conclusion

Effective coordination of interpreting services for a conference is critical in ensuring that the conference experience of participants is not only accessible but enjoyable. It can be very challenging yet with the right tools and an organized, thorough plan, coordination of interpreting services can be extremely rewarding.

OFFICIAL CALL FOR RID 2001 NATIONAL CONFERENCE HISPANIC/LATINO, AND DEAF ADVISORS

Call for Hispanic/Latino Advisor

The Interpreter Coordinators for the 2001 RID Conference are seeking a Hispanic/Latino Advisor to assist in the recruitment, selection and on-site coordination of tri-lingual interpreting services for the conference. This Advisor must be a member in good standing with RID. The roles and responsibilities include:

Prior to the Conference

- Review videotapes and advise Interpreter Coordinators on the selection of Tri-lingual Interpreters for the Conference
- Advise Interpreter Coordinators on any issues or needs directly related to Deaf/Hard of Hearing, Hispanic/Latino and Tri-lingual Interpreter communities
- Act as a liaison to help recruit and encourage qualified Tri-lingual Interpreters to apply
- Advise Interpreter Coordinators on any issues or needs specific to working with Tri-lingual Interpreters

During the Conference

- Act as the liaison for the Hispanic/Latino participants who may have questions and concerns
- Work with the Interpreter Coordinators to troubleshoot any issues or problems that may occur

Post Conference

- Prepare a brief written report to be filed with the Interpreter Coordinators by September 1, 2001

Desired Qualifications

- Fluency in Spanish, English, and ASL
- Experience as a Tri-lingual Interpreter in conference or high profile settings
- Understanding of the Tri-lingual interpreting process

Call for Deaf Advisor

The Interpreter Coordinators for the 2001 RID Conference are seeking a Deaf Advisor to assist in the recruitment, selection and on-site coordination of interpreting services for the conference. This Advisor must be a member in good standing with RID. The roles and responsibilities include:

Prior to the Conference

- Act as a liaison to help recruit CDIs and encourage qualified interpreters to apply
- Review videotapes and advise Interpreter Coordinators on the selection of Deaf and hearing Interpreters for the Conference
- Advise Interpreter Coordinators on any issues or needs directly related to the Deaf and Hard of Hearing communities
- Advise Interpreter Coordinators on any issues or needs specific to working with Certified Deaf Interpreter (CDI)

During the Conference

- Work with the Interpreter Coordinators to troubleshoot any issues or problems that may occur
- Act as a liaison for the Deaf and Hard of Hearing participants who may have questions or concerns

Post Conference

- Prepare a brief written report to be filed with the Interpreter Coordinators by September 1, 2001.

Desired Qualifications

- Fluency in ASL and English
- Certified Deaf Interpreter
- Conference interpreting experience
- Understand the interpreting process

The Advisors will be paid a stipend for their work. Those interested in applying for this position should send a letter of interest and a current resume outlining related experience and 2 letters of reference to:

Anthony Verdeja / Paula Gajewski Mickelson
871 East Third Street
St. Paul, MN 55106
612.827.1885 v/tty
952.953.6043 fax
averdeja@uswest.net
Paula@slicesweb.com

Appendix B

Kung-fu movies. Country music. Broccoli. Conference interpreting.

There are certain things in life that you either love or hate.

fills them with giddy anticipation and makes them want to buy balloons.

We know there are some people out there who can't for the life of them understand why anyone would want to get up on a platform and interpret in front of all of their peers. We also know that some people think that the only way that conference interpreting could be more awesome is if you could figure out a way to do it whilst eating chocolate.

We're looking for interpreters who fit the latter description. While we love and respect those of all tastes (even those who will pay actual money to go and see Garth Brooks perform), we're calling those interpreters for whom the thought of interpreting at the 2007 RID National Conference



We are seeking interpreters with strong voice-to-sign and sign-to-voice skills, trilingual (ASL/English/Spanish) interpreters, and Deaf Interpreters. All interpreters must hold certification from RID, NAD, and/or AVLIC.

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Please visit www.vli-dc.com to apply.

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Visual Language Interpreting (VLI) will be coordinating the 2007 RID National Conference Team. We are honored to have been selected by RID to build on the success of our coordination of the 2005 conference in San Antonio.

If you ♥ conference interpreting, please apply today. (Loving Kung-fu movies is optional, but will be looked upon favorably.)



2007 RID CONFERENCE
SAN FRANCISCO, CA



Visual Language Interpreting

**DEADLINE FOR APPLICATION:
APRIL 1**

**CALL FOR INTERPRETERS
APPLICATION**

Personal Information:

Name _____
Address _____
City, State, Zip code _____
Telephone (day)_____ v/tty (evening)_____ v/tty
Email _____
Pager _____
RID Certification(s) _____
NAD Certification Level _____

- Please attach a copy of your certification card and/or membership card.

Would you prefer FULL-TIME or PART –TIME status (please circle one)?

Do you anticipate any restrictions on your availability during the conference week (Monday, August 6 – Saturday, August 11)? NO___ or YES___

If yes, please explain. _____

Do you have a preference of transliterating or Interpreting? _____

Do you have experience working as a Trilingual Interpreter (English, Spanish ,ASL)? Please list your experience. _____

Please list your experience(s) providing interpreting services for people who have limited vision and/or prefer tactile interpreting. _____

Please list your preferences for the type of settings or topics you would like to work (platform, workshops, business meeting, entertainment, etc.).

Please explain your approach to working in a team setting (ie: two interpreter team and large team of interpreters). _____

Appendix C approach to conflict management in a team setting (i.e. how would you handle a conflict with a working teammate?)

Work Experience:

Please list any work experience(s) you have that would apply to national conference interpreting (ie: any high profile and/or local, state, regional, national conference interpreting experience)

Please submit the completed application with:

1. current resume
2. three references and their phone numbers
3. videotape

To:

ALL MATERIALS MUST BE RECEIVED BY...

Appendix C

Videotape Guidelines

Please send us a VHS videotape that includes thirty (30) minutes of unrehearsed work. The videotape should demonstrate your skills in either interpreting or transliterating.

The videotape should include:

1. Name, address, telephone number (signed onto the videotape)
2. Fifteen (15) minutes demonstrating your ASL-to-English **or** transliterating-to-English skills
3. Fifteen (15) minutes demonstrating your English-to ASL **or** English-to-transliterating skills
4. Tri-lingual Interpreters should also include fifteen (15) minutes of spoken English-to-spoken Spanish skills, fifteen (15) minutes of ASL- to- spoken Spanish and fifteen (15) minutes of spoken Spanish- to- ASL

Live work samples are encouraged.

You are welcome to submit examples of both Transliterating and ASL Interpreting on the same VHS videotape. If you choose to do so please clearly identify each segment.

ALL APPLICATION MATERIALS MUST BE POSTMARKED BY...

THE INTERPRETER COORDINATORS WILL REVIEW AND KEEP ALL MATERIALS CONFIDENTIAL.

VIDEO TAPES WILL NOT BE RETURNED.

Send application and videotapes to:

REFERENCES

Interpreter Name _____
Phone Number (day) _____ (evening) _____
Address _____
Email _____

REFERENCES

Name _____
Phone Number (day) _____ (evening) _____
Email Address _____

Name _____
Phone Number (day) _____ (evening) _____
Email Address _____

Name _____
Phone Number (day) _____ (evening) _____
Email Address _____

Appendix D

Evaluation Form for RID Conference Interpreter Application Packets						
Interpreter Name:						
		4 (high)	3	2	1 (low)	
I. Professional Demeanor						
a. Poise						
b. Distractions: visual / auditory						
c. Control of Environment: lighting, sound, placement						
d. Control of Communication						
e. Team Work						
II. Language Production						
a. Signed						
1. Parameter articulation						
2. Pacing / phrasing						
3. Processing time						
4. Non-manual use: markers and signals						
5. Mouthing						
6. Use of space: classifiers						
7. Matches presenter's register						
b. Spoken						
1. Articulation						
2. Pacing / phrasing						
3. Processing time						
4. Use of intonation, pitch, stress, volume						
5. Clarity of reference: pronouns, indexing, tense, classifiers						
6. Matches presenter's register						
III. Message						
a. Overall cohesion						
b. Message Match						
c. Fluency / smoothness of delivery						

Appendix E

CONTRACT AGREEMENT

This agreement is made between the _____ and _____ for the purposes of engaging _____ as a Full-time Interpreter/Transliterater for the _____ on _____. _____ will provide the services described by the following terms:

1. Report to the Coordinators of Interpreting/Transliterating Services.
2. Interpret/transliterate events as assigned, not to exceed eight (8) hours per day, working between ASL, Spanish and English as designated; except when called on to do so by the Coordinators of Interpreting/Transliterating Services.
 - a. As RID's representatives, the Coordinators of Interpreting/Transliterating Services are authorized to replace, temporarily or permanently, any individual who, in the opinion of the Coordinators, is unable to provide an appropriate and acceptable level of interpretation.
3. Conduct self in an ethical and professional manner per the RID Code of Ethics.
 - a. Dress professionally for all official meetings and conference-related assignments, unless instructed otherwise by the Coordinators of Interpreting/Transliterating Services.
 - b. Prepare for each assignment using the presenters' papers and other materials, which will be given in advance of the presentation(s) when available.
4. Permit videotaping and subsequent distribution of interpreting/transliterating for scheduled Conference activities.
5. Work from a room with a master schedule.
 - a. Complete daily time cards and submit to the Coordinators of Interpreting/Transliterating Services at the end of each day.
 - b. Turn in all invoices and any related requests for payments to the Coordinators of Interpreting/Transliterating Services prior to noon, _____, or risk forfeit of payment for such expenses.
6. Direct all employment concerns exclusively to the Coordinators of Interpreting/Transliterating Services. Direct all questions regarding this contract to the Coordinators of Interpreting/Transliterating Services.
7. As a full-time employee of _____ for the time periods earlier enumerated, the Full-time Interpreter/Transliterater shall not be permitted to participate in the business of the Conference if on duty.
8. Participate in interpreter team meetings as called by the Coordinators of Interpreting/Transliterating Services.
9. Other services as determined necessary by the Coordinators of Interpreting/Transliterating Services.
10. Submit an anonymous evaluation of the interpreting/transliterating conditions prevalent at the Conference to the Executive Director.

Appendix E

For rendering the above services, RID hereby agrees to:

1. A fee of \$_____ per full day to be paid within 45 days after the completion of the Conference, provided all time cards have been submitted as directed in 6a. Payment will not be effective for _____, orientation day, unless the Interpreter/Transliterators actually performs services for the entire day. Actual interpreting/transliterating for less than the entire day will be paid for on an hourly basis. Should the interpreter/transliterators be called on/desire to work more than the standard eight hours per day, the interpreter/transliterators will be compensated at the rate of \$_____ per hour of work beyond the required eight hours per day. Trilingual interpreters (those providing Spanish language interpreting in addition to ASL and English interpreting) will be paid an additional \$_____ per hour (up to \$_____ per day) for each hour of trilingual interpreting services provided.
2. This is an irregular position which will not have regular hours and associated requirements. Therefore, no taxes; i.e., federal, state, local, Medicare and FICA will be withheld. These will be the responsibility of the Interpreter/Transliterators. A Tax Form will be provided by _____ at the conclusion of the tax year.
3. Per diem expenses will be provided at a flat level of \$_____ per full day, with no receipts required. Partial days will be paid for in the amounts of \$_____ for breakfast, \$_____ for lunch and \$_____ for dinner. Reimbursements will not be allowed and the rate will be adjusted for meals otherwise provided by _____. The Interpreter/Transliterators will be compensated for per diem for the actual time on duty, which means that travel time is not considered a time on duty.
4. Reimbursement for the equivalent of one-half of a standard hotel room will be provided to the Interpreter/Transliterators. To be eligible for this allowance, the interpreter/transliterators must stay at the _____-designated hotel, unless the hotel is fully booked, at which time the reimbursement rate will be one-half of the rate the Interpreter/Transliterators pays up to, but not more than at the _____ Official Conference hotel rate, which is \$_____ per night. Copies of the receipts for the Interpreter/Transliterators' room must be provided for reimbursement.
5. Travel expenses will be paid to Orlando at the rate of \$_____ per mile or Super Saver airfare (with a limit of \$_____), including parking expenses, whichever is less. The method of travel must be confirmed with the Coordinators of Interpreting Services prior to travel. Airfare will be authorized through the _____ travel agent, and will be arranged by the Interpreter/Transliterators. Airfare must be arranged at least 30 days in advance to ensure lowest rates possible.
 - a. A stipend of \$_____ will be provided to the Interpreter/Transliterators for shuttle expenses and/or parking expenses to/from the home and Orlando airports.
 - b. Local interpreters will be reimbursed by a stipend of \$_____ in lieu of hotel room costs in order to compensate for travel costs.
6. Registration and banquet tickets for the 2001 Conference.
7. Payment for services rendered may be withheld until any or all contractual requirements have been met.
8. This contract may be modified as necessary.

Appendix E

This is the entire Contract Agreement. No modification or addition hereto shall be valid except by written agreement by both the Interpreter/Transliterator and _____. This Contract Agreement shall bind and inure to the benefit of _____ and its successor and assigns. Failure to comply with any aspects of this Contract will result in immediate dismissal.

In witness whereof, the parties hereto have executed this Contract Agreement as of the day and year written below.

Date _____

Full-time Interpreter/Transliterator

Date _____

Executive Director

Sample

Appendix F

Conference Interpreter Time Tracking Sheet

Interpreter Name _____

Address _____

Telephone Number _____

Social Security Number _____

<u>Days and Dates</u>	<u>Hours Worked</u>	<u>Hourly Rate</u>	<u>Daily Rate</u>	<u>Daily Total</u>
Sunday, Aug 5		\$	\$	
Monday, Aug 6				
		\$	\$	
Tuesday, Aug 7		\$	\$	
Wednesday, Aug 8		\$	\$	
Thursday Aug. 9		\$	\$	
Friday Aug. 10		\$	\$	
Saturday Aug. 11		\$	\$	
			Total	\$

FEEDBACK FORM FOR WORKING INTERPRETERS

RID National Conference 2001 - Orlando, Florida

August 6 - 11, 2001

The purpose of this evaluation form is to gather feedback and comments so the Conference Interpreter Coordinators, working on behalf of the RID, may work with interpreters more effectively. Please complete this form and return it on, or before, Saturday, August 11, 2001.

Thank you for your feedback!

1 - strongly disagree 2 - disagree 3 - agree 4 - strongly agree NA - Not Applicable

ENVIRONMENTAL CONDITIONS

- | | | | | | |
|---|---|---|---|---|----|
| 1. The room layouts and space for interpreter placement was appropriate and sufficient. | 1 | 2 | 3 | 4 | NA |
| 2. The sound system & microphones were sufficient. | 1 | 2 | 3 | 4 | NA |
| 3. The lighting was appropriate and sufficient. | 1 | 2 | 3 | 4 | NA |
| 4. The background & backdrops were appropriate. | 1 | 2 | 3 | 4 | NA |
| 5. The set up and chairs were comfortable. | 1 | 2 | 3 | 4 | NA |
| 6. Number of interpreters on team was sufficient. | 1 | 2 | 3 | 4 | NA |

PRE-SESSION

- | | | | | | |
|--|---|---|---|---|----|
| 1. Preparation materials: agenda, handouts, script, directions were clear and received in a timely manner. | 1 | 2 | 3 | 4 | NA |
| 2. Conference needs and expectations were clear. | 1 | 2 | 3 | 4 | NA |
| 3. Coordinator needs and expectations were clear. | 1 | 2 | 3 | 4 | NA |
| 4. Working interpreter needs and expectations were considered and received in a respectful manner. | 1 | 2 | 3 | 4 | NA |

CONTRACT

- | | | | | | |
|--|---|---|---|---|----|
| 1. The contract was clear and easy to follow.
(If not, please be specific in where it was difficult to understand and please offer ideas for changes to make it more clear..) | 1 | 2 | 3 | 4 | NA |
| 2. The contract was fair.
(I am a full-time / part time interpreter. Please circle one.) | 1 | 2 | 3 | 4 | NA |

Appendix G

BILLING ARRANGEMENTS

- 1. Interpreter Coordinators were readily available to address questions 1 2 3 4 NA
- 2. Billing forms/ invoices were clear and easy to use 1 2 3 4 NA
- 3. Meal stipends were processed in an efficient manner 1 2 3 4 NA
- 4. Pre-conference reimbursement was handled promptly 1 2 3 4 NA

SCHEDULING

- 1. The daily schedule was manageable 1 2 3 4 NA
- 2. Break times were sufficient 1 2 3 4 NA
- 3. The interpreting strengths and preferences I communicated to the coordinators were reflected in my schedule. 1 2 3 4 NA

COMMUNICATION

- 1. The E-Mail Updates contained helpful information. 1 2 3 4 NA
- 3. Pre-conference communication was helpful in reducing anxiety. 1 2 3 4 NA
- 4. Pre-conference communication was helpful in preparing me for the conference. 1 2 3 4 NA

Additional comments:

_____ Yes, you may contact me for follow up on any of the comments I shared above.

Name: _____

Appendix H

Monday, August 6

Time	Event	Room
7:15 - 8 AM	Student rep. Meeting Interp A	Parlor #342
7 – 12 noon	CDI Task Force Meeting Interp B (7 – 8 AM) Interp C Interp D	Marriott
9 – 12 noon	National Certification Council meeting Interp E Interp F	Johnson's Parlour
2:00 – 4:00 pm	Interpreter Orientation Meeting	PGM/AV Parlour
4:00p – 6 pm	First Timers' Meeting All Interp A Interp B (D/B) Interp C (D/B) Interp D (D/B)	Pavillion Interp G (TRI) Interp H (TRI)
5:00 p - 10 pm	Opening Ceremony - Rehearsal Opening Ceremony All Interp I (TL) Interp L (D/B)(TACTILE) Interp M (TL) Interp O (D/B)(TACTILE) Interp B (TRI) Interp A (LOW VISION) Interp C (TRI)	Salons I-VIII Interp J (FEED) Interp K (ASL) Interp N (ASL)

Support Service Providers (SSP) Policy

RID recognizes the diversity of people within the Association and does not want to exclude the needs of any particular group. As there is no one standard for the role and use of a Support Service Provider within a conference setting, RID proposes the following model to be used for the 2001 Orlando conference for our registrants who are DeafBlind: *

INTERPRETING SERVICES

RID will supply interpreting for the official events of the conference to DeafBlind participants who request interpreting services before June 30, 2001. Official events of the conference are defined as the First Timers Meeting, Special Interest Group Meetings, the Opening and Closing Ceremonies, CEU activities, Caucus Meetings, Motion Discussions and Business Meeting. Because the interpreting team will be assigned to the requested event and not the consumer, any last minute changes must be made through the Interpreter Coordinators before proceeding to another event.

SUPPORT SERVICE PROVIDER

The participants will provide their own Support Service Staff (SSP). The SSP will get into all events that the participant attends and will not be required to pay the registration fee. However, if there is an extra charge for the event (i.e., banquet, ect.) the SSP pays for the event only if the SSP partakes of the services or event.

If the SSP does not wish to earn CEUs, there will be no registration fees and the SSP will be allowed to attend all events without cost. If the SSP wishes to earn CEUs, then the SSP will be required to pay registration fees and any other participant.

This 2001 RID model has been approved by Dr. Harry Anderson, President, American Association of the DeafBlind.

* When the word, DeafBlind, is used, it refers to those participants who have low vision interpreting needs as well as those participants who require tactile interpreting.

Interpreting Policy for Participants

The _____ Conference _____ Interpreting Team is a collection of our profession's finest ASL, English, Spanish interpreters and transliterators. This team is committed to working together to provide the best interpretations they possibly can so that access may be enjoyed by all participants utilizing their services.

Know that errors can be expected and the working interpreters will employ a variety of strategies to correct those made. If an error in the work is perceived, please do not stop the session. If you believe the interpreters have missed information, please "do not feed the interpreters." (Although chocolate is generally accepted!)

If you have specific comments regarding the work provided by the interpreting team, you may direct those to _____ or _____ directly, or via the Help Hut. The Help Hut staff will contact us and we will respond to your message as quickly as we can. Please know _____ and _____ are working on site with two advisors - _____ - Deaf Advisor and _____ - Hispanic / Latino Advisor. If you feel more comfortable approaching _____ or _____ with your comments, please do so. We will all work together to address your comments or concerns.

Appendix K

Guidelines for interpreting in sessions (aka “air interpreting”)

Goals:

- To provide access for participants, particularly those who are Deaf or hard of hearing, who would like to drop into sessions, or “peak in” to see if they are interested in staying (like non-Deaf participants are able to do.)
- To build in the flexibility needed for scheduling conference interpreting and to utilize interpreting services most efficiently.
- To be sensitive to the fact that interpreting without Deaf or hard of hearing services is very difficult for interpreters to do, and is often time not the desired way interpreters prefer working.

Proposed solution for the 2001 conference—

For sessions that are 1.5 hours or less -- The interpreters scheduled for these sessions will be asked to interpret throughout the session – regardless of whether there are Deaf attendees in the audience or not.

For workshops (lasting 3 hours) – the interpreters will be asked to interpret until the first break (or first hour, whichever is first). At that time, they will ask the presenter to ask if there are any participants relying on the interpreting services. If not, they will contact the interpreter coordinators to let them know there are no Deaf participants in the session. They will stay in the room through the break... if no Deaf participants come to the session after the break is over, they will report back to the Interpreter Coordinators their availability to be placed in another session.

For Tracks – The interpreters will follow the same guidelines as for the workshops. If there are no Deaf participants in the first half of the track, they will be rescheduled for the second half of the track, since participants will not be able to benefit from only attending one half of a track.

For Plenary Sessions, including the Opening Ceremony, all business sessions, regional caucus, and the closing ceremony – interpreters will interpret throughout the entire session.

Appendix L

Equipment available for spoken English Translation Services –

If you would like to access those services, the procedure will be that the equipment - transmitters and receivers, will be at the registration booth next to the Help Hut. Conference interpreters and members may come to that site to get what they need. You will need to leave your driver's license or a picture identification card there for each piece of equipment and will get the license or card back when the equipment is returned it. Equipment available for Spanish Translation Services –

A schedule of sessions that will be translated into Spanish is available from the Help Hut. If you would like to access those services, the procedure will be that the equipment, transmitters and receivers alike, will be at the registration booth next to the Help Hut. Conference interpreters and members may come to that site to get what they need. They will leave their driver's license or a picture identification card there for each piece of equipment and will get the license or card back when they return it.

We have two transmitters, one for small distances (up to about 150 feet), totally portable, and one for larger distances - does have to be connected to power. We have 15 single channel receivers and 15 multi-channel receivers. We have lapel attached microphones and over the head microphones. I/we have used it for several years, it is quite adequate.

The equipment will be there with the main shipment on Friday, so no problem with testing.

Pro Bono Interpreting Services

There has been a great deal of discussion over the past several years around the issue of interpreters being asked or wanting to provide “pro bono” interpreting services for various events, including RID sponsored events. To quote the RID / CAID Conference Interpreting Services Guidelines, this “noble gesture has been openly maligned and actively avoided” in recent years. We suspect this has happened, in part, because it is often mentioned within the context of budgets and the seemingly rising cost of providing interpreting services for large events. We do not believe that the provision of pro bono services is dead in our field. It’s possible that it is just not as noticed nationally because it often occurs more on a local and state level. As we approach the time when we are calling our best and brightest forward to consider applying to work our 2001 National Conference, we are asked to consider this issue once again.

The heart of the issue, as we see it, seems to lie in the struggle between RID’s desire to support its members by purchasing interpreting services and at the same time wanting to support those members wanting to give back to the profession by offering services at a reduced rate or free of charge. It seems ghosts of the “helper” era in our profession have haunted this notion and not allowed for a mechanism to support this activity and give it just recognition. Agencies that support the efforts of RID may also want to offer the services of their staff interpreters as a way to develop partnerships and support the work of the organization.

As we grapple once again with this question of handling pro bono services, we offer the following guidelines for your consideration:

- A) Our first and foremost concern in the recruitment, hiring and coordination of interpreting services for the upcoming conference is **quality**. While fiscal responsibility is important, we believe providing communication access with a team of the most qualified interpreters is our most important charge. Therefore, we will NOT compromise quality.
- B) We have seen and been a part of providing pro bono services to affiliate chapter events very successfully without compromising quality. Therefore we will support individuals and agencies who would like to co-sponsor the conference by encouraging them to apply.
- C) All interpreters wishing to provide pro bono services as an individual or representing an employing agency **MUST** go through the application process as outlined in the Call for Interpreters.
- D) Decisions for hiring interpreters to be a part of the Conference Team will be based on specific criteria, including but not limited to skill level, experience and evidence of teamwork. Once those criteria are met, secondary consideration may be given to those providing services at a reduced rate.

Appendix M

- E) Any interpreters on the team who are providing pro bono services will be subject to the same expectations as their paid colleagues.
- F) Interpreters and agencies providing pro bono services will be appropriately recognized and thanked for their generous support of the conference.

It is difficult to try to articulate all of the aspects of an issue this complex in a brief article. There will always be critics and countless “what if” scenarios that could be raised. We do not claim to know all of the answers on this important issue. We do, however, believe we can and will find and support the best interpreting team in the field for this conference. If we do that successfully, we will have completed our goal.

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