

Interpreter Request Protocol

This sample protocol is intended to fulfill the requirements of A.R.S. § 9-500.41, A.R.S. § 11-269.20, and A.R.S. § 41-5202. This sample is provided by the Arizona Department of Emergency and Military Affairs (DEMA) and may be modified or edited to meet the needs of the adapting agency/entity. For questions or support with any of the below, contact Vicki Bond, ERIC Program Coordinator with the DEMA Public Information Office at (520) 488-9200 or vicki.bond@azdema.gov.

Purpose

To fulfill the requirements of A.R.S. § 9-500.41, A.R.S. § 11-269.20, and A.R.S. § 41-5202 that communications with persons with disabilities, including online communications and emergency communications, are equally as effective as communications with persons without disabilities pursuant to the Americans with Disabilities Act (ADA).

Scope

All cities, towns, counties, and state agencies.

Prerequisites - Establish Contracts

Ensure American Sign Language (ASL) and Communication Access Realtime Translation (CART) contracts are in place. There are contract options dependent on the needs of the agency/entity and the availability of local resources. When reviewing existing contracts and/or establishing new contracts, ensure the contracted individual or agency is able to provide interpreters who are both licensed by the Arizona Commission for the Deaf and the Hard of Hearing and hold the Emergency Response Interpreting Credentialing (ERIC) qualification.

- a) **Direct Contract:** If there are ERIC interpreters and/or captioners in your area, you may choose to establish a direct contract/agreement with the individual(s) in order to expedite the process when a need arises. A list of ERIC resources is available by county.
- b) **Agency Contract:** Establish a contract with an interpreting agency that can seek out and secure the necessary resources if the local interpreter/captioner is not available (state agencies must use interpreting agencies that are contracted with the State Procurement Office). Ensure that the contracted agency is able to provide ERIC qualified resources during emergency events.
- c) **DEMA Ordering Desk:** For emergency events, you may choose to contact the DEMA Logistics Ordering Desk for assistance in locating and securing interpreters and captioners. Prior to an emergency, create a sample 213RR (resource request form) and confirm the appropriate contact person and methods with DEMA to ensure the request process goes quickly and smoothly during an emergency. DEMA will work with the requesting agency after the emergency to arrange payment for interpreting and captioning services.**

Responsibilities - Equally Effective Communication

For non-emergency events that are open to the public, advertise the availability of American Sign Language (ASL) interpretation and Communication Access Realtime Translation (CART) captioning “upon request” on all promotional materials.

- Provide a deadline for community members to make an accommodations request that allows ample time to secure ASL and CART resources.
- Sample accommodations request language:
ASL Interpretation and CART Captioning services are available upon request. If you require these or other types of accommodations pursuant to the Americans with Disabilities Act (ADA), please contact [provide name, email address, and phone number of primary contact person] no later than Tuesday, May 15, 2018 at 5:00pm.

For short notice events, secure an interpreter and captioner proactively to ensure the event is accessible to the whole community and advertise the availability of both services on all promotional materials.

- Sample accommodations language:
ASL interpretation and CART Captioning services will be provided at this event. If you require additional types of accommodations pursuant to the Americans with Disabilities Act (ADA), please

contact [provide name, email address, and phone number of primary contact person] as soon as possible prior to the event.

For emergency events, secure an interpreter and captioner immediately when you become aware that the following events are imminent:

- Social media videos and updates (live streaming or pre-recorded);
- News conferences, briefings and other media interviews;
- Public meetings (i.e., community meetings, town hall meetings, etc.);
- One-on-one interactions with community members;
- Shelter activation;
- Reception and Care Center activation;
- Individual Assistance Service Center activation;
- Other events and services related to emergency response and recovery efforts.

If you are unable to secure the necessary resources in advance of the above mentioned events, continue to seek resources so that interpretation and captioning may be added to video recordings of the emergency information and/or transcripts may be provided for all audio and video recordings.

Procedure - Requesting Resources

When a disaster or emergency becomes known to your organization, begin the process of securing an interpreter and captioner immediately. While there may not yet be a public event scheduled, it will take time to identify the available interpreter/captioner and additional time for the interpreter to arrive on site. Starting this process immediately will increase the probability that all communication with the public, including the very first announcement as the event unfolds, will be accessible to the whole community.

- a) If you have an agreement with a local interpreter or captioner, contact that individual and determine what time they can arrive at the designated location. If the time provided is acceptable, provide information as outlined in “c” below.
- b) If you do not have an agreement with a local interpreter or captioner, the local interpreter/captioner is not available, or you require a relief interpreter/captioner, contact your contracted agency or the DEMA Logistics Ordering Desk.**
- c) Provide as much information as possible regarding the event(s) and content that the interpreter and captioner will be handling.
 - Provide an address, as well as detailed driving directions, parking instructions, and building/room number.
 - Provide the name and cell phone number of an on-site contact person that the interpreter/captioner will be able to reach upon arrival.
 - Provide copies of any available printed materials for the interpreter/captioner to review, including maps, press releases, talking points any spokespeople will be referencing, Incident Action Plans (IAP), etc.
 - Note that it may be necessary to secure a second interpreter /captioner to relieve the first dependent on the provider’s availability and the amount of time services will be needed, as well as opportunity for breaks, rest, and self-care.
 - When determining the arrival time of the relief interpreter, if applicable, try to arrange time for the interpreters/captioners to debrief before the first interpreter/captioner leaves. This will allow for continuity of services and more accurate messaging.

**Cities and/or towns should submit the 213RR (resource request form) for interpreting/captioning services through their County if this is their normal operating procedure. If their County cannot provide the resource, the County will submit the request to the DEMA Ordering Desk.