# Clark College

# Sign Language Interpreter Handbook

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### Job description

**Position Title:**  Sign Language Interpreter, Levels I-V

This is a part-time temporary hourly classified position. Under this agreement, interpreters’ work will not exceed 960 hours in any 12-month period.

**Supervisor:**  Disability Support Services Program Support Supervisor II –

“Interpreter Coordinator”

**Primary Purpose:**  Under the direction of the Disability Support Services (DSS) Interpreter Coordinator, provides sign language interpreting services for classroom and related activities. The interpreter functions as the support service provider to facilitate communication between students, faculty, staff, and visitors who are deaf, hard of hearing, and hearing on the campus through the use of sign language or oral interpretation/transliteration.

**Work Hours:**  The number of hours and work periods will vary depending upon student enrollment. (Refer to maximum allowances above.)

**Work Environment:**

Classroom and/or laboratory environment and can take place at any Clark College owned or rented facility.

**Knowledge, Skills and Abilities:**

* Must be familiar with the Registry of Interpreters for the Deaf (RID). Must understand how the Code of Professional Conduct applies to job duties at Clark College, and be knowledgeable of professional practices affecting interpreting and/or transliterating.
* Must be able to demonstrate skill in a wide range of sign language systems.
* Must be able to interpret/transliterate technical and non-technical lectures and discussions for instructors, presenters, lecturers, audience members, students, and visitors, conveying the meaning and spirit of the speaker.

Physical Requirements:

Considerable learned physical skill is required to perform sign language. Certain coordinated finger, limb, or body movements must be performed routinely in the course of regular work. Extended standing or sitting is required. Constant repetitive motion and mental processing may be required, which can lead to fatigue.

### Registry of Interpreters for the Deaf - Code of Professional Conduct

Interpreters must adhere to the Registry of Interpreters for the Deaf Code of Professional Conduct as it applies to their role at Clark College.

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.

Refer to [www.rid.org](http://www.rid.org) for the full version of the Code of Professional Conduct.

### Will Clark pay for mileage for student field trips?

Clark College will only pay for mileage connected to mandatory student field trips. Mileage will only be paid to sign language interpreters for destinations that are in excess of 20 miles one-way. Mileage will be calculated from the main Clark College campus. All travel must be pre-approved by the Interpreter Coordinator or authorized designee. Interpreters may not be paid for mileage if prior approval is not obtained.

### Will Clark pay for preparation time?

Preparation time for classes will be authorized on a case-by-case basis. Multiple factors will be taken into consideration, such as course content, interpreter’s skills/background, and student language preference/needs. The Disability Support Services Interpreter Coordinator must authorize preparation time in advance. If prior authorization is not received, payment cannot be made.

If you are given less than 24 hours notice of a cancellation of a class and you have been authorized for preparation time and you are not reassigned, you must use this class time as preparation time.

### How do I get Canvas access for class preparation?

If you would like access to a course Canvas shell, please either ask the instructor to add you or e-mail the Interpreter Coordinator to request permissions. If you need help accessing Canvas, e-mail the Interpreter Coordinator or contact Tech Hub at 360-992-2425.

### How do I get a copy of the textbook?

If you would like a copy of the textbook, first ask the instructor if he/she has an extra copy. (An old edition will give the same basic information and vocabulary.) If the instructor does not have one, check the college library. If you are still unable to locate a copy, contact the DSS Office. The DSS staff will attempt to locate a copy for you.

DSS does **not** buy books for interpreters. If you choose to buy the book on your own, DSS will not reimburse you. You can sell the book back to the bookstore during “book buy back” time following the bookstore’s policies.

### How do I get paid for time worked or sick leave?

Timesheets must be submitted via [ctcLink](https://ptprd.ctclink.us/psp/ptprd/?cmd=login&languageCd=ENG&). You will need a ctcLink ID to access this system. If you need assistance locating these numbers, please contact the Payroll Office at 360-992-2128. Faxes and individual business invoices will not be accepted. A guide to entering your timesheet can be found at [here](http://ctclinkreferencecenter.ctclink.us/m/79727/l/928433-9-2-reporting-time-using-a-timesheet).

When you have accrued sick leave, you may submit a request of sick leave to cover illness related absences. A guide can be found [here](http://ctclinkreferencecenter.ctclink.us/m/79716/l/928058-9-2-absence-request).

Submission of a timesheet means you attest to working the reported hours. This means you were interpreting, preparing for assignments (see explanation of preparation time), or involved in professional development activities. (Cancellation policies are explained below.)

### When do I submit my timesheet? When will I be paid?

Timesheets are due to the Interpreter Coordinator by **close of business on the last working day of the pay period (the 15th and the last day of the month.)** Timesheets received after this deadline may have to wait until the next cycle for payment; in which case a paper timesheet will be required. Please contact the Interpreter Coordinator for further assistance if you miss a timesheet deadline.

RCW 42.16.010 of the State of Washington require a delay of ten days in the payment of an employee.

Employees who are paid by contract, appointment, or salary, are paid on the 25th for work performed from the 1st to the 15th and on the 10th of the following month for work performed from the 16th to the last day of the previous month.

Paychecks can be picked up from the Payroll Office in the Baird Administration Building (BRD). If you would like to have your paychecks mailed to you, contact the Payroll Office at (360) 992-2128 for appropriate paperwork. If you would like direct deposit, or need to update your direct depot information, you can do so through ctcLink.

### What are your cancelation policies?

If the DSS Office contacts you to cancel services more than 24 hours in advance of your assignment (48 hours if the assignment is 7 hours or longer in one day) you cannot report this on your timesheet and you will not be paid for this time. For a Monday class 24 hours' notice will constitute a call or text message to the interpreter before noon on the previous Friday.

If the college cancels an interpreter with less than 24 (or 48 hours if applicable) notice, the interpreter is to remain on call and be ready to work during those hours. If the interpreter is not needed for another placement during those hours then they are expected to use the time to prepare for assignments interpreted for Clark or work on professional development. Preparation can include staying in the class discretely and listening to the lecture. **If the interpreter is not available or refuses work during the cancelled time frame, the interpreter will NOT be paid for that time**.

Occasionally students' schedules change and they drop a class. Should they do so the above procedures will apply.

A list of classes canceled for the day can be found on the Clark College website by clicking ‘Academics’ and opening the link ‘Today’s Cancellations/Delays’ found under the column ‘Class Information’ or the following link <http://www.clark.edu/academics/cancellations-delays.php>.

### How long do I have to wait for a student to show up?

For on campus classes you should wait **outside of the classroom** if the student is not there upon your arrival. You should wait for 10 minutes per paid class hour. If this is a subject where you think you would stay and observe the lecture for preparation should the student not attend, you must have a conversation with the instructor to address minimizing interruptions. There needs to be a balance between needing to contact the DSS Office to ask for reassignment and classroom interruptions. Each situation needs to be looked at on a case-by-case basis. Contact the Interpreter Coordinator with any questions or suggestions on how to approach instructors.

This also applies for remote learning environments. However, if the student joins and then disconnects, please stay connected and available as it’s possible that the student is having technical difficulties that can be resolved with enough time to re-join class. Contact the Interpreter Coordinator to let them know of any anomalies or no-shows.

|  |  |
| --- | --- |
| Class is 1 hour | Call DSS for reassignment 10 minutes after scheduled start time |
| Class is 1.5 hours | Call DSS for reassignment 15 minutes after scheduled start time |
| Class is 2 hours | Call DSS for reassignment 20 minutes after scheduled start time |
| Class is 2.5 hours | Call DSS for reassignment 25 minutes after scheduled start time |
| Class is 3 hours | Call DSS for reassignment 30 minutes after scheduled start time |

### What do I do if the student or instructor does not show?

If the student does not show up during the above allotted times or the instructor does not show, you must **CALL** the DSS Office immediately and inform them about this absence. Evening and weekend interpreters are to call the Interpreter Coordinator to report no shows. Contact numbers will be provided with the interpreters’ quarterly schedule. Interpreters need to report no shows for several reasons.

* The DSS Office may need you to cover another class, event, or last-minute request.
* The DSS Office will have documentation of students’ absences.
* Students may have contacted the DSS Office and told the staff that they will be late and to have the interpreter wait.

If you choose not to call in, you will only be paid for the wait time charted above.

For remote learning you should text the interpreter coordinator right away in the event no one else is at the zoom link you were given. Contact numbers will be provided with the interpreters’ quarterly schedule.

### What do I do if I am going to be late?

It is essential that you are prepared to interpret when the class starts. Arriving late, even a minute or two, or coming into the class at exactly the beginning of the lecture is not acceptable. The instructor cannot convey his/her lecture without you there. It is not fair to the students using interpreting services to miss the often important first few minutes of a lecture.

Remote learning introduces additional challenges in arriving on time. Please review your assignment information one day in advance to be sure you have the connection information and the platforms used available to you on the day of the assignment. You can avoid technical delays by joining the meeting a few minutes early. Remember you may be placed in a waiting room until the host admits you, potentially causing further delay.

If you are unavoidably delayed during regular business hours, you must **call,** the DSS Office (360-992-2955). Although a courtesy email would be appreciated, do NOT rely on that to inform the DSS Office/Interpreter Coordinator of your delay. Evening and weekend interpreters must call the Interpreter Coordinator. The Interpreter Coordinator will provide their cell phone number (for emergencies only, please do not provide this number to students) along with your schedule at the beginning of each term. Your time sheet must reflect the tardiness. Chronic tardiness will not be tolerated.

### What do I do if the instructor goes longer than the scheduled class time or changes the class time?

If you can stay, please do so. If the class goes longer than the billable time, submit your time in 15 minute increments and call or e-mail the Interpreter Coordinator within 24 hours. If you do not report the overtime, you may not be paid for it.

If you cannot stay (e.g., you have another class to which you must go), inform the student that you need to leave and go. You can then meet with the instructor before the next class session to explain why you could not stay for the extended time or you can call the DSS Office, and the Interpreter Coordinator will contact the instructor.

This applies to the occasional run-over. If the instructor consistently goes over time or changes the class meeting times, the Interpreter Coordinator must be informed.

### What if a class changes location?

If for any reason there is a permanent change in the physical or virtual location of the class, or if the class meets in a lab regularly, call the DSS Office and inform the Interpreter Coordinator of this change. It is important that the DSS Office has the most up-to-date list of class locations. This way substitute interpreters are sent to the correct location, and you can be found in an emergency.

### What happens if the college is closed or operations are suspended?

If classes are cancelled due to weather or other emergency situations, the college is closed, or operations are suspended, the above 24 hour cancellation policy does NOT apply. Interpreters will NOT be paid for the above listed situations (WAC and college policy regarding part-time classified employees).

The DSS Office staff will attempt to contact all scheduled interpreters, but it is ultimately each individual interpreter’s responsibility to monitor college closures via television stations, radio stations, the college website ([www.clark.edu](http://www.clark.edu)), and/or the general college telephone number (360-992-2000).

### What happens during final examinations week?

Clark expects interpreters to be aware of and plan accordingly for final examinations week.  Interpreting continuity is important.  If you are scheduled to interpret for a class, it is expected that you will also interpret for the final exam.  Clark College follows a final exam schedule, which means the final exam may be at a different time or day than the regular scheduled class.  This information is available in each quarter's class schedule.  It can also be found on Clark's website (<http://www.clark.edu/enroll/registration/dates/final_exam_schedule.php>). It is the interpreter’s responsibility to confirm the final examination time and format with each instructor. **Interpreters must notify the DSS Office of their final examination schedule at least two weeks prior to the beginning of final exam week. If notification is not given, interpreters may not be paid for that time.** While some finals may consist of presentations or other activities that necessitate two interpreters, most final examinations only require the presence of one interpreter. It is the responsibility of the team to determine which interpreter will be present. Any questions regarding logistics should be directed to the Interpreter Coordinator.

### Who requests interpreters?

All interpreter requests must go through the DSS Office. If a student needs an interpreter outside of the regularly scheduled class time, the student needs to make a request through the DSS Office. If a student asks you to interpret for them outside of regularly scheduled time, refer them to the DSS Office. If you choose to interpret for them, and it has not been approved through the DSS Office, you may not be paid for that time.

An exception to this rule is if the student wants to talk with the instructor or another student regarding course related material immediately after class. If your schedule permits you to stay, please do so. If you stay longer than the class billable time, submit your time in 15 minute increments. You must call the DSS Office within 24 hours to inform them of the overtime. If you do not call in the overage, you may not be paid for the additional time.

### How do I find details about assignments? What do I do if I need a substitute?

Scheduling is done through e-mail and myDSS. The Interpreter Coordinator will assign you a username and temporary password when hired. Once you are confirmed to an assignment, you will have access to the assignment details in myDSS. This is also where you request a substitute.

If you know in advance (i.e. vacation, appointment, etc.) that you will need a substitute interpreter, request a sub through myDSS as far in advance as possible. Every effort will be made to fill your request. A guide for how to request a substitute in myDSS is provided on the DSS website under Interpreter Resources.

The DSS Office would appreciate it if these types of requests were kept to a minimum. Consistent interpreting services are preferred.

If you need a substitute at the last minute (i.e. illness, traffic, car problems, etc.) during regular business hours, call the DSS Office at one of the following numbers:

**Remote office line - (407) 986-0753**

Direct office line – (360) 992-2955

Alternate office line – (360) 992-2314

If you need a substitute at the last minute for evening or weekend classes, call the Interpreter Coordinator. Contact numbers will be provided on your quarterly schedule.

### What do I do if I am having difficulties with the student or instructor?

If you are experiencing problems with a student or an instructor, the first step to resolution is to discuss your concerns with the other party. If you do not feel comfortable with this approach or it did not resolve the problem, contact the Interpreter Coordinator. The Interpreter Coordinator will make every attempt to assist you with resolving the conflict.

### Where do I park?

The Clark College Parking and Traffic Rules and Regulations specify that all faculty and staff using the parking facilities at any time between 7 a.m. and 10 p.m. during the academic year are to purchase and display a valid parking permit. You may pay for your permit at the Cashier’s Office in Gaiser Hall. You must then take your receipt to the Clark College Security and Safety Office in Gaiser Hall where the actual permits are issued. Faculty and Staff parking spots are marked with a yellow F/S. Disabled parking is available to those with an appropriate state permit.

### Can I transport students/ instructors in my private vehicle? Can I ride with a student/ instructor in his/her private vehicle?

Transporting students/ instructors or riding with students/ instructors is your decision. If there should be an accident, the driver’s private vehicle insurance will be the coverage. DSS strongly discourages interpreters transporting students/ instructors in their private vehicles or riding in student/ instructor vehicles. If you choose to do so, you do so at your own risk. An exception would be riding in state or college owned/rented vehicles. Contact the Interpreter Coordinator for clarification on a case-by-case basis.

### What do I wear?

Clark College expects all interpreters to dress appropriately for their assignments. Care should be taken to dress professionally and neatly, as is appropriate for your assignments. Rarely are shorts and t-shirts appropriate. Jeans may be appropriate in some vocational programs but are not normal professional attire. Be cognizant of clothing color and patterns.

### Will I be part of a team?

The Interpreter Coordinator will determine if a situation warrants team interpretation. When teams are used, Clark expects that both interpreters will be present for the entire class time, unless prior arrangements have been made with the Interpreter Coordinator. Clark also expects that all interpreters will be fully engaged in the assignment. Switches between interpreters should be made so as to cause the least disruption to the class as possible.

*“All team members are constantly active in the team process. They rotate between primary and support roles. Primary roles are directed to the consumers and include tasks such as signing and voicing. Support roles are necessary to enhance the team's performance and include:*

* *monitoring the overall setting*
* *assuring appropriate and timely transitions*
* *prompting the primary interpreter.”*
* (RID Team Interpreting Standard Practice Paper, <https://drive.google.com/file/d/0B3DKvZMflFLdVzZpaUtraW5xZG8/view?pli=1>)

Clark College expects all interpreters to be good stewards of state dollars. If you are scheduled to team a class that does not warrant two interpreters, it is expected that you will contact the Interpreter Coordinator about the situation. When teamed classes have scheduled examinations, laboratory assignments, and/or independent classroom work, it is expected that only one interpreter will bill during this time. Contact the Interpreter Coordinator if you feel there are extenuating circumstances that require two interpreters for the above listed activities. The DSS Office expects the two interpreters involved to divide these situations as equitably as possible.

### How will I be evaluated?

Students will be sent a voluntary interpreter evaluation form as each term draws to a close. Each student will be given the option of keeping his/her evaluation form confidential. Periodically the Interpreter Coordinator may observe/evaluate you. The goal of this observation/evaluation is to help ensure that quality interpreting services are being provided to students at Clark College. It will also give the Interpreter Coordinator the opportunity to observe your skills and gather information to help with future placements.

### May I use the Thompson Fitness Center?

You are eligible to use the Thompson Fitness Center.  You will need to pay a quarterly fee at the Cashier's Office located in Gaiser Hall.

### What do I do if I have questions about this handbook or questions not addressed in this handbook?

Contact the Interpreter Coordinator or the Disability Support Services Director.

Interpreter Coordinator – (360) 992-2955

Coordinator Remote Office - (40) 986-0753

Director – (360) 992-2580

Alternate Number – (360) 992-2314