



SECURING QUALITY INTERPRETING SERVICE



How to Request for an Interpreter?

CONSUMERS: Contact the service provider (doctor, employer, lawyer, school, etc.) to request an interpreter. Give him/her a list of about 8-10 interpreters. There is information on the next page on where to locate and find interpreters on the Public List of Interpreters.

SITE PROVIDERS: Asking your client for a recommendation is the best place to find an interpreter. This individual will know which interpreters meet their communication needs. If your client does not have a preferred interpreter, you can use our public list of interpreters. Not all individuals who communicate via a signed language use the same language. Be sure to ask your client if they use American Sign Language or use a manual form of English to communicate.

Why Provide Interpreting Services?

Quality is a driving factor in any business or industry today. Providing interpreting services will increase the quality of customer service, the quality of employee production, and the overall quality of your products. In addition, many accreditation programs look at how a company serves its customers, including those with disabilities. Finally, state and federal mandates cover many public and private entities requiring that products and services are accessible to persons with disabilities.

How to Select Quality Interpreting Services

When purchasing any product or service, quality is an important factor. The State of Iowa passed a law as of July 1, 2005 to license Sign Language Interpreters for the Deaf and Hard of Hearing. The purpose of this act is to provide for the establishment of standards for the practice of Sign Language interpreters in this state through licensure and regulation and control of persons engaged in offering interpreting services to the general public. For more information, contact **Bureau of Professional Licensure** at 515-281-0254. It is important to give careful consideration to the qualifications of the interpreter you are hiring. Interpreters hold a variety of credentials. These include national certification, academic degrees, specialized training, and/or quality assurance levels. If they are certified, you can ask to see an identification card showing the certification held. Be sure to ask specifically about their certification. What organization certified them? What does the certification mean? Are they certified to interpret between English and American Sign Language? Are they certified to interpret between spoken English and a manual form of English? You may also want to know what experience they have interpreting in the setting you are requesting them to provide service in.

Fee for Service

Purchasing interpreting service is like purchasing any other service. You should ask what fees are associated with providing the service. You should also ask what policies there are for canceling service, travel charges, and any other fees for providing the service.

Any questions you have about the service you receive should be directed to the interpreter providing the service. For additional information on securing interpreting services including tax credits, state and federal mandates, etc., please contact:

Deaf Services Commission of Iowa
Iowa Department of Human Rights, 2nd floor – Lucas State Office Building
Des Moines, Iowa 50319
Phone 1-888-221-3724 V/TTY or 515-281-3164 V/TTY, Fax 515-242-6119 – E-mail: dhc.dsci@iowa.gov

Department of Public Health, Bureau of Professional Licensure
Iowa Board of Interpreter for the Hearing Impaired Examiners
Lucas State Office Building
Des Moines, IA 50319
(515) 281-0254

For additional information on How to Hire/Work with an Interpreter please contact:
Registry of Interpreters for the Deaf, Inc.: <http://www.rid.org/howto.html>
333 Commerce Street
Alexandria, VA 22314
(703) 838-0030 V, (703) 838-0459 TTY, (703) 838-0454 Fax



WHERE CAN I FIND A PUBLIC LIST OF INTERPRETERS



BUREAU of PROFESSIONAL LICENSURE

Iowa Department of Public's Health Website: www.idph.state.ia/licensure

Iowa Board of Interpreter for the Hearing Impaired Examiners

Lucas State Office Building

321 E. 12th Street

Des Moines, IA 50319

(515) 281-0254

List Changes Daily: to get most recent go to www.idph.ia.us/licensure

DEAF SERVICES COMMISSION OF IOWA

Deaf Services Commission of Iowa's Website:

<http://www.state.ia.us/dhr/ds/Webpages/NEW.Interpreting.htm>

Iowa Department of Human Rights, 2nd floor

Lucas State Office Building

Des Moines, Iowa 50319

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Fax 515-242-6119

E-mail: dhr.dsci@iowa.gov

IOWA STATE REGISTRY OF INTERPRETERS FOR THE DEAF

To search for an interpreter using Iowa State Registry of Interpreters for the Deaf interactive database go to: <http://www.iowastaterid.org/licensed/>

JUDICIAL BRANCH

Supreme Court

Iowa Judicial Branch Building

1111 East Court Avenue

Des Moines, IA 50319

515-281-5174 (Reception)

515-281-5911 (Clerk of Court)

LEGAL Public List of Interpreters: www.judicial.state.ia.us

Judicial Branch's List of Americans with Disabilities Act (ADA) Coordinators:

<http://www.judicial.state.ia.us/faq/ada.asp>