

**Santa Rosa Junior College
Disability Resources Department
Interpreter/Real Time Captioner Agreement**

Contact Information:

Deaf/Hard of Hearing Specialist
Debbie Ezersky
dezersky@santarosa.edu
(707) 522-2702/voice
(707) 623-1634/VP

Interpreter Coordinators:
A Dreamer and Tanya Irvin
adreamer@santarosa.edu
tirvin@santarosa.edu,
(707) 527-4487/voice
(707) 623-1630/VP

Interpreter and Real Time Captioners (RTC) Request Process

- ✓ Meet with Specialist to register for classes
- ✓ Come during 'Early Registration' if possible
- ✓ Report any schedule changes immediately!
- ✓ Fill out additional request form for any meetings, school activities, or final exams
- ✓ Last minute requests may not be able to be filled

Interpreter/RTC Role and Responsibilities

- ✓ Providing access to classes, meetings and school-related events
- ✓ Being on time
- ✓ Accurate interpretation/transcription of class information
- ✓ Following professional standards set by the Registry of Interpreters of the Deaf (RID) Code of Ethics
- ✓ Maintaining confidentiality
- ✓ Will not give personal opinions
- ✓ *Note: Interpreters are not to act as tutors, socialize while working, or answer questions that the teacher is supposed to answer.*
- ✓ Share interpreting, note-taking, tutoring and other accommodation-related issues with other campus staff on a "need to know" basis.
- ✓ Work as a team with other DRD staff, sharing work-related information to improve the quality of our Deaf Services program.

Student Responsibilities

Meet with Instructors

As a student, you are responsible for meeting with your instructors at the beginning of the semester to discuss your unique communication needs. You might discuss the following with your instructor:

- ✓ Seating of Deaf student and interpreter/RTC
- ✓ Difficulty watching the interpreter and the board/overhead at the same time
- ✓ Your need for captioned videos
- ✓ Note-takers
- ✓ Instructor's office hours and how to make an appointment
- ✓ And other accommodations you may need.

You can ask interpreters to repeat information that was not interpreted clearly. If you prepare for class it will be easier for you to understand what the interpreter/RTC is saying. If you are having a hard time in class, your instructor may be able to help you during his/her office hour with the homework.

Canceling Services

It is your responsibility to contact the Interpreter Coordinators (Dreamer and Sherry Jo) to cancel your interpreter/RTC **24 hours** in advance when:

- ✓ You know you will be absent
- ✓ The room, day or time of class is changed
- ✓ Your class is canceled
- ✓ You are dropping a class
- ✓ You are canceling any other activity for which an interpreter/RTC was requested

Your message should include your name and the class and time you will miss. You do not need to give the reason why you are not going to class. You may contact the interpreting office by phone, email, or by leaving a note. If using email, please send your message to Sherry Jo and Dreamer.

Last Minute Cancellations

If you contact the interpreting office with ***less than*** 24 hours notice this is considered a **last minute cancellation**. After you have **two** last minute cancellations we will send you a letter reminding you of our guidelines. If you have a **third** last minute cancellation, we will stop sending interpreters until you meet with Debbie to discuss your situation and come up with a plan to reduce the number of last minute cancellations. If after this meeting you continue to have excessive last minute cancellations, you will need to meet with the Dean to resolve the problem and continue receiving services.

Late For Class and No Shows

If you are late for class, the interpreter/RTC will wait **ten minutes** for each hour of class time. For an hour and half class the interpreter/RTC will wait 15 minutes, and for a three-hour class, 30 minutes. After that time the interpreter/RTC will notify the Interpreter Coordinator of your **no show**. If you arrive late and your interpreter/RTC has left, you should contact the office to see if you can get an interpreter/RTC.

If you have two no shows for the same class we will send you a letter reminding you of our guidelines. If you have a third no show, we will stop sending the interpreter to your class. We will send you a letter letting you know that you must meet with Debbie to come up with a plan so that you can contact the office if you will be out. After you meet with Debbie your interpreter/RTC will return to class. However, if you have another no-show, your interpreter/RTC will not return to class. You will need to meet with the Dean to resolve the problem and get services.

Remember that the Deaf student, Interpreters/RTC, Coordinators and the Specialist are part of a team to make sure you get the best possible education at SRJC. If you are having a problem with an interpreter/RTC, instructor, or tutor, try to resolve it by talking to him or her directly. If you still are having a problem, please see Debbie, Sherry Jo, or Dreamer for help.

I understand and agree to follow these guidelines.

Print name _____ Signature _____ Date _____