

Interpreter Handbook



Mesa Community College
Disability Resources & Services

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Interpreting Guidelines

Mesa Community College is committed to providing quality interpreting services and expects **all** interpreters to follow the guidelines set forth by **Registry of Interpreters for the Deaf (RID)**, more specifically, RID Code of Professional Conduct. Please refer to their website, www.rid.org, for more information. Additionally, the DRS office takes a proactive stance towards team interpreting. Each class is teamed unless it is assessed only one interpreter is needed. Advantages of team interpreting are improved accuracy of the message conveyed and the reduction of injury and fatigue to the interpreter.

Dress Code:

- All interpreters are considered professionals, regardless of certification, and expected to use professional discretion when determining appropriate attire.
- Solid and skin contrasting colors should be worn for the deaf student's ease of visibility.
- Clothing should appropriately match the situation. Possible situations may include the classroom, formal/informal meetings, field trips, etc.
- Avoid wearing clothing that would distract the people involved in the interpreting situation.
- Interpreters are expected to wear appropriate attire during the workweek suitable for interpreting.
- Fridays are college "dress down" days. Jeans may be worn on this day.

Semester Accountability

Once per semester, students fill out an Interpreter Feedback Form regarding the interpreters in their classes. These forms are sent to the instructors who distribute them to the deaf students. Upon completion, the students return the forms to their instructors. The instructors send the forms back to the Interpreter Coordinator. If there are any concerns, they will be discussed with the interpreter and the Supervisor of Interpreting Services. A copy of the student's feedback is available upon request; however, all student information will be kept confidential.

The Team Concept

The team concept emphasizes communication and support between team interpreters. The following are suggestions that should be discussed with your teams:

In the Classroom:

- Determine appropriate seating arrangements based on input from the student, instructor, and team.
- Teams should determine who would cover test days.
- Provide missed/requested information for the “on” interpreter, including asking the instructor/student to restate their comments as needed.
- Be ready to switch with the “on” interpreter when necessary.
- Set up team meetings throughout the semester to discuss feeding procedures, switching (normally 15-20 minutes), and other issues as needed.
- Both interpreters remain for the full class duration unless otherwise informed by the Interpreter Coordinator.
- All changes must be reported to the Coordinator of Interpreting Services.

General Teaming:

- Inform your Supervisor/Coordinator and team if you will be late to class.
- Provide adequate notice to the Supervisor/Coordinator and your team if you plan on being absent from class.
- Treat teams respectfully and professionally.
- Resolve conflicts within your teams according to RID’s Code of Professional Conduct.

Substitute Interpreter:

- Share any class-appropriate signs already established.
- Provide feedback on appropriate seating arrangements that works the best.

Interpreting Hours & Responsibilities

Work Week:

The standard workweek begins on Monday at 12:00 a.m. and ends on Sunday at 11:59 p.m. During the summer, the campus is closed on Fridays and typically, no classes are held on this day.

Work Hours:

Interpreters may be asked to work a variety of hours from 7:30 a.m. to 10:00 p.m., Monday through Friday including some weekends. Individual scheduling needs and/or preferences should be discussed with the Supervisor/Coordinator. Interpreters should understand the hours given will fluctuate as some classes may be added and dropped. The Supervisor/Coordinator will keep interpreters informed of the changes.

Interpreters should **NOT** attempt to coordinate assignments with Deaf & Hard of Hearing clients without the approval or prior knowledge of the Supervisor of Interpreting Services/Interpreter Coordinator.

Office Hours:

Staff interpreters are given office hours. Interpreters are expected to be available during assigned office hours unless otherwise arranged. The following are acceptable uses of office time:

Preparation: Reading texts used in classes, previewing materials used in classes, viewing video tapes to improve interpreting skills, observing other interpreters in classes, and other activities to improve interpreting skills.

Team Meetings: It is recommended the teams meet at least three times during a semester to discuss classroom materials such as establishing vocabularies. This will help teams develop a professional relationship. Please refer to the Interpreter Team Meeting form (appendix) for ideas, questions, and goals teams may implement in the classroom.

Teacher Meeting: At the beginning of each semester, interpreters and their teams are encouraged to approach the instructors to provide information and answer questions. This is an ideal time for interpreters to discuss potential problems that may arise. Teacher Meeting Packets (appendix) are available to present to the instructors. A checklist is included in the packet to address general considerations when working with a Deaf student.

Scheduling Changes

Every effort is made so that schedules would have one-hour wait in between any scheduled classes. If your schedule changes cause a two-hour wait between scheduled classes, then changes that benefit the college and the interpreter will be discussed and agreed upon for the duration of the semester.

No Team Interpreter:

Occasionally, a situation will arise when a team does not show up. Inform the Supervisor/Coordinator about the situation, class time, and location immediately. Be sensitive to the student's needs. Some suggestions if a team cannot be found:

- Interpret important information at the beginning of class.
- Meet with teacher to obtain information the student needs and recap the class session.
- If the class is long, arrange with the client for down time.
 - i.e. take a break every 15 minutes
- If an hourly employee decides to go ahead and interpret the entire class alone, they will be compensated at a rate of time and half. (Unless you are already receiving a 2-hour minimum. For more information, refer to Payroll Procedure section of the handbook.)

Exams, Changes & Cancellations:

- When there are changes in time, classroom numbers, or an exam is scheduled; interpreters will need to fill out the Schedule Change Form online.
- This form should be filled out as soon as possible to assist the Supervisor of Interpreting Services/Interpreter Coordinator in filling special requests and uncovered assignments.
- If a student cancels interpreting services more than 24 hours in advance, or a teacher cancels a class meeting, it needs to be documented by filling out the Schedule Change Form online.

Student No Shows & Late Notices:

- Interpreters will wait 15 minutes for the first hour, and additional 5 minutes for every half-hour the class is scheduled. (i.e. Wait 25 minutes for a 2 hour class)
- If a student does not show up to class, inform the Supervisor/Coordinator before you leave campus or make alternate plans. We may reassign you to benefit the college.
- Fill out and submit the Student No Show Form online.
- Clients/Students are strongly encouraged to contact the Supervisor/ Coordinator **FIRST** if students are planning not to attend their class.

Leave Policies & Procedures

Calling in Sick/Emergencies:

For immediate response, email the Supervisor of Interpreting Services at lisak@tmail.com. If internet access is unavailable, call the DRS office at (480) 461-7447 and leave a message for the Supervisor of Interpreting Services. When calling or emailing, be sure to provide specific information about your classes that need covering (student, time, class, team, any tests, alternative meeting places, etc.). This will ensure our students are receiving their services.

The Substitute Request Form must be submitted **online** for **any** absence.

Request for Time Off:

The Substitute Request Form must be submitted online at least 2 weeks before the first date of absence. You can submit the form via: www.mc.maricopa.edu/services/disability/forms/.

Communication

Communication is an essential part of DRS Interpreting Services. The Supervisor, Coordinator, and Interpreters work together interdependently. The DRS Interpreter Services utilize the following means of communication to effectively accomplish its mission.

E-mail, Phone, Pager & Contact Information:

Please give all contact information to the Coordinator of Interpreting Services, including phone number, email address, pager number, etc. Please update the information as soon as they change to ensure the information is more recent. This may be done online by filling out the Interpreter Contact Form. You can also visit the office and fill out the Interpreter Contact Information.

Grievance Procedures:

Problems in DRS interpreting assignments may arise that cannot be resolved by the parties involved. Interpreters should first speak with Lisa Hitzler, Supervisor of Interpreter Services. If the situation cannot be resolved, a meeting will be set up with Wink Harner, Coordinator of DRS.

In the grievance process, please use discretion when consulting with peers to avoid reflecting poorly on staff internally and externally.

Payroll Procedures:

All new sign language interpreters must create an Enterprise ID # in order to log into the Human Resources Management System (HMRS). If you do not have an Enterprise ID #, one can be created at the Enterprise Identity Management System. The website is:

<https://memo2.maricopa.edu/ease/ease.html>.

The new hire needs to know his/her Employee ID # in order to create the Enterprise ID #. This number can be found using the Personal Administration Tool at: <http://memo3.maricopa.edu/cgi-bin/U0.pl>.

For security reasons, Time and Labor must be accessed within the Maricopa firewall; however, Time and Labor can be accessed from any college within the Maricopa system. To enter your hours into the HMRS:

1. Go to www.maricopa.edu and click on HRMS employee access on the left side
2. Enter your Enterprise ID # and your password
3. Sign in
4. On the left side, click on: Employee Self Service >> Time Reporting >> Report Time/Punch Webclock.
5. Select the appropriate button
6. Click the Punch In button and be sure to sign out
7. At the end of your shift, follow steps 1 to 5, click the Punch Out button, and be sure to sign out

If you are unable to access an on campus computer, please email your hours to Mora Shahan at mora.shahan@mcmail.maricopa.edu every Thursday.

Payroll deadlines are posted in the office, please be sure to follow the deadlines unless otherwise noted.

Time-and-a-Half Compensation:

Time and half is compensated:

- When an assignment requires two interpreters and only one interpreter shows up. However, if a class does not require two interpreters for that day, then the interpreter should only submit regular pay, not time and a half.

Example:

- In your regular classes requiring two interpreters, the professor decides to conduct a hands-on activity instead of a lecture. Subsequently, you find out your team called in sick the same day. Knowing the hands-on assignment only require one interpreter, you will submit normal hours, not the time and half.

To submit a time and half compensation, please contact Mora Shahan for the proper procedure.

The Hourly vs. Staff Interpreter

Hourly Interpreter:

- Paid hourly rate based on certifications and qualifications
- Taxes applied to each paycheck
- New Hire packet needs to be filled out before receiving hours
- Hours may fluctuate depending on students' schedule changes
- Full-time schedule available
- Supervisor of Interpreting Services/Interpreter Coordinator reserves the right to change schedules for any reason
- Not board-approved employees however, is expected to adhere to college's policies and procedures as well as the Interpreter Handbook
- Does not receive benefits, seminars, conferences, etc
- Eligible to participate in ASRS retirement with 20-hour work week on a regular basis

Staff Interpreter:

- Paid hourly rate based on certifications and qualifications
- Taxes applied to each paycheck
- District Office Application
- Office Hours and full-time schedule
- Scheduling priority given to staff interpreter
- Supervisor of Interpreting Services/Interpreter Coordinator reserves the right to change schedules for any reason
- Expected to adhere to college's policies and procedures as well as the Interpreter Handbook
- Receive benefits, seminars, conferences, etc
- Eligible to participate in ASRS retirement

Professional Development

Professional development is a continuing goal for the interpreters working for MCC. To accomplish this goal, workshops are available throughout the community periodically and are posted on the RID website. It is our goal to have information about workshops, conferences, and other professional opportunities posted on the bulletin board in the interpreter's office. If you have any information you would like to be posted, please submit to the Supervisor/Coordinator of Interpreter Services.

Interpreters are **strongly** encouraged to hold membership with our local chapter, Arizona RID. Please visit www.arizonarid.org for more information. Effective October 1, 2007, all interpreters are required to have licensure. Please visit www.acdhh.org for more information.

Interpreter Contract

By signing below, you indicate that you have read the DRS Interpreter Handbook and specifically agree to the following:

- ✓ Interpreting Guidelines
- ✓ Semester Accountability
- ✓ Team Concept
- ✓ Interpreting Hours & Responsibilities
- ✓ Scheduling Changes
- ✓ Leave Policies and Procedures
- ✓ Communication
- ✓ Payroll Procedures
- ✓ The Hourly vs. Staff Interpreter
- ✓ Professional Development
- ✓ Forms

PLEASE SIGN ON NEXT PAGE. THIS IS YOUR COPY.

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- ✓ Professional Development
- ✓ Forms

I have read the Interpreter Handbook and I understand the required policies and procedures.

Signature: _____

Date: _____