

5.011 Interpreting and Translating Services

Rationale:

The Clerc Center offers interpreting and translating services to assist with communication and information sharing between individuals using different languages.

Definitions

Interpreting is a process of facilitating communication between individuals who do not use the same language. The Clerc Center offers two types of interpreting services:

1. ASL/English Interpreting Service: Interpreters will translate communication between ASL users and non-ASL users
2. Multicultural Translation and Interpreting: Interpreters will translate spoken or non-ASL signed languages between individuals who do not share a common language.

Translating is a process of interpreting a printed or recorded message from one language to the other or vice versa. Clerc Center offers two types of translating services:

1. ASL/English Translating Service: Translators will interpret either printed English messages into ASL or recorded ASL messages into English.
2. Multicultural Translation and Interpreting: Translators will interpret printed English documents into other languages or vice versa.

Procedures for Requesting Interpreters

There are three different categories to consider when requesting interpreting services. The categories concern urgency of the request and who should be involved when assigning an interpreter.

The categories are:

1. Standard: Any planned meeting or event that can be arranged in advance or that doesn't require the same level of urgency as identified with critical requests.

2. Critical (but non-emergency): Any unanticipated situation of a sensitive nature for which interpreting services will be needed but which does not involve immediate medical-, safety-, or security-related issues. This could include a meeting with the Child and Family Services Agency (CFSA), an interview with the Metropolitan Police Department, or a meeting with parents to discuss a possible suspension or other discipline-related matter.
3. Emergency: Any situation that threatens the life or safety of students or adults for which immediate attention and interpreting services are necessary.
1. It is the responsibility of the employee to identify the appropriate category when making an interpreter request. If unsure, the employee should request assistance from his or her supervisor to identify the nature of the meeting and the level of urgency.

ASL/English Interpreting Services

Standard Interpreting Request:

For standard interpreting requests, the employee should use <http://secure.gallaudet.edu/gis> in addition to following the steps below.

1. The employee should confirm a request with his or her supervisor prior to submitting it.
2. The employee must complete all necessary information, including filling in his or her department budget account number, and submit the request form a minimum of five working days prior to needing services.
3. The employee will receive an e-mail from the Gallaudet Interpreting Service (GIS) confirming receipt of the request. If the employee does not receive a confirmation of request receipt, then the request did not go through and he or she must resubmit the request.
4. GIS will follow up with another e-mail to confirm the name(s) of the interpreter(s) assigned to the meeting or the event.

Critical Interpreting Request:

1. The employee should contact his or her principal (or assistant principal if the principal is unavailable) and explain the situation.
2. If it is determined that the situation is critical, the principal or assistant principal should page the Clerc Center interpreter at Caitlin Smith at caitlin.smith@gallaudet.edu AND call/text her at (330) 671-1619 when possible and indicate that it is a critical interpreting request.

3. If there is no response from the Clerc Center interpreter within 10 minutes, then the employee should call GIS at (202) 651-5199 and place a request for an interpreter.

Emergency Interpreting Request:

1. The employee should page the Clerc Center interpreter at Caitlin Smith at caitlin.smith@gallaudet.edu AND call/text her at (330) 671-1619 when possible and indicate that it is an emergency interpreting request.
2. If there is no response from the Clerc Center interpreter within 10 minutes, then the employee should call GIS at (202) 651-5199.