

# Interpreting Services Handbook

University of North Carolina  
at Greensboro

Disability Services  
215 Elliot University Center  
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## Code of Professional Conduct

The National Association of the Deaf (NAD) and the Registry of Interpreters for the Deaf, Inc. (RID) uphold high standards of professionalism and ethical conduct for interpreters. Embodied in the Code of Professional Conduct (formerly known as the Code of Ethics) are seven tenets setting forth guiding principles, followed by illustrative behaviors.

The tenets of the Code of Professional Conduct are to be viewed holistically and as a guide to professional behavior. The code provides assistance in complying with the code. The guiding principles offer the basis upon which the tenets are articulated. The illustrative behaviors are not exhaustive, but are indicative of the conduct that may either conform to or violate a specific tenet or the code as a whole.

When in doubt, one should refer to the explicit language of the tenet. If further clarification is needed, questions may be directed to the national office of the Registry of Interpreters for the Deaf, Inc.

### TENETS

1. Interpreters adhere to standards of confidential communication.
2. Interpreters possess the professional skills and knowledge required for the specific interpreting situation.
3. Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.
4. Interpreters demonstrate respect for consumers.
5. Interpreters demonstrate respect for colleagues, interns, and students of the profession.
6. Interpreters maintain ethical business practices.
7. Interpreters engage in professional development.

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## Why Should I Read This?

- Introduces you to the **Office of Disability Services (ODS)** and the **services provided**
- Explains how to request an **interpreter**
- Explains the **note-taking** process
- Suggests things to say to **instructors**
- Includes how to **secure equipment** for your residence hall
- Explains student **rights and responsibilities**
- Explains interpreter **roles and responsibilities**
- Includes the RID **Code of Professional Conduct**
- Includes helpful on-campus **telephone numbers**

## Interpreter Responsibilities

Interpreters are expected to:

- ❖ abide by RID Interpreter Code of Professional Conduct, as well as comply with all departmental standards and policies.
- ❖ wear solid colors that contrast with the skin tone so as to provide an appropriate background for the hands while interpreting. In addition, nails will be kept clear and limited jewelry should be worn while interpreting.
- ❖ interpret all audible information (ie: lecture, class comments/discussion) as well as voice for the deaf/hard of hearing student as needed.
- ❖ notify the Interpreter Coordinator immediately if you know you cannot work a scheduled class. Interpreters are not responsible for finding their own replacement.
- ❖ report any location/time change (temporary or permanent) to the Interpreter Coordinator as soon as they are announced.
- ❖ discuss interpreting situations with other UNCG interpreters ONLY if necessary and in private.
- ❖ wait 15 minutes for a 50-75 minute class and 30 minutes for classes longer than 2 hours unless instructed otherwise. If the student does not arrive after the appropriate amount of time, the interpreter will leave and inform the Interpreter Coordinator of this absence.

Interpreters should not accept jobs:

- ❖ directly from students. Refer any request to the Interpreter Coordinator. Any assignment accepted that was not approved by ODS will be the student's financial responsibility.
- ❖ conflicting with UNCG obligations (even if it is for another UNCG student).

During a test/quiz, interpreters:

- ❖ should not interpret any of the written material. Student questions regarding the material will be directed only to the instructor.
- ❖ will not ask if s/he may leave before the test is turned in. Allow the student to dismiss you if s/he feels comfortable enough to take the test w/o an interpreter.

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## Student Responsibilities When Working With Interpreters

### 1. Before the First Day of Class

- a. Come to ODS and pick up note-taking paper as well as a Note-taker's Guide for each person whom you plan to ask to take notes for you (2 for each class).
- b. Inform your interpreter of your decision whether or not to use your voice while you sign or cue.

### 2. First Day of Class

- a. Arrive early to meet the interpreter, introduce yourself and the interpreter to the instructor, and find an appropriate seat.
- b. Be sure to tell the interpreter where YOU prefer him/her to be positioned in the classroom. (Keep in mind your preferences may change as professors may use overheads, films, or move through the classroom.)

### 3. Throughout the Semester

- a. Keep in mind all course related questions are directed to your instructor, not the interpreter.
- b. Class notes/all assignments are your responsibility.
- c. Meet with the interpreter to discuss technical signs or to invent signs for specialized vocabulary. If you do not understand a sign the interpreter has used, ask for clarification. If you have problems understanding an interpreter, try discussing it with him/her before coming to ODS.

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- d. When requesting interpreters for class-related meetings, remember they must be scheduled to meet on campus and during the week—preferably during business hours, unless specifically approved by the Interpreter Coordinator.
- e. If the interpreter is habitually late or does not show up, please report immediately to the Interpreter Coordinator.
- f. Familiarize yourself with the RID Code of Professional Conduct for Interpreters (page 13). Also, read information prepared for faculty and interpreters so that you are clear on their roles and responsibilities.

### 4. Exams

- a. You may wish to excuse the interpreter during an exam. However, it is a good idea to first check with the instructor. Many times, he/she will continue a lecture following an exam/quiz.
- b. If you opt to keep the interpreter in the room for the exam, the interpreter **will not interpret the exam** in any way. If you are unsure of the meaning of a question, direct your questions to the instructor **only**. The interpreter will then interpret the instructor's answer to you.

### 5. Conflict b/w Student and Interpreter

You are expected to have a professional, respectful attitude toward the interpreter at all times. If a conflict arises, first address your concerns with the interpreter. If the issue is not resolved, bring your concerns to ODS. The Office will make every effort to ensure reasonable and appropriate accommodations.

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## Important Phone Numbers

The following offices are equipped with TTYs:

Office of Disability Services 334.5440 (V/TTY)

Elliott University Center  
Information Desk 334.5510 (V/TTY)

Residence Life 334.5636 (V/TTY)

Jackson Library 334.5304 (V/TTY)

Student Health Center 334.5340 (V/TTY)

Aycock Auditorium 334.4446 (V/TTY)

University Police 334.5069 (V/TTY)

Please use these services as much and as often as you need. Remember, if you are calling a "Voice/TTY" phone number, you must tap the space bar to notify the person on the other end that you are using a TTY.

### Reminders for Interpreters:

- Students at UNCG are adults and are responsible for themselves. Allow them to make phone calls and decisions for themselves (i.e. sleeping in class), as they must also take responsibility for those decisions.
- Interpreters working at UNCG have an obligation, not only to the student, but also to the instructor. It is normal for interpreters to talk with the faculty before/after class regarding classroom logistics, material to be covered, etc. However, it is NOT appropriate for the instructor to discuss the student with the interpreter. Questions regarding the nature of academic accommodations that are reasonable for the student should be referred to ODS. Accommodations are specific to each student and should be addressed by ODS staff only.
- Arriving more than five minutes late to or missing an assignment must be reported to the Interpreter Coordinator. Failure to do so could result in being pulled from assignments.
- Interpreters are **not** to engage in casual conversation while in the interpreting situation.

### Parking Procedures:

- ODS will assume responsibility for any parking fees incurred in the parking decks while you are interpreting.
- It is the interpreter's responsibility to pay parking fees for any personal time on campus, parking tickets, or other penalties if opting not to park in the parking decks.

*Interpreters are invited to meet with the Interpreter Coordinator as often as needed to ask questions or discuss the interpreting process as well as to give feedback that will help to improve the ODS program. The Interpreter Coordinator will be happy to discuss any questions you may have about our expectations.*

All information shared b/w interpreter and Interpreter Coordinator will remain strictly confidential.

On the following page is an example of the official request form for interpreting services. This form can be found on the ODS website ([www.uncg.edu/ods](http://www.uncg.edu/ods)) Complete this form only for requested services that are separate from your regularly scheduled course load as well as for **\*final exams**. You may include assignments on this form that occur weeks or months apart from one another. As soon as you realize a need for services, complete the form and submit it. If there is an immediate need for an interpreter, you may still email/call in your request understanding that the Coordinator **MUST** receive documentation of that email/phone request on this form.

**\*For final exams, this form must be submitted to the Interpreter Coordinator two weeks prior to the date of the exam.**

### Tips for Interpreting Needs:

- ❑ If you do not inform us of your needs, we cannot make any assignments.
- ❑ If you schedule an interpreter without first going through the ODS office, then payment of that interpreter will be your responsibility.
- ❑ In the event of an interpreter shortage, priority will be given in the following order:
  1. regularly scheduled classes
  2. academic events and meetings required by classes
  3. meetings with faculty
  4. other campus activities



## Note-taking Services

How to select a good note-taker:

- someone who sits in the front of class
- someone who takes notes during the **entire** class
- someone who attends class **regularly**

Two ways to get a copy of your notes:

- carbonless paper from ODS
- free photocopying from ODS

First day of class:

- take carbonless paper
- take Note-taker's Guide (from ODS)

You have the right to:

- ask the instructor to help you select a note-taker
- review the person's notes **before** you decide
- ask the instructor to check the quality of your notes
- switch note-takers
- ask for assistance to secure notes or utilize your notes fully (if so, contact ODS staff immediately)

**\*Note-takers are not responsible for your notes when you miss class**

## Instructors



Prior to the first day of class, it will be beneficial to request a meeting with your instructor to go over the following:

- the need for captioned videos, extra copies of overheads, etc.
- he/she may need to repeat any questions or remarks made by other people in the room
- if desired, ask for help in identifying a note-taker or, if necessary, a lab partner for the class
- inform the instructor of the interpreting process:
  - speaking directly to you and not to the interpreter when conversing with you, avoiding phrases such as "tell her" or "Does he have a question?"
  - it is the interpreters' responsibility to convey the message of the professor accurately, so they may relax and speak naturally.

## Campus and Course Related Interpreting



Requesting an Interpreter for the following:

- Complete an Interpreter Request Form **2 working days** before the event (if this is not possible, email/call in request and complete the form **immediately** following the event)
- Direct all requests to the **Interpreter Coordinator**
- See Interpreter Request Form on page 4
  - ✓ Instructor/Advisor meetings
  - ✓ Dorm meetings
  - ✓ Required events related to the course
  - ✓ Tutoring (Mathematics Lab, Writing Center, Learning Assistance Center)
  - ✓ Counseling Center
  - ✓ Student Health Center
  - ✓ Student Academic Services advising

Class Related Meetings should be scheduled to occur:

- **On-campus**
- Monday - Friday, 8:00am - 5:00pm (preferably)
- Week nights: Monday - Thursday (if necessary)
- Discuss specific exceptions with the **Interpreter Coordinator**

# How to Request an Interpreter



## *Scheduled Classroom Interpreting*

At the beginning of the semester:

- Schedule your classes **6 weeks** before each semester begins, then the Interpreter Coordinator will assign interpreters.
- If you change your schedule, notify ODS **immediately** (if you notify us too late, it is your responsibility to get class notes, etc. in order to keep up in the course until rescheduling can take place.)

Throughout the semester:

- If you plan to miss class, it is your responsibility to notify the interpreter and the Interpreter Coordinator at least **24 hours** before the class begins.
- **Final Exams** - fill out an Interpreter Request Form **2 weeks** before final exams begin

# Residence Hall Equipment

How to obtain equipment:

- Call Housing and Residence Life (334-5636)

Equipment you may request:

- telephone signaling
- doorbell signaling
- auditory/visual fire alarm
  
- **You must provide your own TTY \***



## Missing Class??



**\*If you know you will be late or absent from class, inform Office of Disability Services immediately.**

Class time 50-75 min = Interpreter waits 15 minutes unless informed otherwise

Class time 2-3 hours = Interpreter waits 30 minutes unless informed otherwise

**\*If you are aware that a class will be canceled, notify Office of Disability Services immediately.**

**Three failures to notify Office of Disability Services when you will be absent from class will result in the interruption of your interpreter services until you meet with the Interpreter Coordinator.**