

CONTACTING INTERPRETERS

It is advised that only one person handles all interpreter arrangements, including receiving confirmations.

If working with an agency on an interpreter request, always contact them directly. Catching a staff or freelance interpreter while on another appointment is not proper. Call and leave a message.

GIVING INTERPRETING REQUESTS NOTICE

Give a week, or preferably two weeks', notice for interpreter requests. The less notice you give, the less likely your request will be filled to your satisfaction.



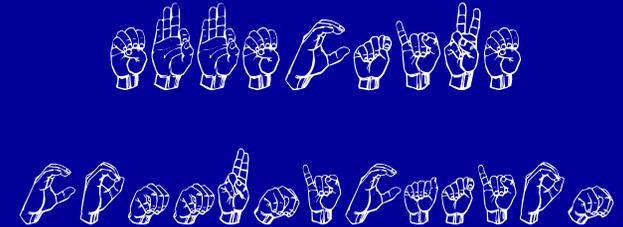
IS THERE A FEE?

Fees vary by individual and agency. Typically, charges are based on the time contracted plus estimated travel time on an hourly basis. Often there is a minimum charge per request and a fee for cancellation. Other charges may include actual expenses for lodging, parking, etc. You are encouraged to confirm these fees in a Memorandum of Understanding (MOU) prior to services being provided. Contact DSCI at 1-888-224-3724 or 515-281-3164 or go to website www.state.ia.us/government/dhr/ds to see a sample MOU.

FOR STATE OF IOWA AGENCIES

Many interpreters and interpreting agencies are already established vendors within state government. To process a claim, you will need to send the vendor an MOU and attach a copy of the MOU with the interpreter's/agency's invoice to a GAX form. Contact DSCI at 1-888-224-3724 or 515-281-3164 or go to website www.state.ia.us/government/dhr/ds to see a sample GAX form.

Effective Communication



PROVIDING EFFECTIVE COMMUNICATION AS A REASONABLE ACCOMMODATION



Developed by
Deaf Services Commission of Iowa,
Iowa Department of Human Rights

WHAT IS EFFECTIVE COMMUNICATION?

The Americans with Disabilities Act (ADA) is federal legislation that ensures people who are Deaf or hard of hearing the same services provided to the general public. The ADA refers to auxiliary aids and services to ensure effective communication. Appropriate auxiliary aids and services may include qualified interpreters, assistive listening devices, notetakers, captioning and written material.



WHAT AUXILIARY AID OR SERVICE DO I PROVIDE?

It is always best to ask the Deaf or hard of hearing person their preferred mode of communication. Some individuals do not sign, but read lips and use amplification. Others prefer sign. If they sign, be sure to ask what sign language they need since there is more than one type of sign language.



WHAT DOES THE ADA REQUIRE?

The ADA requires that:

- state and local government provide the communication aids and services needed to communicate effectively with people who are Deaf or hard of hearing, except when a particular aid or service would result in an undue burden or a fundamental change in the nature of the services provided.
- state and local government must give primary consideration to providing the aid or service requested by the person with the hearing loss.
- state and local government cannot charge the person for the communication aids or services provided.
- state and local government must provide interpreters, when needed, who can interpret effectively, accurately, and impartially.

FOR MORE INFORMATION:

515-281-3164 V/TTY

515-242-6119 FAX

1-888-221-3724 V/TTY Toll-Free

Email: dhr.dsci@iowa.gov

Website: www.state.ia.us/government/dhr/ds

FINDING AND HIRING A SIGN LANGUAGE INTERPRETER.

Iowa requires that a sign language interpreter hold a license to practice. Some interpreters have met national testing standards recognized by Iowa and hold a license. Others have not met minimum standards and hold a temporary license. It is best that you ask the Deaf person to suggest the names of several interpreters. Deaf Services Commission of Iowa (DSCI) also publishes a list of licensed interpreters in Iowa. You can access this information on their website at www.state.ia.us/government/dhr/ds or call DSCI at 1-888-224-3724 or 515-281-3164.

WHERE CAN I LEARN MORE ABOUT INTERPRETING?

The following websites can provide you with information.

Iowa Registry of Interpreters for the Deaf: www.iowastaterid.org

Registry of Interpreters for the Deaf: www.rid.org

National Association of the Deaf: www.nad.org

Deaf Services Commission of Iowa: www.state.ia.us/government/dhr/ds