

**Directory of Qualified
Interpreters
for the Deaf and Hard of
Hearing**

The Virginia Department for the Deaf and Hard of Hearing

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PREFACE

The Virginia Department for the Deaf and Hard of Hearing (VDDHH) is pleased to make available the Directory of Qualified Interpreters for the Deaf and Hard of Hearing. This Directory is intended to be a resource which can be used by service providers and individuals who are interested in procuring the services of a qualified sign language interpreter, oral interpreter or cued speech transliterator.

Special thanks are extended to all interpreters for their commitment to the growth and success of our Interpreter Services Program. Their dedication to the profession of interpreting has made an invaluable contribution to allow Virginians who are deaf or hard of hearing full participation in all programs and activities offered in the Commonwealth of Virginia.

We hope that you find this Directory to be useful and informative. We encourage you to share it within your organization or with anyone who may find the information helpful. You may make copies of this Directory and distribute it to others who are interested.

NOTE: The phrase, "persons who are deaf or hard of hearing," is used throughout this Directory as the collective term referencing the primary population served by this Department. However, the Department also serves people who are hearing (such as service providers, family members) and people who may have other disabilities in addition to their hearing loss (such as deaf-blind and speech/language disabled).

NOTE: The term "interpreter" when used generically in this document refers to both interpreters and transliterators who facilitate communication between persons who are deaf or hard of hearing and persons who are hearing.

SERVICES PROVIDED BY THE VIRGINIA DEPARTMENT FOR THE DEAF AND HARD OF HEARING

In 1972, the General Assembly established the Virginia Department for the Deaf and Hard of Hearing (VDDHH). The Code of Virginia (Section 63.1-85.1.1 et seq.) establishes the Virginia Department for the Deaf and Hard of Hearing as a "communication bridge" between those who are deaf or hard of hearing and hearing persons. The Department creates and seeks opportunities for Virginians who are deaf or hard of hearing to be responsible, productive and independent citizens. To this end, the Department offers the following services:

Information and Referral (I & R)

VDDHH receives and responds to requests for information and referral concerning services available to Virginians who are deaf or hard of hearing and provides general and specific information on topics related to persons who are deaf or hard of hearing.

Outreach Services

VDDHH provides services at the local and state level through outreach specialists who work with persons who are deaf or hard of hearing, as well as other agencies and service providers, to resolve problems and improve access to services. Outreach specialists provide training and technical assistance to service providers and the general public about deaf-related issues, hearing loss, and the needs of persons who are deaf or hard of hearing.

Virginia Relay Center (VRC)

The VRC is a public service of the Commonwealth of Virginia overseen by VDDHH. VRC, which was implemented on February 1, 1991, provides 24-hour-a-day, 7-day-a-week statewide telephone access, relaying calls between users of text telephones (TTYs) and persons using a regular telephone. (TTYs include TTs, TTYs and computer modems.) For more information contact VDDHH or the VRC. To make a relay call, just dial 1-800-828-1120 (TTY) or 1-800-828-1140 (Voice).

Technology Assistance Program (TAP)

This program provides assistance to Virginians who are deaf, hard of hearing, deaf-blind, hearing-visually disabled, and speech/language disabled in procuring Text Telephones (regular, large print or Braille TTYs), amplification devices, and visual, audible or tactile telephone signallers.

SERVICES PROVIDED BY THE VIRGINIA DEPARTMENT FOR THE DEAF AND HARD OF HEARING (cont.)

Interpreter Services

In 1978, VDDHH was authorized by the General Assembly to administer a statewide Interpreter Services Program to facilitate communication between persons who are hearing and those who are deaf or hard of hearing. To that end, this Department now provides the following services in accordance with "Regulations Governing Interpreter Services for the Deaf and Hard of Hearing":

1. Maintains and distributes a Directory of Qualified Interpreters for the Deaf and Hard of Hearing.
2. Assigns, refers, and coordinates qualified interpreters upon request.
3. Provides compensation for interpreter services in some situations. Contact the Department for details.

VQAS

The Virginia Quality Assurance Screening (VQAS) is a diagnostic assessment for interpreters/transliterators. VQAS consists of a Written Assessment based on the Registry of Interpreters for the Deaf (RID) Code of Ethics and a Performance Assessment of skills in expressive, receptive and interactive interpreting and transliterating situations. Contact the VQAS Coordinator for a full information packet on the assessment process.

Library

The VDDHH Library maintains an extensive collection of books, videotapes and DVDs available for circulation. Reference materials and a variety of informational brochures are also available.

Newsletter

The E-MAIL is a quarterly newsletter published by the agency. Information about VDDHH programs, legal rights of persons who are deaf or hard of hearing and upcoming conferences is included.

Legislative Tracking

During the General Assembly, legislative tracking can be followed through Bridges, a bulletin board system. The agency provides updates during the session on the status of bills of interest to persons who are deaf or hard of hearing. Contact the Policy and Planning Manager for more information.

WHAT IS AN INTERPRETER?

A qualified interpreter for the deaf or hard of hearing is a professional who facilitates communication between deaf and hearing individuals. A qualified interpreter has demonstrated proficient ethical and interpreting skills and has gained the knowledge and expertise required to function in a professional capacity.

Perhaps the biggest misconception concerning interpreting for people who are deaf or hard of hearing is the generally-held assumption that a beginning course in sign language or fingerspelling is a sufficient qualification to work as an interpreter. **A person who knows conversational sign language does not necessarily possess the expertise required to perform well in the role of an interpreter.** Professional interpreting requires intense training and experience before proficient levels of skill are attained.

The role of an interpreter is to accurately convey all messages between the individuals involved in the communication setting. Interviews, conversations and presentations can proceed at a normal pace, transitioning fluently from one communication modality to another, with the aid of a qualified interpreter.

HOW TO SELECT AN INTERPRETER

An individual or agency employing an interpreter should be aware that communication modes differ among deaf or hard of hearing persons. Residual hearing, age at onset of deafness, language background and family and educational history all impact the communication style used and preferred by the consumer requiring the services of an interpreter.

The primary consideration must be that communication is flowing smoothly between all parties in the interaction. If any person does not understand the proceedings, an inappropriate interpreter may have been selected for the particular assignment and a more appropriately qualified interpreter may need to be contacted. When contacting an interpreter, service providers and consumers should be aware of national certification and state screening levels and attempt to locate the interpreter with the most appropriate skill level for the situation.

Some of the types of assignments an interpreter may be called upon to interpret are listed on page 6 as a guideline for your reference when assigning an interpreter. This list is not inclusive of all situations possible. It should be noted that a high priority should be placed on the interpreter's ability to communicate with the consumer who is deaf or hard of hearing, whether it be American Sign Language or a manually-coded form of English. Please feel free to contact VDDHH for assistance in assigning an interpreter.

QUALIFICATIONS CURRENTLY RECOGNIZED IN VIRGINIA

Qualified interpreters recognized in the Commonwealth of Virginia have demonstrated high ethical standards, fluency in English and at least one visual communication mode, and proficiency in interpreting processes. They have been awarded credentials from a recognized national evaluation or state screening assessment (Code of Virginia 63.1-85.4:1). Compensation to qualified interpreters is generally commensurate with the level of skill achieved. Please contact VDDHH for assistance in determining the qualifications of interpreters.

NATIONAL CERTIFICATES

Interpreters holding national certification should be able to provide services in most situations. However, the preferred communication modalities of the consumers and the background experiences of the interpreters should be given priority consideration.

Certificates offered by the Registry of Interpreters for the Deaf (RID) and the National Association of the Deaf (NAD)

Full Certificates

NIC Master	National Interpreter Certification (expert)
NIC Advanced	National Interpreter Certification (competent)
NIC	National Interpreter Certification (functional)

Certificates offered by the Registry of Interpreters for the Deaf (RID)

Full Certificates

CDI	Certificate of Deaf Interpretation
CI	Certificate of Interpreting
CSC	Comprehensive Skills Certificate
CT	Certificate of Transliterating
MCSC	Master Comprehensive Skills Certificate
OIC:C	Oral Interpreter Certificate: Comprehensive
RSC	Reverse Skills Certificate

Specialist Certificates

SC:L	Specialist Certificate: Legal
SC:PA	Specialist Certificate: Performing Arts

Partial Certificates

IC	Interpreting Certificate (Partial Certificate)
TC	Transliterating Certificate (Partial Certificate)
EIC	Expressive Interpreting Certificate (Partial Cert.)
ETC	Expressive Translating Certificate (Partial Cert.)
OIC:S/V	Oral Interpreter Certificate: Spoken to Visible
OIC:V/S	Oral Interpreter Certificate: Visible to Spoken

QUALIFICATIONS CURRENTLY RECOGNIZED IN VIRGINIA **(cont.)**

Certificates offered by the National Cued Speech Association (NCSA)

Full Certificate

TSC:4 Transliteration Skills Certificate - Expert

Partial Certificates

TSC:3 Transliteration Skills Certificate - Competent

TSC:2 Transliteration Skills Certificate - Functional

Certificates offered by the National Association of the Deaf (NAD)

Full Certificate

Level 5

Partial Certificates

Level 4

Level 3

Level 2

(**NOTE:** Contact VDDHH directly for information about policy and procedural requirements for courtroom interpreting and/or a copy of the Guide and Listing of Certified Interpreters for the Deaf and Hard of Hearing VDDHH-Approved to Service Virginia Courts).

VIRGINIA QUALITY ASSURANCE SCREENING LEVELS

Candidates may be awarded a level in three competency areas:

T = Transliterating: Sign Language (Spoken English/Manually-Coded Form of English)

I = Interpreting: Sign Language (Spoken English/American Sign Language)

CS = Cued Speech: Transliterating, but employing Cued Speech not sign language

IV (Level IV) — Demonstrated the ability to convey at least 95% of the total message

III (Level III) — Demonstrated the ability to convey at least 80% of the total message

II (Level II) — Demonstrated the ability to convey at least 65% of the total message

I (Level I) — Demonstrated the ability to convey at least 50% of the total message

GENERAL RECOMMENDATIONS FOR PLACEMENT

Note: Interpreters may accept assignments recommended for the next higher level, **PROVIDED** they are teaming with an interpreter who is certified or with a screened interpreter who is recommended for that situation as outlined below.

HIGHEST NATIONAL CERTIFICATE – NIC MASTER; NIC ADVANCED; NAD LEVEL V; TSC: 4; AND RID FULL CERTIFICATES (CSC, MCSC, CI, CT, RSC, CDI OR OIC:C) - Including all recommendations below

Legal	Any and all
Mental Health	Any and all
Employment	EEO, Employer/Employee Disputes
Medical	Life-threatening diagnoses, surgery (all kinds)

OTHER NATIONAL CERTIFICATION – NIC; NAD LEVEL IV; TSC: 3; AND RID PARTIAL CERTIFICATES (IC/TC, IC, TC, OIC:S/V OR OIC:V/S) -- AND VOAS LEVEL IV OR III-T/III-I - Including all recommendations below

Legal	None
Mental Health	None
Medical	Pre-natal examinations, routine medical appointments, emergency room, NOT LIFE-THREATENING OR SURGICAL SITUATIONS
Social Services	Intake, Child Protection UNTIL SITUATION BECOMES ONE OF LEGAL QUESTION
Employment	Job interview, performance evaluation, technical and high-level staff meetings, on-the-job training (computer/technical)
Government	Public hearing, board meeting
Education	GED, post-graduate college, IEP meeting, PTA, academic adult education
Support Group	All, including 12-step programs

LEVEL III-T OR III-I; NAD LEVEL III; and TSC: 2 - Including all recommendations below

Medical	Routine eye and dental, childbirth classes
Social Services	Eligibility, Welfare
Employment	Non-technical staff meetings
Education	Pre-K through 12, undergraduate college (bachelor)

LEVEL II-T AND II-I; NAD LEVEL II; and TSC: 1 - Including all recommendations below

Education	Non-academic adult education
Employment	On-the-job training (non-computer, non-technical)

LEVEL II-T OR II-I

Recreation	Library, parks and recreation, YMCA, arts and crafts
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APPRENTICE LEVEL (Previously Level I) - **NOT FOR PLACEMENT WITHOUT SUPERVISION BY A MENTORING INTERPRETER.** Recommended for placement in **NON-CRITICAL SITUATIONS ONLY** with a team (mentoring) interpreter of a Level III or IV or national certification.

HOW TO USE AN INTERPRETER

The following general guidelines may be helpful to you when working with a sign language interpreter:

1. Speak clearly in a normal tone and at a natural pace and do not exaggerate lip movements.
2. Speak directly to the person who is deaf or hard of hearing and avoid phrases like, "tell her" or "ask him."
3. Realize when the interpreter says, "I" or "me", that those are the direct words of the consumer who is deaf or hard of hearing, and not of the interpreter.
4. Do not speak privately to the working interpreter, as everything you say will be conveyed.
5. Because sign language is a visual language, eye contact will generally be with the interpreter, not you.
6. Situations involving interpreting for two or more hours may require more than one interpreter to reduce the possibility of errors made due to mental and physical fatigue as well as injury. Interpreting highly technical information or continuously for an hour or more may also require more than one interpreter. Interpreters should be relieved every twenty to thirty minutes in the manner least likely to disrupt the process.
7. Interpreting for a person who is deaf-blind requires essentially the same skills as those used by interpreters for those who are deaf or hard of hearing. However, the mode of communication may switch from a visual mode to a tactile mode. It is important that you are aware of the mode preferred by the consumer and that the request is made known to the interpreter.

Positioning Considerations:

1. The interpreter should be positioned in a well-lit area with clear visibility by consumers who are deaf or hard of hearing. The interpreter should never be requested to stand in front of a window or other lighting source which would cause distracting shadows and eye fatigue.
2. When using the services of an interpreter in a one-on-one situation such as a small meeting or private appointment, the interpreter should sit slightly behind and to the side of the speaker, allowing the consumers to see both the speaker and the interpreter.
3. For large group presentations, the interpreter should be positioned near the speaker. If it is a very large group, more than one interpreter may be needed to ensure visibility.
4. If the presenter is deaf or hard of hearing and speaking before a large group and requires an interpreter for voicing, the interpreter should be seated facing the speaker and provided with a microphone.

Please contact the Interpreter Services Coordinator at VDDHH for additional questions you may have regarding the effective use of an interpreter.

CODE OF ETHICS FOR INTERPRETERS

The Registry of Interpreters for the Deaf, Inc. has set forth the following principles of ethical behavior to protect and guide the interpreter, the consumers (hearing and deaf or hard of hearing) and the profession, as well as to insure for all, the right to communicate.

This code of ethics applies to all nationally certified and state qualified interpreters.

1. Interpreters/transliterators shall keep all assignment related information strictly confidential.
2. Interpreters/transliterators shall render the message faithfully, always conveying the content and spirit of the speaker using language most readily understood by the person(s) whom they serve.
3. Interpreters/transliterators shall not counsel, advise or interject personal opinions.
4. Interpreters/transliterators shall accept assignments using discretion with regard to skill, setting, and the consumer involved.
5. Interpreters/transliterators shall request compensation for services in a professional and judicious manner.
6. Interpreters/transliterators shall function in a manner appropriate to the situation.
7. Interpreters/transliterators shall strive to further knowledge and skills through participation in workshops, professional meetings, interaction with professional colleagues, and reading of current literature in the field.
8. Interpreters/transliterators, by virtue of membership in or certification by the R.I.D., Inc., shall strive to maintain high professional standards in compliance with the Code of Ethics.

For additional information, please contact:

RID, Inc.
8719 Colesville Road, Suite 310
Silver Spring, MD 20910

CUED SPEECH TRANSLITERATORS CODE OF CONDUCT

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A Cued Speech Transliterater shall:

- facilitate communication for deaf/hard-of-hearing consumers of Cued Speech(clients)
- provide sound-based environmental information to deaf/hard-of-hearing consumers of Cued Speech(clients)
- provide appropriate client training to allow for proper transliterater utilization
- provide hearing consumers with appropriate demonstration/explanation of the transliterater role
- demonstrate and implement ongoing reverence for the preservation and promotion of complete and equal access for deaf/hard-of-hearing client(s)
- promote the progression of events as if circumstances do not necessitate transliterater presence
- adhere to the ethical standards of transliterating/interpreting for deaf/hard-of-hearing clients
- support the profession of Cued Speech Transliteration by striving to improve related skills and knowledge and the application thereof

For additional information, please contact:

The National Cued Speech Association
1616 Parham Road
Silver Spring, MD 20903
301/439-5766 V/T

CHANGE OF INFORMATION OR ADDRESS FORM

Please provide us with any information which is different from that provided on the mailing label.

CURRENT MAILING INFORMATION:

Contact Name:

Agency Name:

Complete Mailing Address

Address:

City/County

State, Zip

Phone Number: () _____ ext. _____ V/T?

PREVIOUS MAILING INFORMATION WHICH NEEDS TO BE DELETED:

Contact Name:

Agency Name:

Old Address:

Phone Number: () _____ ext. _____ V/T?

Return this form to:

Interpreter Services Coordinator
Virginia Department for the Deaf and Hard of Hearing
Ratcliffe Building, Suite 203
1602 Rolling Hills Drive
Richmond, Virginia 23229-5012

*If you use our Directory frequently and would like to receive updates please indicate below and return this portion to the above address.

Please send me Directory updates...

Annually

Semi-annually

Monthly

By e-mail

E-mail Address: _____

By fax

Fax Number: _____

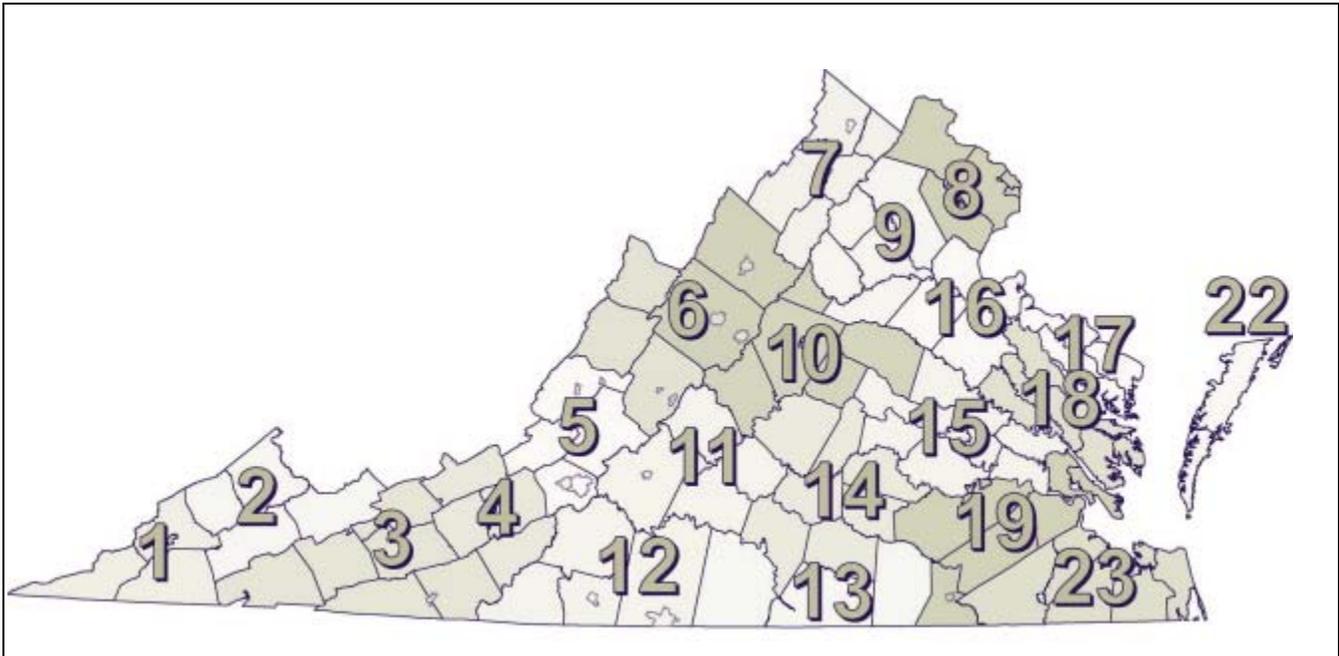
By mail

Mailing Address: _____

DIRECTORY LISTING OF QUALIFIED INTERPRETERS

The list of qualified interpreters is divided into two sections: 1) nationally certified; 2) state screened. To assist you in determining the most appropriate interpreter, the following information is provided:

- Interpreter Name, Address and Contact Phone Numbers
- Credentials Held (Refer to Page 6 for appropriateness of skill level)



- Availability (General times listed; "Varies" refers to frequent schedule changes)
- Regions Served (refer to Planning District map above)

We recommend allowing as much time as possible to fill an interpreting assignment as many interpreters work other jobs and their schedules fill quickly. Given short notice, late afternoon, evening and weekend assignments are generally the best times to obtain the services of a qualified interpreter.

Please feel free to contact the Interpreter Services Coordinator at VDDHH for assistance as needed between 8:15 a.m. and 5:00 p.m., Monday through Friday at 1-800-552-7917 or 804/662-9793.

**VIRGINIA QUALITY
ASSURANCE SCREENED
(VQAS) INTERPRETERS**

NATIONALLY CERTIFIED INTERPRETERS