



Working with Interpreters

Fact Sheet

Where can I find an ASL Interpreter?

Freelance interpreters and interpreting agencies are listed in the Arizona Commission for the Deaf and the Hard of Hearing's Information & Referral Resource Directory, available online at www.acdhh.org or by calling 602.542.3323 V 480.559.9441 VP

When scheduling an Interpreter, please provide the following information:

- | | |
|---------------|------------------|
| Who? | Setting(s)? |
| What? | Dress? |
| Where? | Preference? |
| Which day(s)? | Communication? |
| What time(s)? | Other specifics? |

What is an American Sign Language Interpreter?

An American Sign Language (ASL) interpreter is an intermediary who facilitates communication between people with hearing loss or speech difficulties and those without hearing loss. ASL interpreters may specialize in sign language, oral, or another communication method. Interpreters must be licensed in the State of Arizona unless interpreting in a K-12 educational setting, a religious setting or on a volunteer basis with no pay.

The Americans with Disabilities Act of 1990 requires businesses, public entities and places of public accommodation to provide effective communication for people with disabilities. Accommodations may include ASL interpreters. To learn more about ADA requirements, visit ada.gov.

Requesting an ASL Interpreter

At least a one-week notice is preferred when requesting an interpreter. Medical emergencies or police requests vary depending on availability and time. Requests made with less than 24 hours' notice may be subject to additional cost. The ASL interpreter or the interpreting agency will ask for details such as the location, day and time the ASL interpreter is needed. They may also ask about the subject matter (i.e. a doctor appointment or business meeting) and if any materials, like a meeting agenda, is available ahead of time.

What to expect from an ASL Interpreter

ASL interpreters are professionals who abide by a code of professional conduct. They are fluent in ASL and are knowledgeable about Deaf Culture. All subject matter interpreted is confidential and ASL interpreters are to remain objective. ASL interpreters can be subject to a grievance process if professional conduct is not upheld. Either party - the person with a hearing loss or the hearing person - can lodge a complaint through ACDHH.





Contact ACDHH to learn more.

The Arizona Commission for the Deaf and the Hard of Hearing

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Suite 104
Phoenix, Arizona 85007

602.542.3323 V
480.559.9441 VP
602.364.0990 TTY
800.352.8161 V/TTY
602.364.0581 FAX
info@acdhh.az.gov
www.acdhh.org

Call for this document in an alternate format.

What ASL Interpreters expect while on an assignment

Interpreting ASL is challenging work that requires concentration. Other people not directly involved in communication with the person needing the ASL interpreter should not ask the ASL interpreter questions about ASL or Deaf Culture while they are interpreting. They should not try to socialize with the ASL interpreter. Future requests for interpreting should be made after the current assignment is completed.

ASL interpreters should not be expected to supervise the behavior of either party they are interpreting for, nor should they be expected to give advice to, or counsel, either party. ASL interpreters have the right to refuse future requests from individuals or businesses.

Where can I learn more about interpreting?

- acdhh.org Arizona Commission for the Deaf and the Hard of Hearing
- arizonarid.org Arizona Registry of Interpreters for the Deaf
- rid.org Registry of Interpreters for the Deaf
- nad.org National Association of the Deaf

