
INTERPRETER HANDBOOK

Disability Access Services



Oregon State University
Disability Access Services

DECEMBER 2018
OREGON STATE UNIVERSITY
A200 Kerr Admin Bldg
Corvallis, OR 97330

Welcome to Disability Access Services!

Disability Access Services (DAS) is a department within the Student Life alignment group in the Division of Student Affairs at Oregon State University. The guiding principles of DAS are embodied in the departmental Mission, Vision and Values, which can be found in the DAS Student Handbook at <http://ds.oregonstate.edu/das-mission-vision-and-values>.

Disability Access Services (DAS) serves the mission of OSU by providing access and educational opportunities to a population who has historically been disadvantaged in higher education: students with disabilities. DAS supports students with documented disabilities by providing reasonable and appropriate accommodations as required by Federal and State laws. DAS promotes the development of student self-advocacy skills while maintaining fundamental academic and technical standards. DAS supports the University's core values of Accountability, Diversity, Integrity, Respect and Social Responsibility. As a part of the Office of Student Life, DAS focuses on a social justice and universal design model of inclusion when working with the university and students with disabilities.

The Deaf and Hard of Hearing Access Services program (DHOH) provides accommodations to eligible students who have registered with DAS. In most cases, accommodations for university events, colleges, and departments at OSU for faculty, staff, and visitors with hearing loss are also scheduled through the DHOH Program.

Interpreters employed by the DHOH program demonstrate skills, professionalism, and collaboration as members of a team in pursuit of the goals of DAS.

The information in this handbook applies to all interpreters working for DAS at OSU.

Contact Information

Disability Access Services
A200 Kerr Administration Building
Phone: 541-737-4098
Fax: 541-737-7354

Program Manager: Deaf and Hard of Hearing Access Services
DHOH.Services@oregonstate.edu
541-737-3670 (voice)

Manager: Assistive Technology
DAS.Production@oregonstate.edu
541-737-3666 (for captioning issues)

To request this handbook in an accessible format please call 541-737- 4098 or email Disability.Services@oregonstate.edu.

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Accommodations in Postsecondary Education

Accommodations in postsecondary education are governed by Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and the ADA Amendments Act of 2008. Oregon State University, as a recipient of federal funds, is under the jurisdiction of Title II of those laws. See <https://www.ada.gov/index.html> for additional information.

Interpreter Duties and Responsibilities

In the course of employment with DAS, interpreters will:

- Interpret/transliterate, both receptively and expressively, in a variety of settings at Oregon State University.
- Maintain accurate records of all hours worked and submit all paperwork in a timely manner.
- Use the DAS database to update personal information, view interpreting assignments, request substitutes, and receive notices.
- Attend mandatory meetings (maximum one per term).
- Demonstrate professional behavior; abide by the tenets in the *Code of Professional Conduct* adopted by the National Association of the Deaf and the Registry of Interpreters for the Deaf.
- Contribute and collaborate effectively as a team member in support of the mission of Disability Access Services and Oregon State University.

Interpreters must read and/or complete the following OSU on-line training prior to working with students:

- FERPA (Family Educational Rights and Privacy Act) Training (please provide a certificate of completion to the DHOH Program Manager): <http://registrar.oregonstate.edu/ferpa-training-module>
- Mandatory Reporting of Child Abuse Policy: <http://hr.oregonstate.edu/policies-procedures/employees/mandatory-reporting-child-abuse>
- Disability Access Services Training: <https://pace.oregonstate.edu/catalog/disability-access-services-faculty-training>
- Risk Management training:
 - *Lab Hazard Awareness Training for Non-lab Personnel* course: <http://ehs.oregonstate.edu/lab-hazard-awareness-training-non-lab-personnel> (sign the Acknowledgement of Completion after completing this training).
- Read the Disability Access Services Interpreter Handbook

Timesheets

The pay period runs from the 16th of the month to the 15th of the following month. Time must be entered and submitted electronically by 12:00 p.m. on the 16th of every month. When interpreters are scheduled in classes at the end of the day on the 15th, timesheets should be submitted as soon as possible on the following day, but no later than 5 p.m. on the 16th of the month. Employees cannot access timesheets in order to add hours after that date.

Paychecks are issued on the last day of the month, and direct deposit is available. **Please direct timesheet/payroll questions to the Auxiliaries and Activities Business Center (AABC) consultant assigned to DAS.** The AABC is located at 1600 SW Western Blvd., University Plaza Suite 150.

Please watch this tutorial to learn more about completing timesheets:
https://www.youtube.com/watch?v=wfgc5Q_CHMg&feature=youtu.be.

OSU ID Cards

The OSU ID Card is the identification card for students, faculty, and staff. It functions as a meal card (if you add money to it), library card, access card, and more. The ID Center is located in the Memorial Union room 103, next to the Java Stop Café.

Parking

All employees at OSU are responsible for purchasing their parking permits and knowing the parking regulations on campus. For additional information, please see <http://transportation.oregonstate.edu/parking>.

University Closure/Emergency Notification

Interpreters are encouraged to sign up for the University Emergency Notification system. Employees must possess an OSU ID number and an ONID email address in order to register. Instructions can be found at <http://osucascades.edu/emergency/campus-alert-system>.

In general, interpreters will not be paid in the event of a university closure (emergency, severe weather, etc.). The **type** of closure that is announced plays a large part in how employees may be compensated for working. AABC personnel will work with the DHOH manager to determine compensation based on the closure times with employees' scheduled work hours.

DAS Online Services

Interpreter assignment schedules and information, substitute request forms, personal information such as address and phone number, and DAS announcements are posted in the DAS database. **Please ensure that personal information listed in the database is current.** Tutorials related to use of the database are located on the DAS homepage. Please review these materials and contact the DHOH Program Manager if you have questions or need assistance.

Professionalism

All interpreters working for DAS are required to abide by the *Code of Professional Conduct* (<https://www.rid.org/ethics/code-of-professional-conduct/>) developed jointly by the National Association of the Deaf and the Registry of Interpreters for the Deaf. Failure to comply with the code, with the exception of the "Need to Know" exclusion as defined on the next page, may result in dismissal:

*Requirements of confidentiality are for the protection of consumers; interpreters are not bound by the **Code of Professional Conduct** in situations that present immediate health and safety concerns. **In all cases of immediate threat to life, dial 911.***

Need to Know

Information that is learned during the provision of interpreting services should be shared with the DHOH Program Manager if such information could potentially impact the student's rights under the Americans with Disabilities Act, or as required by the policies in this document (e.g., reporting no-shows).

Right to Privacy

Interpreters must complete a Family Educational Rights and Privacy Act (FERPA) tutorial in order to gain access to the learning management sites, such as Canvas, in assigned classes. Instructions can be found at <http://registrar.oregonstate.edu/ferpa-training-module>.

Mandatory Reporting

Employees of Oregon institutions of higher education are mandatory reporters. This includes part-time and/or hourly interpreters. Please review the requirements of mandatory reporting at <https://hr.oregonstate.edu/policies-procedures/employees/mandatory-reporting-child-abuse>.

Appearance

Interpreters are expected to dress professionally and appropriately for the assignment. If an interpreter has been assigned to a lab which requires students to wear specific clothing (e.g., long-sleeved shirts, closed-toe shoes, etc.), the interpreter should dress in a similar manner. The TA or instructor is required to provide clothing/equipment (e.g., goggles, lab coat, etc.) required for that particular lab.

As Ann Witter-Merithew explained in a presentation for *Street Leverage*, "How we dress does impact on how we are perceived AND how deaf people are perceived ... Dressing according to the system norms is one way to improve how we are perceived in that system." For more information on this topic, please read the following article from *Street Leverage*: <http://www.streetleverage.com/2014/08/sign-language-interpreters-attire-leaves-a-first-lasting-impression/>.

Attendance, Punctuality, and Substitute Requests

Interpreters assigned to regularly-scheduled academic classes are expected to attend every class and arrive punctually during the entire term. When interpreters are ill or unable to work and need a substitute, the *Substitute Request* form on the DAS database should be used. If computer access is unavailable, call DAS at 541-737-4098.

Please note that it is unacceptable to request a substitute in order to be available for outside, freelance work. Interpreters should email other interpreters directly to request a substitute

only when there is a last-minute, urgent need. In such cases, the DHOH Program Manager should be copied on the email.

Social Media/Personal Email

Social media, such as Facebook, is widely used by OSU students and staff. Please carefully consider the implications of the use of social media related to the *Code of Professional Conduct*. Checking one's OSU email during class is appropriate, in order to remain current regarding last-minute class cancellations, custom or sub requests. **However, social media sites or personal email should not be visited/checked during an interpreting assignment, including while supporting one's team when they are actively interpreting.**

Cell Phones (and other electronic devices)

Cell phones and other electronic devices must be set to *Silent* or *Vibrate* during all assignments. Messages may be checked discreetly if the interpreter has a few minutes of downtime during class. Otherwise, messages should be checked only during breaks between classes.

Class Preparation

As professionals, interpreters are expected to be competent and to perform the duties required by an assignment. If an assignment requires preparation beyond what is typically expected of professionals, please contact the DHOH Program Manager.

Learning Management System Access

Faculty often use a Learning Management System (LMS) to post syllabi, notes, PowerPoints, study guides, etc. This information provides valuable preparation materials for interpreters. Canvas is the LMS for OSU. In order to gain access to Canvas, interpreters must request permission from the class instructor. Information about adding non-instructors to Canvas can be found at <http://learn.oregonstate.edu/canvas/faculty-tools>. Interpreters must complete FERPA training prior to being added to Canvas.

Bookstore Policy

In order to borrow books from the OSU Bookstore for class preparation, contact the DHOH Program Manager. Interpreters' names are added to a list of service providers who are permitted to borrow books from the OSU Bookstore for the term. All books borrowed must be returned to the Bookstore by the last day of Dead Week, and any damage to the books will be charged to the interpreter. In order to avoid charges, interpreters are encouraged to choose used books whenever possible.

In-Class Interpreting

Schedule of Classes

DAS cannot guarantee hours. Classes will be assigned based on an interpreter's availability and skill set. The DHOH Program Manager will email all interpreters when schedules are ready to be

viewed on the DAS database. Interpreters are asked to check schedules and either accept or request a change by contacting the DHOH Program Manager as soon as possible.

Schedules should also be checked the Sunday before the start of the term, as students edit their requests during breaks. Because students often add/drop classes during the first two weeks of a term, many aspects of the schedule might change. As a result, **the 24-hour cancellation policy does not apply to the first two weeks of classes.** As changes are confirmed, schedules will be updated on the database.

Changes in Class Information

Interpreters who are aware of any changes regarding the class location, instructor, meeting times, etc. should inform the DHOH Program Manager as soon as possible. All changes in class information will be entered in the DAS database and will be reflected on the schedule of classes as information becomes available.

Set Up

Please arrive early the first day of classes in order to determine the best positioning for interpreting. Two chairs are placed for use by transcribers and interpreters in every classroom. In order to ensure that the chairs are available for use by service providers, the chairs are locked to a bracket on a wall, generally near the front of the classroom. The code for the locks is 4098. If there are no chairs in the classroom to which you have been assigned, or if the lock is missing or not functioning, please let the DHOH Program Manager know as soon as possible.

Managing the Environment

The goal in positioning is to be able to hear both instructor and class comments and questions so that the interpreting is complete and accurate. In achieving this goal, please be aware that classrooms might be crowded and interpreters often work with a team. If one of the team members arrives to or leaves the class at any time other than the regularly-scheduled beginning or end of the class, please make every effort to select a position that supports the goal of interpreting while minimizing distraction to the class.

Teaming

Classes will be assigned a team of interpreters based on the length, speed, and complexity of the class. Please notify the DHOH Program Manager if a class has no team and you believe a team is necessary, or if you have a team, but are confident that you can interpret the class alone.

It is the responsibility of the team members to discuss and agree on timing for the interpreter switches, consistent use of vocabulary, and coverage for exams when only one interpreter is needed.

Teamed classes require a high degree of cooperation among team members in order to provide excellent interpreting services. Interpreters are expected to be actively engaged in the

interpreting process during the entire class. The best way to accomplish this is by using a notebook to communicate during class, as well as debriefing before and after class.

Use debriefing time to share any concerns regarding the teaming process, as well as other issues (e.g., a team's behavior, appearance, punctuality, etc.). If, after discussing an issue with a team, an interpreter does not feel the matter has been resolved, the interpreter should bring the situation to the attention of the DHOH Program Manager, who will either facilitate a meeting with the interpreting team or have a discussion with each interpreter separately.

In-Class Media

DAS contacts faculty for information about the planned use of media prior to the beginning of classes. If, during a class, uncaptioned media is shown, please contact the DAS Manager of Assistive Technology at 541-737-3666 or DAS.Production@oregonstate.edu and the DHOH Program Manager at DHOH.Services@oregonstate.edu so that arrangements can be made to provide captioned media to the student.

Review Sessions, Meetings, Out-of-Class Assignments

Instructor-led review sessions, instructor-student meetings, and required out-of-class activities are among the miscellaneous assignments which are approved and paid for by DAS. In general, all requests for interpreters, other than for regularly scheduled classes, should be made by students using the online request form on the DAS homepage.

Occasionally, a last-minute need for approved interpreting services arises. In such cases, if there is no opportunity to contact the DAS office to receive permission to interpret prior to the assignment, the interpreter is authorized to perform the service. Upon completion, email the beginning and ending time, location of the assignment, and the related class designation (e.g., WR 121) to the DHOH Program Manager. Interpreting without prior approval from the DHOH Program Manager should occur only in rare circumstances when following the regular procedure for requesting services is impossible.

Miscellaneous Assignments

When a miscellaneous assignment runs overtime, please email the name, date, and actual time of the assignment to the DHOH Program Manager.

Midterms/Final Exams

Unless alternative arrangements have been made by the student and the instructor, one interpreter must be present for all exams. It is the responsibility of team members to determine how to share exam interpreting responsibilities.

In some classes, midterms and final exams are scheduled at times other than the regularly scheduled class time. Interpreters are responsible for notifying the DHOH Program Manager about the time, location, and designated interpreter for all exams occurring at times or locations different from the regular class schedule.

The designated “exam” interpreter will be paid for an hour of exam time, whether or not the interpreter is needed for the full hour. It is important for the “exam” interpreter to check in with the student and faculty member prior to the scheduled exam time to ascertain whether or not the interpreter will be needed for more than an hour. If so please inform the DHOH Program Manager of the need for interpreter services beyond the designated one hour time frame.

Once the initial exam instructions have been given, if both the student and instructor state that no further services are needed, the interpreter may leave the class. Please remind the instructor that the student will not have access to any comments, questions, corrections, etc. when the interpreter is not present and request that any unanticipated changes be provided to the student in written format.

Self-Care

Interpreting can be demanding both physically and mentally, and interpreters are encouraged to use good ergonomic and self-care techniques. These include working with a team if necessary and having adequate breaks. Please contact the DHOH Program Manager if your schedule is too demanding and any time pain is experienced. Interpreters’ health is important to us!

Working with the Faculty

At the first opportunity, interpreters should introduce themselves to the faculty member and briefly explain the role of an interpreter. Request a copy of the syllabus and permission to have tutor level access to the learning management system (e.g., Canvas) if it will be used.

DAS sends a *Notification of Academic Accommodations* email to faculty prior to the beginning of the term with accommodation-specific information. If the faculty member indicates no prior knowledge of the interpreting service, please refer them to the email and ask that they contact the DHOH Program Manager if they have additional questions or concerns.

Interpreters are expected to work collaboratively with faculty in order to ensure equivalent access for students with a hearing loss. Information provided to faculty members about the services provided by the Deaf and Hard of Hearing Access Program can be found at <http://ds.oregonstate.edu/deaf-and-hard-hearing-access-services>. Interpreters are encouraged to become familiar with this information prior to the beginning of the term.

Working with the Student

Contact Information

Interpreters are encouraged to exchange contact information with students for whom they interpret in order to communicate last-minute assignment-related changes. Students are required to have ONID email addresses in order to use the DAS database; use of ONID addresses is required for OSU work-related communication due to occasional firewall issues with other email accounts.

Late Arrivals, No-Shows, and Class Cancellations

Unless a student has informed an interpreter prior to class that they will be late, please wait at least 15 minutes for the student to arrive. Please report student no-shows to the DHOH Program Manager. If the student communicates class related absences/cancellations with the interpreter directly, please confirm that the student has relayed the information to the DHOH Program Manager.

If the DHOH Program Manager informs an interpreter that a student will not attend class with less than 24-hour advance notice, or if the faculty member has canceled a class for the day with less than 24-hour notice, interpreters will be paid for the scheduled time of the class.

Assignments canceled with 24-hour advance notice are unpaid and should not be noted on the timesheet.

Student Rights/Responsibilities

A copy of the student handbook and the rights/responsibilities of students registered with DAS can be found at <http://ds.oregonstate.edu/student-handbook-page/das-student-handbook>. Please review this information prior to working with the students, chapters 4, 10, and 11 in particular.

Professional Development

Observations/Feedback

Periodically, interpreters are observed by the DHOH Program Manager or a professional designated by DAS as an aid to professional development and to ensure quality services. Students are also surveyed for feedback about their interpreters. The results of the observation and surveys will be shared with interpreters.

Interpreters may request the DHOH Program Manager or the designated DAS interpreter to observe a class if concerns have been raised regarding a student, faculty member or environmental issue or for other feedback and support.

Professional Organizations

The Association of Higher Education and Disability (AHEAD), its Oregon affiliate, ORAHEAD, and the National Deaf Center on Postsecondary Outcomes (formerly PepNet) are sources of information related to new trends in Disability Services and the provision of interpreting services. The National Deaf Center on Postsecondary Outcomes website (<https://www.nationaldeafcenter.org/>) is an excellent resource for interpreters.

Interpreters are encouraged to become members of the Registry of Interpreters for the Deaf (RID), the Oregon chapter of RID, and the National Association of the Deaf for ongoing professional development.

Monthly Meeting Opportunity

In recognition that OSU has few places where transcribers and interpreters can meet, the DAS conference room or multipurpose room will be, as class schedules allow, reserved one day a month in order for service providers to meet each other, share information, and develop a supportive network on campus. The designated monthly meet and greet time will be e-mailed to interpreters and transcribers.

Campus Resources

Lockers are available for rent in the Valley Library and in the basement of the Memorial Union where equipment can be stored during times transcribers are not working. For additional information, contact the Valley Library at <http://osulibrary.oregonstate.edu/lockers> or the Memorial Union at 541-737-2383. Small lockers at the MU are available for \$8/term, and large lockers are available for \$12/term.

The following locations on campus provide a quiet area for rest and gathering:

- Women’s Building “living room”: <http://health.oregonstate.edu/womens-building>
- Beth Ray Center for Academic Support, especially the second floor conference-style rooms: <http://success.oregonstate.edu/beth-ray-center-academic-support>
- Memorial Union: <http://mu.oregonstate.edu/muhome>
- DAS Multipurpose Room, A200 Kerr Administration Building

Additional resources you might find helpful are as follows:

- **Valley Library:** <http://osulibrary.oregonstate.edu/>
- **Mind Spa:** <http://counseling.oregonstate.edu/mind-spa>
- A listing of **dining halls and restaurants** can be found at <http://food.oregonstate.edu/>
- **Craft Center:** <http://sli.oregonstate.edu/craft>
- **Dixon Recreation Center:** <http://recsports.oregonstate.edu/>
- **Cultural Centers:** <http://dce.oregonstate.edu/cultural-resource-centers>
- **OSU Bookstore (OSU Beaver Store):** <http://osubeaverstore.com/>

Commitment to Excellence

Disability Access Services is committed to excellence, and in that spirit, employees are encouraged to share suggestions for improvement in the Deaf and Hard of Hearing Access Services program with the DHOH Program Manager. Feedback is appreciated!

Updated 12/2018