

# UNIVERSITY of **HOUSTON**

## CENTER FOR STUDENTS WITH DisABILITIES

Justin Dart, Jr. Center for  
Students with DisABILITIES

CSD Building, Room 100  
4369 Wheeler Street  
Houston, TX 77204-3022

Voice: 713/743-5400  
Fax: 713/743-5396  
[www.uh.edu/csd](http://www.uh.edu/csd)

## Interpreting/Captioning Handbook





## **Interpreting/Captioning Handbook Agreement Form**

Please sign the handbook agreement form on the last page (Page 20) and return to the interpreter coordinator acknowledging that you have read and are familiar with the policies and procedures within this handbook. *Thanks*

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### Phone Numbers

- Coordinator, Interpreting Services .....O: 713-743-5398 / C: 281-904-0552
- CSD Office/Fax .....O:713-753-5400 / Fax:713-743-5396
- UH Parking Enforcement.....713-743-5849
- UH Emergency (UH Police).....713-743-3333



### **Websites**

University of Houston.....	www.uh.edu
UH Center for Students with DisABILITIES (CSD).....	www.uh.edu/csd
UH Campus Map.....	www.uh.edu/maps
UH Parking Department.....	www.uh.edu/parking

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### Interpreting/Captioning Coordinator

Your contact person at the Center for Students with DisABILITIES (CSD) is **Therese Sanchez, Coordinator, Interpreting Services**. She can be reached at the CSD at her office phone of **(713) 743-5398** or by cell phone and texting to **(281) 904-0552**, or by e-mail at [tasanche@central.uh.edu](mailto:tasanche@central.uh.edu). Office hours are 8:00 am to 5:00 pm. She has an open door policy and students and providers are welcome to stop by to discuss any questions or concerns. The interpreter coordinator assigns classes and special assignments, adjusts workloads, reviews invoices, processes contracts and participates in the budgeting and selection of contractors.

### After-Hours Communication

If you are on assignment in the evening or weekend and need to get in contact with the interpreter coordinator emergently, please call or text **(281) 904-0552**. No calls or texts after 9:00 pm or before 7:00 am.

### Semester Schedule

For each semester's dates, as well as, holidays, mid-terms and final exam weeks, please go to [www.uh.edu/calendar](http://www.uh.edu/calendar).

### Student Interpreting & Captioning Services Agreement

Each deaf or hard of hearing student is required to sign the **Interpreting & Captioning Services Agreement (Appendix A)** which outlines the policies and procedures they must abide by for interpreter and CART services. This form is reviewed and signed by each student with their CSD counselor.

### **Interpreting/Captioning Parking Permits**

Temporary reserved parking permits are provided at the beginning of each semester. The permit should be hung on the rearview mirror at all times when parking on campus. The permit is good for one semester at the University of Houston. At the start of the next semester new reserved parking permits are issued.

### **Interpreting/Captioning Reserved Parking Spots**

There are 7 reserved interpreter parking spots in two different locations on campus. Please check with the interpreter coordinator for their location each semester in case of location changes. As of the fall 2014 five reserved spots are located in **Parking Lot 19F** by the power plant (Bldg. 515 on campus map). There are also 2 additional reserved parking spots in **Parking Lot 16B** in front of the Moore's School of Music near the intersection of Cullen and Elgin Streets. The temporary reserved parking permit allows providers to park in either of these 2 reserved parking spot locations or in **any ungated Faculty/Staff parking lots on campus.**

### **Campus Map**

See the UH Campus Map at **[www.uh.edu/maps](http://www.uh.edu/maps)** for the location of the reserved parking spots on campus, as well as the location of the ungated Faculty/Staff parking.



### **Parking Strictly Enforced**

UH strictly enforces its parking rules and regulations. Cars without a parking permit will be ticketed and/or towed by the Parking Enforcement Department. For more information regarding parking check the Parking Department's website at **[www.uh.edu/parking](http://www.uh.edu/parking)**.

### **Towing Unauthorized Vehicles**

If an unauthorized car is parked in a reserved parking spot that does not have a reserved parking pass hanging on its rearview mirror, please contact the interpreter coordinator at **713-743-5398** and provide the make and color of the car. The coordinator will call Parking Enforcement immediately and have vehicle towed away. Providers can also call **Parking Enforcement** directly at **713-743-5849**, but Parking Enforcement responds quicker if the interpreter coordinator places the call. At no time should students or faculty be parked in the reserved interpreter parking spots.

### **Traffic & Punctuality**

Due to heavy traffic in Houston and limited parking at UH, please allow extra time to arrive on campus and find a parking spot. In inclement weather (rain, floods, freezes) allow more time due to slower speeds. This includes having enough time to walk to class and be set-up to provide services when class begins. This is a professional courtesy to the students and the instructor.

### **UH Campus Closings**

In the event of an emergency closing at UH where the campus closing has been announced on local media (UH's website, TV news stations, radio stations, and/or via texts, and/or e-mail), interpreters/captionists may not bill for the cancelled class assignments even if the emergency closing was announced in less than 24 hours notice.

### **Certification Qualifications**

All providers are required to be certified. Each provider must submit a copy of their current certification card or their certification certificate to the interpreter coordinator.

### **Liability Insurance**

Each provider is also required to carry a personal liability insurance of \$100,000,000 annually, and to submit a copy of their current policy to the interpreter coordinator.

### **Professional Appearance**

Providers should dress according to the assignment in either business casual or for more formal occasions in business professional. Attire should be clean, neat, and not distracting. It is suggested that interpreters wear clothes that are comfortable and professional in solid colors.



### **Professional Ethics**

All interpreters must abide by the **RID-NAD Code of Professional Conduct (Appendix B)** which is the industry standard for ethical, professional behavior. All CART providers must abide by the **NCRA's Code of Professional Conduct (Appendix C)**.

- Interpreters/CART providers adhere to standards of confidential communication.
- Interpreters/CART providers possess the professional skills and knowledge required for the specific interpreting situation.

- Interpreters/CART providers conduct themselves in a manner appropriate to the specific interpreting situation.
- Interpreters/CART providers demonstrate respect for consumers.
- Interpreters/CART providers demonstrate respect for colleagues, interns, and students of the profession.
- Interpreters/CART providers maintain ethical business practices.
- Interpreters/CART providers engage in professional development.

### **Assignment Scheduling**

Class assignments will be made prior to the beginning of the semester whenever possible and are based on student preferences, interpreter and CART provider availability, schedule, preferences, and skill level. Since students may drop classes at any time throughout the semester, no guarantee of hours can be made.

A fair and equitable assignment of work among providers is desirable whenever possible. However, last minute assignments can come up where a provider already on campus is assigned to it because he/she is already here on campus and available.

### **Additional Assignments**

Opportunities for other assignments occur throughout the semester including substituting for other providers, academic appointments, tutoring sessions, club meetings, field trips, company tours, campus job interviews, and special events. The interpreter coordinator will text or e-mail available providers a new assignment notification for these additional events.

### **Assignment Time Keeping**

If an assignment runs over the scheduled length of time the provider must contact the interpreter coordinator and provide the extended end time for record keeping.

### **Leaving an Assignment Early**

If a provider needs to leave an assignment early in the event of an unforeseen emergency, the provider must contact the interpreter coordinator prior to leaving campus and provide the time leaving the class or event. Submitted invoices must reflect the schedule change and the actual amount of time worked.

### **Assignment Tardies**

If a provider is going to be more than 10 minutes late, the provider must contact the interpreter coordinator in advance and give the estimated arrival time to the class or event. The interpreter coordinator will then notify the student so the student is aware that the provider is coming, but is running late and give the estimated arrival time.



### **Assignment Requests**

Students must contact the interpreter coordinator to request services. If a student requests services directly to a provider, the provider should refer the student to the interpreter coordinator. Only the interpreter coordinator can assign assignments.

### **Agency Use**

Assignments are sent to providers first, but if no one is available for the assignment or no one responds to a new assignment notice, the interpreter coordinator reserves the right to use agency interpreters and agency CART providers to fill assignments.

### **Assignment Skills**

If a provider is uncomfortable on an assignment or does not have the skill necessary for the assignment it is the responsibility of the provider to contact the interpreter coordinator to make alternate arrangements.

### **Substitute Requests**

Please complete the **Sub Request Form (Appendix D)** and e-mail it to the interpreter coordinator a minimum of 2 days in advance for any time off needed so arrangements for a substitute can be made. If you are requesting a substitute for multiple classes or multiple days, use one form for each class needing a substitute.

In the event of a last minute substitute request due to illness, transportation problems, etc. please notify the interpreting/captioning coordinator as soon as possible that morning. No cell phone calls or texts before 7:00 a.m. or after 9:00 p.m.

### **Dropped/Added Classes**

The first half of each semester may involve dropped and added classes that affect the provider's schedule. Please be aware that there will be schedule changes due to numerous drops/adds. Scheduling flexibility is appreciated.



### **Team Interpreting**

All classes over 1-1/2 hours (90 minutes) long are assigned 2 interpreters. If you are in an ongoing teamed assignment that has little lecturing to interpret the provider must notify the interpreter coordinator that only 1 interpreter is needed instead of 2.

**When Teaming:**

- \*Each interpreter should take turns interpreting for 15 minutes at a time.
- \*Both interpreters are on duty and should work the entire time scheduled unless there is an emergency or the interpreter coordinator re-assigns one member of the team.
- \*Teams should be ready to provide back-up support for each other at all times.
- \*Breaks should be kept to a maximum of 5 minutes per hour.

UH does not provide additional compensation for interpreters when a team interpreter is absent. When one interpreter is absent, a replacement will be sent if one is available. On those occasions when a substitute is not available, the interpreter should discuss the situation with the instructor and request that an additional break be provided, if possible.

**Communicating Changes**

Providers are expected to notify the interpreter coordinator of upcoming class changes, to include test days, class cancellations, room changes, make-up class days, special exam reviews, and field trips. If a class is cancelled by the professor or student in less than 24 hours, the provider will be paid his/her standard rate.

**Test Days**

On test days, which include mid-terms and final exams, only one interpreter will be needed instead of two if an interpreter is needed. If a student requests an interpreter for a test, providers need to decide among themselves which interpreter will be in class and which will not and notify the interpreter coordinator in advance of who will be in class and who will not be.

**Student No-Shows**

If a student does not show-up for class, the provider should wait a minimum of 15 minutes for a class 60 minutes in length, and wait 30 minutes for a class 90 minutes or longer. Then contact the interpreter coordinator after the waiting period to report the student's absence. The provider will still be paid in full for the length of the assignment.

**Student Transportation**

It is the student's responsibility to provide their own transportation to any off-campus special events like field trips or company tours. The provider is contracted only to provide communication services and is not to provide transportation for the student to or from an event.

### **Semester Evaluations**

In an effort to provide quality service, evaluations may be e-mailed to providers and students to see how the semester is going and if there are any issues that need to be addressed.

### **Conflict Resolution**

If an issue, concern or grievance arises on assignment with your teamed interpreter or the student, below are the steps that should be taken:

**Step 1:** Talk informally to the other person involved to see if the issue can be resolved. State what the issue is and how you would like it resolved.

**Step 2:** If you are unable to resolve the issue between the other person by discussing it with them in person, complete the **Incident Report Form (Appendix E)** and e-mail it to the interpreter coordinator. The issue at hand should be communicated within 5 days of the occurrence in writing via the form.

The interpreter coordinator may then contact the other person(s) involved and investigate further to see if a resolution can be made and will communicate a possible resolution back to both parties.

**Step 3:** If a resolution is not reached, both parties involved may be asked to meet with the interpreter coordinator and/or the CSD director to discuss the issue further.

### **Invoicing Instructions**

Invoices are billed twice a month. The first invoice should cover all assignments from the 1<sup>st</sup> to the 15<sup>th</sup> of the month and the second invoice should cover all assignments from the 16<sup>th</sup> to the end of the month. Invoices will be reviewed and verified by the interpreter coordinator and are to be processed and paid by the university within 30 days. See the **Sample Invoice (Appendix F)**.

All invoices must include the provider's name, address, phone number, invoice number, invoice date, billing time period, and contract number at the top of the invoice. Invoices should also include an itemized list of the date, time, class, and student and the number of service hours for each assignment plus one hour travel, the subtotal and grand total.

If any adjustments are needed on an invoice, the interpreter coordinator will e-mail the provider of the changes needed. The provider should correct the invoice and re-submit a corrected invoice to the interpreter coordinator.

### **Increasing Rates**

Providers can adjust their hourly rates for services during open bidding for a new contract. Once a contract is awarded by the University of Houston, the interpreter or

CART provider cannot increase their rates until the next open bidding period for a new contract.

### **Travel Time**

Each provider is paid one hour of travel per day. The one hour of travel per day should be billed on the invoice for each day of assignment. If there are days in which two trips at different times were made to the university for different assignments, the travel rate is still only one hour of travel per day.

## Appendix A

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### INTERPRETER & CAPTIONING SERVICES ACKNOWLEDGEMENT

The Center for Students with DISABILITIES (CSD) at the University of Houston will be providing interpreter and/or captioning services for you in one or more of your classes. The following procedures and guidelines are in place for students who receive these services at CSD:

1. Deadlines for class schedule submission, changes, and additions:

Original class schedules and schedule changes: Need to be submitted to Therese Sanchez, CSD Interpreter Service Coordinator at least seven (7) business days prior to the first class meeting.

Cancellation of scheduled service: Classes that you will not need interpreter and/or captioning services for need to be cancelled a minimum of twenty-four (24) hours in advance of scheduled service.

Additional interpreter or captioning services (outside of regularly scheduled services): At least two (2) business days notice is required for additional interpreter or captioning services.

2. Students should contact the CSD Interpreter Service Coordinator, Therese Sanchez, via email or video phone (not text) during regular business hours 8:00 am – 5:00 pm Monday through Friday for all requests, questions, or schedule changes. She can be reached at [tsanche@central.uh.edu](mailto:tsanche@central.uh.edu) or (713) 743-5398.
3. If you urgently need to contact Therese during business hours to communicate a class cancellation, building or room number change or an interpreter/captionist no show you may text Therese Sanchez at 281-904-0552 during regular business hours or evening hours if you have an evening class.
4. Interpreters and captionists are **not** authorized to make schedule changes, only the Interpreter Service Coordinator.
5. Schedule changes should be requested in a timely manner. CSD will attempt to accommodate changes whenever possible, but cannot guarantee services will be available when sufficient notice is not provided.

6. If there are two absences without timely notice provided to CSD so that interpreter and/or captioning services can be cancelled, interpreter and/or captioning services may be suspended until the student meets with his/her CSD counselor to determine why there are problems in attending the class. Ongoing absences without timely notice may be deemed a refusal of that accommodation by the student and interpreter and/or captioning services may be cancelled.
7. Interpreters/captionists will generally wait only fifteen (15) minutes for students to arrive to a class 1 to 1-1/2 hours in length and wait only thirty (30) minutes for classes that are two (2) or more hours long.
8. Captionists have up to two (2) days or 48 hours to email the student transcripts. In the case of unforeseen circumstances where a captionist is unable to make these deadlines, the captionist will contact the Interpreter Services Coordinator who will then contact the student so the student will know when the/she will receive the transcript.
9. Tests, which are not at the regularly scheduled class times/days that will require an interpreter or captionist, need to be scheduled with Ms. Sanchez with at least 24-hours notice. This applies to the final exams as well.
10. For services that are likely to be funded by a vocational rehabilitation agency, students are expected to apply to that agency for those services.

Thank you for your cooperation regarding your interpreter/captioning services. If you have any questions regarding these procedures, please contact Therese Sanchez at [tasanche@central.uh.edu](mailto:tasanche@central.uh.edu) or (713) 743-5398.

I, \_\_\_\_\_, have read this **Interpreting & Captioning Services Agreement**, and understand the procedures and guidelines contained in this document and agree to abide by these procedures and guidelines.

Student's Signature \_\_\_\_\_ Date \_\_\_\_\_

Witness' Signature \_\_\_\_\_ Date \_\_\_\_\_

## Appendix B



### RID-NAD CODE OF PROFESSIONAL CONDUCT

**1. Interpreters adhere to standards of confidential communication.**

Share assignment-related information only on a confidential and "as-needed" basis.

**2. Interpreters possess the professional skills and knowledge required for the specific interpreting situation.**

Render the message faithfully by conveying the content and spirit of what is being communicated and refrain from providing personal opinions.

**3. Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.**

Decline assignments when not competent and exercise care in choice of attire.

**4. Interpreters demonstrate respect for consumers and have a professional demeanor at all times.**

**5. Interpreters demonstrate respect for colleagues, interns, and students of the profession.**

Work cooperatively with team members through consultation before assignments regarding logistics, providing professional and courteous assistance when asked and monitoring the accuracy of the message while functioning in the role of the support interpreter.

Approach colleagues privately to discuss and resolve breaches of ethical or professional conduct through standard conflict resolution methods; file a formal grievance only after such attempts have been unsuccessful or the breaches are harmful or habitual.

**6. Interpreters maintain ethical business practices.**

Honor professional commitments and inform appropriate parties in a timely matter when delayed or unable to fulfill assignments.

## 7. Interpreters engage in professional development.

### Appendix C



## CART Provider's Code of Professional Ethics

### A Member Shall:

1. Be fair and impartial toward each participant in all aspects of reported proceedings, and always offer to provide comparable services to all parties in a proceeding.
2. Be alert to situations that are conflicts of interest or that may give the appearance of a conflict of interest. If a conflict or a potential conflict arises, the Member shall disclose that conflict or potential conflict.
3. Guard against not only the fact but the appearance of impropriety.
4. Preserve the confidentiality and ensure the security of information, oral or written, entrusted to the Member by any of the parties in a proceeding.
5. Be truthful and accurate when making public statements or when advertising the Member's qualifications or the services provided.
6. Refrain, as an official reporter, from freelance reporting activities that interfere with official duties and obligations.
7. Determine fees independently, except when established by statute or court order, entering into no unlawful agreements with other reporters on the fees to any user.
8. Refrain from giving, directly or indirectly, any gift or anything of value to attorneys or their staff, other clients or their staff, or any other persons or entities associated with any litigation, which exceeds \$150 in the aggregate per recipient each year. Nothing offered in exchange for future work is permissible, regardless of its value. Pro bono services as defined by the NCRA Guidelines for Professional Practice or by applicable state and local laws, rules and regulations are permissible in any amount.
9. Maintain the integrity of the reporting profession.
10. Abide by the NCRA Constitution & Bylaws.



Appendix D

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Houston, TX 77204-3022 Fax: 713/743-5396  
www.uh.edu/csd TTY: 713/749-1527

### SUB Request Form

Date Requested: \_\_\_\_\_

Regular Interpreter/Captionist:  
\_\_\_\_\_

**Class/Event Needing SUB:**

Day	Date	Start Time	End Time	Class/Event	Bldg/Rm	Student	Team

**Only 1 class/event per form**

**Additional Information:**

\_\_\_\_\_

\_\_\_\_\_

----- **FOR CSD OFFICE** -----

Comments:

Sub Interpreter Name:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ E-mail Confirmed Regular Terp

\_\_\_\_\_ E-mail Confirmed SUB Terp

Appendix E

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www.uh.edu/csd TTY: 713/749-1527

### Incident Report Form

Date: \_\_\_\_\_ Name: \_\_\_\_\_

Incident Date: \_\_\_\_\_ E-mail: \_\_\_\_\_

Class or Event: \_\_\_\_\_ Phone: \_\_\_\_\_

Start Time: \_\_\_\_\_

End Time: \_\_\_\_\_

Building & Room: \_\_\_\_\_

Person(s) Involved: \_\_\_\_\_ E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_

\_\_\_\_\_ Email: \_\_\_\_\_

Phone: \_\_\_\_\_

#### Incident Explanation:

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#### Desired Resolution:

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## Appendix F

**Sample Invoice****Interpreting/Captioning Services Provided for:**

University of Houston  
 100 Justin Dart CSD Building  
 Houston, Texas 77004-3022  
 Attn: Therese Sanchez

Name: \_\_\_\_\_

Invoice No: \_\_\_\_\_

Address: \_\_\_\_\_

Invoice Date: \_\_\_\_\_

City: \_\_\_\_\_

Service Date: \_\_\_\_\_

State/Zip: \_\_\_\_\_

Contract No: \_\_\_\_\_

Phone: \_\_\_\_\_

			Time	Time	Service	Travel	Total	Hourly	
Date	Student	Class	In	Out	Hours	Hours	Hours	Rate	Subtotal
10/13/14	John Smith	ENG	8:30 AM	10:00 AM	1.50	1.00	2.50	35.00	87.50
10/15/14	Mary Jones	MATH	2:00 PM	3:30 AM	1.50	1.00	2.50	35.00	87.50
								<b>Total:</b>	175.00

## Appendix G

UNIVERSITY of **HOUSTON**  
CENTER FOR STUDENTS WITH DisABILITIES

**INTERPRETING/CAPTIONING  
HANDBOOK AGREEMENT FORM**

I, \_\_\_\_\_, have read and reviewed the **Interpreting/Captioning Handbook** and I understand the procedures and policies outlined in it.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

