

STATE OF NEW HAMPSHIRE
DIRECTORY
OF
INTERPRETERS/TRANSLITERATORS
AND
COMMUNICATION ACCESS
REALTIME
TRANSLATION PROVIDERS



**DEPARTMENT OF EDUCATION
VOCATIONAL REHABILITATION ADMINISTRATION**

**PREPARED BY
PROGRAM FOR THE DEAF AND HARD OF HEARING**

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MISSION OF THE NEW HAMPSHIRE DEPARTMENT OF EDUCATION

The mission of the New Hampshire Department of Education is to provide educational leadership and services which promote equal educational opportunities and quality services and programs that enable New Hampshire residents to become fully productive members of society. As an agency of the Department of Education, the Vocational Rehabilitation program's mission is congruent with the Department's as well as the Rehabilitation Act, as amended, Titles I, VI, Part C, and VII and the policy, purpose, and findings contained therein.

MISSION OF NEW HAMPSHIRE VOCATIONAL REHABILITATION

The mission of New Hampshire Vocational Rehabilitation is to provide rehabilitation services to enable New Hampshire citizens with disabilities to secure suitable employment, and financial and personal independence.

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1. Introduction

Communication Access Providers for the Deaf and Hard of Hearing

We are pleased to provide this handbook to clarify the process for hiring qualified communication access professionals. This handbook is a resource guide for interpreter services and other deaf and hard of hearing related resources. Federal and state laws (see Appendix pages 28-29) require communication access services for Deaf and Hard of Hearing consumers in all proceedings and/or services provided by programs receiving state or federal funds. Further questions regarding communication access for Deaf and Hard of Hearing individuals should be addressed to:

State Coordinator, Program for the Deaf and Hard of Hearing
New Hampshire Department of Education
Division of Career Technology and Adult Learning
21 South Fruit Street, Suite 20
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603-463-0728 VP or 603-271-3471 (V/TTY)
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While this handbook includes general information on the hiring process, it should be noted that interpreters are private practitioners and have the right to negotiate their own fees and conditions for contractual employment based on individual certification, experience, and education. The fee schedule is meant to be used by state and municipal agencies for hiring free-lance interpreters for short-term job assignments. Nothing in this section shall be construed to prevent any state department, board, commission, agency or licensing agency or any political sub-division of the state from employing an interpreter on a full-time basis or under contract at a mutually agreed upon compensation rate.

The Resources section may also be of use to you. It includes information on: certification requirements for interpreters, legal requirements for providing communication access, and organizations and agencies that serve the Deaf Community and Hard of Hearing people. Also, the Appendices consist of original printed sources in order to provide more in-depth information (as needed) on interpreter ethics, national interpreter certificates, and federal and state legislation.

This handbook provides you with the information you will need before either contacting an interpreter directly or contacting one of the area interpreter referral services listed on page 3. If you have any questions or comments regarding this handbook, please contact H. Dee Clanton, State Coordinator, at 603-463-0728 VP or 603-271-3471 (TTY/Voice) or at Hobert.Clanton@doe.nh.gov.

Respectfully,

Interpreter Handbook Committee
State Advisory Committee
Program for the Deaf and Hard of Hearing
Division of Career Technology and Adult Learning
New Hampshire Department of Education

2. Selecting Qualified Communication Access Providers

Basic Guidelines for Selecting the Most Appropriate Communication Access Provider

In selecting an appropriate communication access provider for a Deaf or Hard of Hearing person, it is recommended that you hire a provider based on the following criteria, listed in order of importance:

Consumer preference
Certification
Skills
Professionalism
Availability
Proximity

Interpreters:

Individuals listed in this handbook have been evaluated nationally or through the New Hampshire Interpreter Classification System. The individual or agency employing an interpreter should be aware of the certification levels and attempt to locate the individual with the most appropriate skill level for the situation. (See Appendix for explanation of certification levels) To determine an appropriate interpreter for the situation, the employing agency or individual needs to know the mode of communication desired by the Deaf or Hard of Hearing person. If this information is not available, it is suggested that a Nationally Certified Interpreter of the highest level be selected, at least for the first meeting.

What Is a Qualified Interpreter? A qualified interpreter is not simply a person who can sign, but rather a trained professional who has specialized in the transmission of messages between parties who use different languages. An interpreter has a high degree of fluency in the languages used, specializes in professional communication in a myriad of situations, upholds the ethical standards of the field of ASL-English interpretation, and holds either national certification by the National Association of the Deaf-Registry of Interpreters for the Deaf (NAD-RID), or, when deemed appropriate, has been screened by the New Hampshire Interpreter Classification System (NHICS). Individuals who have received national or state certification may obtain state licensure, thus maintaining high standards for the State of New Hampshire. (Further information on NH Interpreter Licensure is in the Appendix.) Some communication situations may require training or certification in legal, medical, or other specialized subject areas.

Certain situations may require the use of a Certified Deaf Interpreter (CDI). The deaf consumer, the interpreter, or the referral agency may request a CDI to allow adequate communication access for certain deaf consumers. (See Appendix for further explanation of CDI training/experience and potential situations requiring a CDI.)

Ethical Standards for Interpreters

ASL-English interpreters abide by a code of conduct that delineates the underlying ethical standards of the field, the tenets of which are summarized below (see Appendix for the official NAD-RID Code of Professional Conduct):

- Interpreters adhere to standards of confidential communication.
- Interpreters possess the professional skills and knowledge required for the specific interpreting situation.
- Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.
- Interpreters demonstrate respect for consumers.
- Interpreters demonstrate respect for colleagues, interns, and students of the profession.
- Interpreters maintain ethical business practices.
- Interpreters engage in professional development

Communication Access Realtime Translation (CART) Services:

Communication Access Realtime Translation (CART) services involve the use of stenographers who use a computer to transmit the spoken word into English text via computer screen and/or a projection screen in order to facilitate communication between/among persons who are hearing, deaf, late-deafened, and hard-of-hearing. CART reporting is an option for persons who may not wish to make use of interpreting services and prefer to read written English text.

A list of qualified stenotype reporters who provide CART services in NH is included in this handbook.

When hiring a CART provider, they will need a listing of people present at the assignment, as well as their titles, and names or places that may be mentioned or special terms that may be used during the course of the meeting, teleconference, etc. This information should be faxed or emailed to the CART provider **AS SOON AS POSSIBLE** to give the reporter **ADEQUATE TIME TO PREPARE**.

Like interpreters, CART reporters are hired by parties other than State agencies and will **NEGOTIATE** reasonable fees based on experience, skills, and the nature of the assignment. Mileage will be paid at the current State approved rate.

3. The Hiring Process

Contracting with a Communication Access Provider

For individuals who would like assistance in locating and hiring interpreters or CART providers, there are several referral services that can help. The service will take general information about the need, and then will do all the work of locating and scheduling appropriate interpreters. Although there is a small fee for this service, it may save you the countless hours on the phone it can sometimes take to find the right interpreter for the job. The referral services are also often aware of Deaf consumers' preferences and communication styles, increasing the likelihood that the interpreter will be a good match for the consumer.

Referral Services

- Northeast Deaf & Hard of Hearing Services, Inc. (NDHHS) at 603-224-1850 (Voice) or referral@ndhhs.org.
- Vermont Interpreter Referral at 1-800-639-1519 TTY/Voice or VIRS@sover.net
- Pine Tree Society in Maine at 207-885-0536 (TTY/Voice) or interpreting@pinetreesociety.org
- Amharic to Zulu WORDS Foreign Language Translation and Interpreting Services, Inc. at 603-668-6804 Voice or 603-626-0833 Fax or mail@wordsusa.com
- The Language Bank at 603-410-6183 Voce or info@thelanguagebank.org

By providing a qualified interpreter, you will be helping to assure that the communication between the hearing and the deaf person will be effective and efficient.

To increase the possibility of securing an appropriate interpreter/CART provider, requests for services should be made **AT LEAST SEVEN TO TEN WORKING DAYS** prior to the scheduled appointment whenever possible. Be sure to have the following information ready:

- * any specific requests: e.g., for a specific interpreter, for a particular communication need
- * type of assignment
- * specific location (e.g., including room number)
- * date and time
- * length of the assignment
- * names of persons involved and their positions (this will be kept confidential)
- * on-site contact person and phone number
- * payment process (contact person, phone number, & address)
- * any special parking or security-related information

Contacting an Interpreter Directly

If you prefer to contact/hire an interpreter or CART provider directly, contact information for qualified interpreters and CART service providers available for work in NH is included in this handbook.

Who Pays for Services?

Interpreting services and CART services are considered communication access, and are part of making programs and services accessible to persons with disabilities. Most public and many private entities are obligated by provisions of the **Americans with Disabilities Act** and/or **Section 504 of the Rehabilitation Act of 1973** to provide accessibility for persons with disabilities, including:

- * places of employment
- * medical service providers
- * federal, state, and municipal government entities
- * public and private agencies and service providers
- * public and private educational institutions
- * performances and events open to the public (whether publicly or privately funded)

More detailed information about each of these laws and their provisions can be found in the Appendix of this handbook.

Accepted Hiring Practices in NH

The following is a guide for hiring interpreters and is considered standard for the field. Please note that hourly rates, mileage reimbursement, and cancellation policies may vary by state.

CONTRACT TIME:

The time scheduled: The interpreter is paid for the entire time for which he or she has originally been scheduled (including expected travel time (see Travel Expenses below)). This includes any time when the interpreter is not actually interpreting but is on location and available to interpret, including any waiting time, breaks, and meal times. Ongoing assignments or contractual agreements may be negotiated to vary from this as appropriate prior to confirmation of the assignment.

Long assignments/Two or more interpreters: For lengthy assignments such as all-day conferences and long meetings, hiring more than one interpreter is recommended to allow alternating every 20-30 minutes. Studies have shown that fatigue influences the quality of information expressed through an interpreter. Ideally, an interpreter can be relieved after approximately 20-30 minutes. All interpreters are to be paid their full rate for the entire time on location.

Two hour minimum: It is standard for interpreters to bill a two-hour minimum. These two hours do include driving time (see Travel Expenses below).

EXTENSION OF ASSIGNMENT:

The interpreter may continue past the contracted time if all parties agree to continue and the interpreter is available. It is generally necessary for the interpreter to obtain supplemental authorization from the hiring agency before continuing past the contracted time.

TRAVEL EXPENSES:

Mileage: The interpreter is paid mileage from his/her home to the location of the assignment and back. For assignments with the State of New Hampshire, mileage is paid at the current state rate utilizing appropriate state charts or the equivalent. Interpreters may use their odometer reading when submitting an invoice to claim mileage.

Driving time: Interpreters are paid their regular hourly rate for driving time.

Tolls: It is general practice (and required by state agencies) that reimbursement for tolls requires submission of receipts.

CANCELLATION POLICY:

48 hours' notice: If an interpreter has been scheduled for an assignment and it is cancelled within 48 hours, or two full business days, of the actual assignment, the interpreter will bill for the entire block of time scheduled. This is general practice because it is difficult for interpreters to replace assignments that have been canceled within a 48 hour period. Be aware that individual interpreters' cancellation policies may vary.

If for any reason the interpreter cannot make an assignment, the interpreter will be responsible for making appropriate arrangements, depending on the availability of other interpreters.

Grievance Procedure

If you are dissatisfied with the professionalism, quality of services, or ethical behavior of an interpreter, you may contact NH Board of Licensure of Interpreters for the Deaf and Hard of Hearing via the Program for the Deaf and Hard of Hearing, Division of Career Technology and Adult Learning at 21 South Fruit Street, Suite 20, Concord, NH 03301 or at licensureboard@doe.nh.gov.

NATIONALLY CERTIFIED INTERPRETERS

SPECIALIST CERTIFICATE: LEGAL (SC:L)



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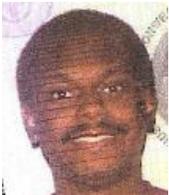
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Education: BS, ITP



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Email: aliviacotton@gmail.com
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Kacie Farrell, NHICS
Phone: 603-361-7000
Email: kacie.terp@gmail.com



Bethany L. Pike, MCDHH
Phone: 603-767-1387
Email: bethanylynn@comcast.net



Crystal E. Ploof, MCDHH
Email: ceploof@yahoo.com
Phone: 801-889-8180 (talk/text)



Alanna Wagenblast, NHICS
Email: wagenblastinterpreting@gmail.com



Lisa Shores, NHICS
Email: LShoresASL@Outlook.com



Dawn M. Welshman, NHICS
Sullivan, NH
Cell: 603-209-8869
Email: dwinterpreting@gmail.com
Education: BS, Sign Language
Interpretation



Christina Stockin, MCDHH
Cell: 603-370-0063
Email: acstockin@hotmail.com



Ashley Woods, MCDHH
Email: ashleygwoods@gmail.com



Patty Stuart, NHICS
Chester, NH
Cell: 603-475-1153
Email: pattystuart@comcast.net



Cynthia C. Young, NHICS
Phone: 207-386-5971



Jennifer Waldron, NHICS
Phone: 508-284-4886
Email: J.Waldron1011@gmail.com

COMMUNICATION ACCESS REALTIME TRANSLATION PROVIDERS

RPR, Registered Professional Reporter. A Registered Professional Reporter is one who possesses the knowledge, skill and ability to produce a verbatim record of proceedings, basic knowledge of reporter-related terminology and technology. A “verbatim record” is one which accurately reflects the spoken word and nonverbal communication and action.

RMR, Registered Merit Reporter. A Registered Merit Reporter is one who demonstrates the knowledge, skill and ability to report complex, technical proceedings; produces timely verbatim transcripts using state-of-the-art technology; keeps abreast of all reporter-related terminology and technologies; and has a working knowledge of basic reporter-related management techniques. A verbatim transcript is one which accurately reflects the spoken word and nonverbal communication and action.

CRR, Certified Realtime Reporter. An entry-level real time reporter is a Registered Professional Reporter who possesses the knowledge, skill and ability to produce accurate, simultaneous translation and display of live proceedings utilizing computer-aided translation within five (5) seconds of stenotype input.

RDR, Registered Diplomat Reporter. The Registered Diplomat Reporter is one who exhibits exemplary organizational and practical skills in all reporting activities by drawing on personal and outside resources. Candidates for the RDR exam must have been RMR’s for at least five years or be an RMR with either a BA or two other National Court Reporters Association certifications

Captions Unlimited - Remote CART Services
P.O. Box 20905
Reno, Nevada 89515
Office – 775-746-3534
Fax – 775-424-1425
shawn@captionsunlimited.com
www.captionsunlimited.com

Cindy Foster, RDR
North Country Court Reporters, Inc.
40 South Main Street
West Lebanon, NH 03784
Home: 603-298-6400 (Voice)
Fax: 603-298-9754
Email: northcountrycr@aol.com

The Caption Connection
Laurie J. Driggers, CCR, RPR, CRR
PO Box 74
Derry, NH 03038
Phone: 603-401-7379
Fax: 603-421-9117
Email: captconn@aol.com

Nancy Eaton, RDR, FAPR, CRR, CCP
Visual Voices of Eaton Court Reporting Services
13 Short Street
Reading, MA 01867-1014
Phone: 617-633-5178
Fax: 781-944-8523
E-mail: eatonnancy@comcast.net or
eatonnancycart@gmail.com

Teri Gibson, RPR, CRR, CCP
Gibson Realtime Reporting Services
P.O. Box 260262
Mattapan, MA 02126
Phone: 617-650-6288
Email: info@gibsonrealtime.com
www.gibsonrealtime.com

Denise Gracia, CCR - CART Provider
Cell: 603-930-6674
Email: denise_gracia@comcast.net

Green Mountain Reporters and Captioners (2 CRR, 1 RPR, 1 RMR)
PO Box 1311
Montpelier, VT 05660
802-229-9873
802-288-9578
800-595-9873
Email: gmrptrs@myfairpoint.net

Michelle McGirr
486 Mt. Hunger Road
Henniker, NH 03242
603-428-3797
Email: mcgirr3@tds.net

Elaine Ritsema, CCR, RPR
34 Broad Street
Rochester, NH 03867
Phone: 603-332-2669
Email: eritsema@metrocast.net

Nancy E. Swiniarski, RPR
CART & Captioning Services
17 Joston Drive
Merrimack, NH 03054-7002
Email: nanswinbac@comcast.net

INTERPRETER FEE SCHEDULE

FOR STATE AND MUNICIPAL AGENCIES

The following fee schedule for interpreters will be used by state and municipal agencies pursuant to RSA 200-C:20, Department of Education Rules Ed.1010.15 (a)(10) and Ed. 1010.16 (d) and NH Chapter 521-A:12. **The fee schedule will be re-evaluated every two years beginning in 2008.** Interpreters accepting such assignments will provide professional service in accordance with their certification’s respective code of conduct and bill according to this fee schedule.

All interpreters living and working in the State of New Hampshire must be licensed by the NH Interpreter Licensure Board. Please refer to the following page for more information on licensure.

Free-lance interpreters hired by consumers other than state and municipal agencies may vary from the schedule below and should be based on experience, skills, certification level, and the nature of the assignment.

Interpreter Categories	Base Rate	Experiential Increase (Per Hour)				
		* Add \$1 for each additional 2 years of experience				
		2 years	4 years	6 years	8 years	10 years
NATIONALLY CERTIFIED (CSC, RSC, CI&CT, NAD-V, NIC-M,SC:L, CLIP-R)	\$33.00	\$34.00	\$35.00	\$36.00	\$37.00	\$38.00
- above in legal settings (w/ legal training only)	\$38.00	\$39.00	\$40.00	\$41.00	\$42.00	\$43.00
- above for Deaf-Blind	\$38.00	\$39.00	\$40.00	\$41.00	\$42.00	\$43.00
- above in legal for Deaf-Blind	\$43.00	\$44.00	\$45.00	\$46.00	\$47.00	\$48.00
- SC:L in legal settings	\$43.00	\$44.00	\$45.00	\$46.00	\$47.00	\$48.00
- CDI	\$38.00	\$39.00	\$40.00	\$41.00	\$42.00	\$43.00
- CDI in legal settings (w/ legal training only)	\$43.00	\$44.00	\$45.00	\$46.00	\$47.00	\$48.00
- CDI for Deaf-Blind	\$43.00	\$44.00	\$45.00	\$46.00	\$47.00	\$48.00
- CDI in legal for Deaf-Blind	\$48.00	\$49.00	\$50.00	\$51.00	\$52.00	\$53.00
NATIONALLY CERTIFIED (IC&TC, CI or CT, NAD-IV, NIC-A, OIC&OTC)	\$30.00	\$31.00	\$32.00	\$33.00	\$34.00	\$35.00
- above in legal settings (w/ legal training only)	\$35.00	\$36.00	\$37.00	\$38.00	\$39.00	\$40.00
- above for Deaf-Blind	\$35.00	\$36.00	\$37.00	\$38.00	\$39.00	\$40.00
- above in legal for Deaf-Blind	\$40.00	\$41.00	\$42.00	\$43.00	\$44.00	\$45.00
NATIONALLY CERTIFIED (IC or TC, NAD-III, NIC)	\$28.00	\$29.00	\$30.00	\$31.00	\$32.00	\$33.00
- above for Deaf-Blind	\$33.00	\$34.00	\$35.00	\$36.00	\$37.00	\$38.00
STATE SCREENED (NHCS, MCDHH)	\$23.00	\$24.00	\$25.00	\$26.00		
- above for Deaf-Blind	\$28.00	\$29.00	\$30.00	\$32.00		
- Screened Deaf Interpreter, SDI	\$26.00	\$27.00	\$28.00	\$29.00		
- SDI for Deaf-Blind	\$31.00	\$32.00	\$33.00	\$34.00		
Non-Licensed Interpreters with Waiver	\$20.00					

Emergencies: Interpreters hired through E911/Referral/Direct for legal, medical, and/or mental health; or stated situations with less than 24 hours-notice will charge their current state rate times one and a half.

Cancellations: The interpreter may bill for assignments, including portal to portal time, that are cancelled within:

- 2 standard business days (forty-eight hours) for general assignments
- 3 standard business days (seventy-two hours) for legal assignments
- 5 standard business days (one hundred and twenty hours) for trials

Interpreter invoices will include: either the hours scheduled or the actual time services were performed (whichever is greater), travel time (portal to portal), and mileage billed at the current State rate.

A two-hour minimum applies to all assignments (portal to portal time counts toward the minimum).

*Experiential increase is from anniversary date of first national certification or state screening, given that it is current and valid. Once state screened interpreters pass national certification, they will begin with the appropriate national base rate.

INTERPRETER LICENSURE

The New Hampshire Interpreter Licensure law, RSA 326-I which became effective January 1, 2003 requires that interpreters for the deaf and hard of hearing hold a license in order to receive remuneration and to practice as an interpreter in New Hampshire. A license is good for three years and shall automatically expire on the first day of September, three years after the date the license was issued by the board. An interpreter who wishes to apply for a license in New Hampshire submits an application provided by the board and pays the application fee. License applications may be obtained by contacting the New Hampshire Board of Licensure of Interpreters for the Deaf and Hard of Hearing, c/o Division of Career Technology and Adult Learning, Program for the Deaf and Hard of Hearing, 21 South Fruit Street, Suite 20, Concord, NH 03301 or the website http://www.education.nh.gov/career/vocational/deaf_hh.htm. The required criteria may be found in the statute RSA 326-I:9 I and in the rules Chapter 300 Int 301.01(k) and (l).

Licensure is not required for working in religious or educational (K-12) settings. Interpreters working in emergency situations where the parties determine that the delay to obtain a licensed interpreter is likely to cause injury or loss are exempt. Interpreters working for a school district shall not relieve a school district of its obligation to provide licensed interpreters to students, staff, parents or others when required by the Americans for Disabilities Act or by any other federal or state law. The above may be referenced in the statute RSA 326-I:7 IV and in the rules Chapter 300 Int 301.01 (b).

Licensed interpreters are obligated to obey the professional conduct standards and professional principles as set forth in the rules Chapter 500, Int 501.03 and Int 501.04 respectively.

The Board of Licensure holds statutory jurisdiction to make decisions on applications for licensure and complaints filed against licensees. A written allegation of professional misconduct against a licensed interpreter should be addressed to the board. A complaint which raises genuine issues of professional misconduct will initiate a formal disciplinary hearing. A prehearing conference can be scheduled if the presiding officer determines that to do so would facilitate the hearing or encourage resolution of the dispute. The above may be referenced in the statute RSA 326-I:4 III and 326-I:14 and 15 and in the rules Chapter 200 Int 204.01-03 and Int 210.

Non-resident interpreters certified by the National Registry of Interpreters for the Deaf (RID) or the American Consortium of Certified Interpreters (ACCI), levels IV and V, who have completed RID-approved legal interpreter training or who hold a legal specialty certificate (RID SC:L) when working in court settings in New Hampshire are not required to be licensed, provided that such interpreter shall be subject to disciplinary procedures of the board.

In special circumstances, a deaf or hard of hearing citizen may apply in advance for a waiver from using a licensed interpreter for that one instance. Applications are available from Mr. H. Dee Clanton at the Program for the Deaf & Hard of Hearing, Vocational Rehabilitation, 21 South Fruit Street, Suite 20, Concord, NH 03301, 603-271-1483 (TTY), 603-463-0728 VP or 603-271-3471 (Voice/TTY), 603-271-7095 Fax or via email at Hobert.Clanton@doe.nh.gov.

APPENDIX

Related Resources for Individuals who are Deaf or Hard of Hearing

Agencies that Provide Information about Interpreting Services

New Hampshire Department of Education
Division of Career Technology and Adult Learning
Program for the Deaf and Hard of Hearing
21 South Fruit Street, Suite 20
Concord, NH 03301
603-271-3471 (TTY/Voice)
603-271-7095 (fax)
www.education.nh.gov/career/vocational

Northeast Deaf & Hard of Hearing Services, Inc.
57 Regional Drive, Unit D
Concord, NH 03301
603-224-1850 (Voice)
603-224-0691 (TTY)
603-968-5889 (Video Phone)
<http://www.ndhhs.org/>

The Language Bank
340 Granite Street, 3rd Floor
Manchester, NH 03102
603-410-6183 Voce
info@thelanguagebank.org
<http://www.ascentria.org/languagebank>

Amharic to Zulu WORDS: Foreign Language Translation and Interpreting Services, Inc.
500 Chestnut Street
Manchester, NH 03101
603-668-6804
603-626-0833 Fax
mail@wordsusa.com
www.words.usa

Agencies and Organizations Serving Deaf and Hard of Hearing Citizens

New Hampshire Department of Education
Division of Career Technology and Adult Learning
Program for the Deaf and Hard of Hearing
21 South Fruit Street, Suite 20
Concord, NH 03301
603-271-3471 (TTY/Voice)
603-271-7095 (fax)
www.education.nh.gov

Northeast Deaf & Hard of Hearing Services, Inc.
57 Regional Drive, Unit D
Concord, NH 03301
603-224-1850 (Voice)
603-224-0691 (TTY)
603-968-5889 (Video Phone)
<http://www.ndhhs.org/>

Granite State Independent Living
21 Chenell Drive
Concord, NH 03301-7268
603-228-9680 (TTY/Voice)
603-225-3304 (fax)
800-826-3700 (TTY/Voice)
<http://www.gsil.org/>

University of New Hampshire at Manchester
Sign Language Interpretation Program
400 Commercial Street
Manchester, NH 03101
603-668-0700 (voice)
603-622-4511 (TTY)
603-624-6658 (fax)
<http://www.unhm.unh.edu/programs/sli/>

Crotched Mountain Preparatory School and Rehabilitation Center
1 Verney Drive
Greenfield, NH 03057
603-547-3311
800-966-2672
<http://www.crotchedmountain.org>

Greater Nashua Mental Health Center
Mental Health Deaf Services
100 West Pearl Street
Nashua, NH 03060
603-889-6147
603-880-4296 (TTY)
603-882-2017 (fax)
<http://www.gnmhc.org>

Multisensory Intervention through Consultation and Education (MICE) Program (*children age 0-3*)
This program is now contained within the Parent Information Center and is called:
Vision and Hearing Support Services.

Manchester Regional Program for the Deaf and Hard of Hearing
100 Aurore Avenue
Manchester, NH 03109
603-624-6422 (TTY/Voice)
<http://www.mansd.org/greenacres/web%20page%20stuff/deaf.htm>

Relay New Hampshire
57 Regional Drive, Unit D
Concord, NH 03301
603-968-5889 (Video Phone)
603-224-1850 (Voice)
603-224-0691 (TTY)
603-856-0242 (FAX)
Email: relaynh@ndhhs.org
www.relaynewhampshire.com

Parent Information Center
54 Old Suncook Road
Concord, NH 03301
603-224-7005 (TTY)
1-800-232-0986 (Voice)
603-224-4365 (fax)
<http://www.picnh.org>

New Hampshire Telecommunications Equipment Assistance Program (NH-TEAP)
Northeast Deaf and Hard of Hearing Services
57 Regional Drive, Unit D
Concord, NH 03301-7268
603-224-1850 (Voice)
800-492-0407 (Voice)
603-224-0691 (TTY)
866-634-4764 [866-NDHHSNH] (TTY)
equipment@ndhhs.org
<http://www.ndhhs.org/services/NHTEDP.htm>

Membership Organizations – New Hampshire

New Hampshire Association of the Deaf
PO Box 6201
Manchester, NH 03108-6201

The Hearing Loss Association of America – New Hampshire
Formerly Self-Help for the Hard of Hearing -- New Hampshire
PO Box 3040
Nashua, NH 03061

New Hampshire Registry of Interpreters for the Deaf
PO Box 5432
Manchester, NH 03108-5432
<http://www.nhrid.org/>

Membership Organizations – National

ALDA Inc. (*Association of Late Deafened Adults*)
8038 Macintosh Lane
Rockford, IL 61107
866.402.2532 V/TTY
<http://www.alda.org/>

American Society of Deaf Children (ASDC)
P.O. Box 3355
Gettysburg, PA 17325
717 334-7922 (Business V/TTY)
Fax: 717 334-8808
800 942-ASDC (Parent Hotline)
<http://www.deafchildren.org/>

The Hearing Loss Association of America
Formerly Self Help for Hard of Hearing People (SHHH)
7910 Woodmont Avenue, Suite 1200
Bethesda, MD 20814
301-657-2248 Voice; 301/657-2249 TTY
www.hearingloss.org

The American Speech-Language-Hearing Association (ASHA)
10801 Rockville Pike
Rockville, Maryland 20852
1-800-638-8255
Fax: 301-571-0457
<http://www.asha.org/default.htm>

Alexander Graham Bell Association for the Deaf and Hard of Hearing
3417 Volta Place, NW
Washington, DC 20007
202-337-5220 Voice; 202-337-5221 TTY
Fax: 202-337-8314
<http://www.agbell.org>

National Association of the Deaf
8630 Fenton Street, Suite 820
Silver Spring, MD 20910-4500
301-587-1789 TTY; 301-587-1788 Voice
301-587-1791 FAX
<http://www.nad.org>

National Institute on Deafness and Other Communication Disorders
National Institutes of Health
31 Center Drive, MSC 2320
Bethesda, MD USA 20892-2320
<http://www.nidcd.nih.gov/>

Registry of Interpreters for the Deaf, Inc.
333 Commerce Street
Alexandria, VA 22314
703-838-0030 Voice; 703-838-0459 TTY
Fax: 703 838-0454
<http://www.rid.org/>

Post-Secondary Institutions - National

Gallaudet University
800 Florida Avenue, NE
Washington, DC 20002-3695
(202) 651-5000 (TTY/Voice)
www.gallaudet.edu

Rochester Institute of Technology
National Technical Institute for the Deaf
52 Lomb Memorial Drive
Rochester, NY 14623
(585) 475-6700 (voice/TTY)
<http://www.ntid.rit.edu/>

Equipment Vendors

Hartling Communications
85 Wilmington Road, Suite 16
Burlington, MA 01803
781-272-7634 Voice
781-270-6710 TTY
<http://www.hartling.com>

Harris Communications, Inc.
15159 Technology Drive
Eden Prairie, MN 55344-2277
800-825-6758 V
800-825-9187 TTY
800-211-4360 VCO
<http://harriscomm.com>

Hear More Products for the Deaf and Hard of Hearing
42 Executive Blvd.
PO Box 3413
Farmingdale, NY 11735
800-881-4327 V/TTY
631-752-0738 V/TTY
631-752-0689 Fax
<http://www.hearmore.com>

Registry of Interpreters for the Deaf (RID)
Code of Professional Conduct

Tenets

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.

For the full version of the Code of Professional Conduct, please refer to the RID website:
<http://rid.org/ethics/code-of-professional-conduct/>

Registry of Interpreters for the Deaf, Inc.
333 Commerce Street
Alexandria, VA 22314
703 838-0030 Voice
703 838-0454 Fax
<http://www.rid.org/>

NATIONAL INTERPRETER CERTIFICATIONS

The certificates described below are an indication that the interpreter or transliterator was assessed by a group of professional peers according to a nationally recognized standard of minimum competence. The individual's performance was deemed to meet or exceed this national standard.

NIC (National Interpreter Certification)

All three levels of this certification are considered professional-level certified interpreters. For the interview portion, certificate holders have demonstrated decision-making skills that meet or exceed basic professional standards. For the performance portion, certificate holders have demonstrated interpreting and transliterating performances that meet or exceed basic professional standards. Holders of all levels of the NIC are recommended for a broad range of interpretation and transliteration assignments.

NIC

Those who pass at this level have shown basic professional-level interpreting and transliterating skills.

NIC Advanced

Those who pass at this level have scored within the standard range on the interview portion and high on the performance portion of the examination.

NIC Master

Those awarded the NIC Master designation scored high on both the interview and performance portions of the test.

RID (Registry of Interpreters for the Deaf) Certificates

CI (Certificate of Interpretation)

Holders of this certificate are recognized as fully certified in Interpretation and have demonstrated the ability to interpret between American Sign Language (ASL) and spoken English in both sign-to-voice and voice-to-sign. The interpreter's ability to transliterate is not considered in this certification. Holders of the CI are recommended for a broad range of interpretation assignments. This test is no longer available.

CT (Certificate of Transliteration)

Holders of this certificate are recognized as fully certified in Transliteration and have demonstrated the ability to transliterate between English-based sign language and spoken English in both sign-to-voice and voice-to-sign. The transliterator's ability to interpret is not considered in this certification. Holders of the CT are recommended for a broad range of transliteration assignments. This test is no longer available.

CI and CT (Certificate of Interpretation and Certificate of Transliteration)

Holders of both full certificates (as listed above) have demonstrated competence in both interpretation and transliteration. Holders of the CI and CT are recommended for a broad range of interpretation and transliteration assignments.

CLIP-R (Conditional Legal Interpreting Permit-Relay)

Holders of this conditional permit have completed an RID recognized training program designed for interpreters and transliterators who work in legal settings and who are also Deaf or hard-of-hearing. Generalist certification for interpreters/transliterator who are Deaf or hard-of-hearing (RSC, CDI-P, or CDI) is required prior to enrollment in the training program. This permit is valid until one year after the Specialist Certificate: Legal written and performance test for Deaf interpreters is available nationally. CLIP-R holders must take and pass the new legal certification examination in order to maintain certification in the specialized area of interpreting in legal settings. Holders of this conditional permit are recommended for a broad range of assignments in the legal setting. The CLIP-R is still offered.

CDI-P (Certified Deaf Interpreter-Provisional)

Holders of this provisional certification are interpreters who are Deaf or hard-of-hearing and who have demonstrated a minimum of one year experience working as an interpreter, completion of at least 8 hours of training on the RID Code of Ethics, and 8 hours of training in general interpretation as it relates to the interpreter who is Deaf or hard-of-hearing. Holders of this certificate are recommended for a broad range

of assignments where an interpreter who is Deaf or hard-of-hearing would be beneficial. This test is no longer available.

CDI (Certified Deaf Interpreter)*

Holders of this certification are interpreters who are Deaf or hard-of-hearing and who have completed at least 8 hours of training on the RID Code of Ethics, and 8 hours of training in general interpretation as it relates to the interpreter who is Deaf or hard-of-hearing and have passed a comprehensive combination written and performance test. Holders of this certificate are recommended for a broad range of assignments where an interpreter who is Deaf or hard-of-hearing would be beneficial. This test is currently available.

CSC (Comprehensive Skills Certificate)

Holders of this full certificate have demonstrated the ability to interpret between American Sign Language and spoken English and to transliterate between spoken English and an English-based sign language. Holders of this certificate are recommended for a broad range of interpreting and transliterating assignments. The CSC examination was offered until 1987. This test is no longer offered.

RSC (Reverse Skills Certificate)

Holders of this full certificate demonstrated the ability to interpret between American Sign Language and English-based sign language or transliterate between spoken English and a signed code for English. Holders of this certificate are Deaf or hard-of-hearing and interpretation/transliteration is rendered in American Sign Language, spoken English, a signed code for English or written English. Holders of the RSC are recommended for a broad range of interpreting assignments where the use of an interpreter who is Deaf or hard-of-hearing would be beneficial. This certificate is no longer offered. People interested in this area should take the CDI exam.

SC:L (Specialist Certificate: Legal)

Holders of this specialist certificate have demonstrated specialized knowledge of legal settings and greater familiarity with language used in the legal system. Generalist certification and documented training and experience are required prior to sitting for this exam. Holders of the SC:L are recommended for a broad range of assignments in the legal setting. This test is currently available.

OTC (Oral Transliteration Certificate)

Holders of this generalist certificate have demonstrated, using silent oral techniques and natural gestures, the ability to transliterate a spoken message from a person who hears to a person who is deaf or hard-of-hearing and the ability to understand and repeat the message and intent of the speech and mouth movements of the person who is deaf or hard-of-hearing. This test is currently available.

OIC:C (Oral Interpreting Certificate: Comprehensive)

Holders of this generalist certificate demonstrated the ability to transliterate a spoken message from a person who hears to a person who is deaf or hard-of-hearing and the ability to understand and repeat the message and intent of the speech and mouth movements of the person who is deaf or hard-of-hearing. This certification is no longer offered. Individuals wishing oral certification should take the OTC exam noted above.

OIC:S/V (Oral Interpreting Certificate: Spoken to Visible)

Holders of this partial certificate demonstrated the ability to transliterate a spoken message from a person who hears to a person who is deaf or hard-of-hearing. This individual received scores on the OIC:C examination which prevented the awarding of full OIC:C certification. The OIC:S/V is no longer offered. Individuals wishing oral certification should take the OTC exam noted above.

OIC:V/S (Oral Interpreting Certificate: Visible to Spoken)

Holders of this partial certificate demonstrated ability to understand the speech and silent mouth movements of a person who is deaf or hard-of-hearing and to repeat the message for a hearing person. This individual received scores on the OIC:C examination which prevented the awarding of full OIC:C certification. The OIC:V/S is no longer offered. Individuals wishing oral certification should take the OTC exam noted above.

IC/TC (Interpretation Certificate/Transliteration Certificate)

Holders of this partial certificate demonstrated ability to transliterate between English and a signed code for English and the ability to interpret between American Sign Language and spoken English. This individual received scores on the CSC examination which prevented the awarding of full CSC certification. The IC/TC is no longer offered.

IC (Interpretation Certificate)

Holder of this partial certificate demonstrated ability to interpret between American Sign Language and spoken English. This individual received scores on the CSC examination which prevented the awarding of full CSC certification or partial IC/TC certification. The IC was formerly known as the Expressive Interpreting Certificate (EIC). The IC is no longer offered.

TC (Transliteration Certificate)

Holders of this partial certificate demonstrated the ability to transliterate between spoken English and a signed code for English. This individual received scores on the CSC examination which prevented the awarding of full CSC certification or IC/TC certification. The TC was formerly known as the Expressive Transliterating Certificate (ETC). The TC is no longer offered.

** About the CDI*

A Certified Deaf Interpreter (CDI) is an individual who is deaf or hard of hearing and has been certified by the Registry of Interpreters for the Deaf as an interpreter.

Specialized Training and/or experience

In addition to excellent general communications skills and general interpreter training, the CDI may also have specialized training and/ or experience in use of gesture, mime, props, drawings, and other tools to enhance communication. The CDI has an extensive knowledge and understanding of deafness, the deaf community, and/or Deaf culture which combined with excellent communication skills, can bring added expertise into both routine and uniquely difficult interpreting situations. Some situations may involve individuals who:

- Use idiosyncratic non-standard signs or gestures such as those commonly referred to as “home signs” which are unique to a family
- Use a foreign sign language
- Have minimal or limited communication skills
- Are deaf-blind or deaf with limited vision
- Use signs particular to a given region, ethnic or age group

Have characteristics reflective of Deaf Culture not familiar to hearing interpreters.

NAD (National Association of the Deaf) Certificates

NAD V (Master) - Superior Performance

Possesses superior voice-to-sign skills and excellent sign-to-voice skills. Demonstrates excellent to outstanding ability in any given area. Performance is with a minimum of flaws. Demonstrates interpreting skills necessary in almost all situations.

NAD IV (Advanced) - Above Average Performance

Possesses excellent voice-to-sign skills and above average sign-to-voice skills, or vice versa. Demonstrates above average skill in any given area. Performance is consistent and accurate. Fluency is smooth, with little deleted, and the viewer has no question to the candidate’s competency. Should be able to interpret in most situations.

NAD III (Generalist) - Average Performance

Possesses above average voice-to-sign skills and good sign-to-voice skills, or vice versa. Demonstrates the minimum competence needed to meet generally accepted interpreter standards. Occasional words or phrases may be deleted but the expressed concept is accurate. Has good control of the grammar of the second language. Is generally accurate and consistent but is not qualified for all situations.

THE NEW HAMPSHIRE INTERPRETER CLASSIFICATION SYSTEM (NHICS)

A New Hampshire screening is valid for a period of six years. The NHICS is designed for approving persons not nationally certified as a means to develop professionally, recognizing their strengths and weaknesses, and providing guidance so that they can maximize their potential in the field of interpreting while working in limited types of assignments. Individuals interested in taking the screening should contact the Program for the Deaf and Hard of Hearing for an application and information packet.

Relevant Legislation

**CHAPTER 521-A
INTERPRETERS FOR THE DEAF**

521-A:1 Definitions. – As used in this chapter the following terms shall have the following meanings:

I. "Appointing authority" means the presiding justice of any court, the chairman of any board, commission or authority, and the director or commissioner of any department or agency, or any other person presiding at any hearing or other proceeding wherein a qualified interpreter is required pursuant to this chapter.

II. "Deaf person" means any person whose hearing is so impaired as to seriously prohibit the person from processing linguistic information through hearing, with or without amplification, so as to require the use of an interpreter. This includes, but is not limited to, persons who are deaf, deaf and blind, or severely hard of hearing.

III. "Principal party in interest" means a person in any proceeding in which he is a named party or a person with respect to whom the decision or action which may be taken in any proceeding directly affects.

IV. "Qualified interpreter" means an interpreter licensed under RSA 326-I.

521-A:2 Interpreter Required. – At all stages of any proceeding before any court, department, board, commission, agency or licensing authority of the state; any political subdivision of the state; or any department, board, commission, agency or licensing authority of a political subdivision in which a deaf person is a principal party in interest the appointing authority shall appoint, upon request of the deaf principal, a qualified interpreter to interpret or to translate the proceedings to the deaf person and to interpret or translate his testimony.

521-A:3 Interpreter Required in Criminal Matters. – Whenever a deaf person is arrested for any alleged violation of criminal law where the penalty may include imprisonment or fine in excess of \$100 or both, no attempt to interrogate or take a statement from such person shall be permitted until a qualified interpreter is appointed for said person and then only through the use of such interpreter.

521-A:4 Preliminary Determination. – No qualified interpreter shall be appointed in any case until the appointing authority makes a preliminary determination that the qualified interpreter is able to accurately communicate with and translate information to and from the deaf person involved in the case.

521-A:5 Interpreter to be Provided. – Whenever any deaf person is a party to or receiving services from any health, welfare, or educational agency under the authority of the state or political subdivision of the state or municipality, the appointing authority shall appoint a qualified interpreter for the deaf to interpret or translate the actions of any personnel providing such service and to assist the deaf person in communicating with each person.

521-A:6 Notice; Proof of Disability. – Every deaf person whose appearance before a proceeding entitles him to an interpreter shall notify the appointing authority of his disability prior to any appearance and shall request at such time the services of an interpreter. An appointing authority may require a person requesting the appointment of an interpreter to furnish reasonable proof of his disability when the appointing authority has reason to believe that the person is not so disabled.

521-A:7 Coordination of Interpreter Requests. – [Repealed 2001, 232:5, I, eff. July 1, 2001.]

521-A:8 Compensation. – [Repealed 2001, 232:5, II, eff. July 1, 2001.]

521-A:9 Interpreter Permitted. – Whenever a deaf person is interested in any administrative or judicial proceeding in which an interpreter would be required for a principal party in interest, he shall be entitled to utilize an interpreter to translate the proceeding for him and to assist him in presenting his testimony or comment.

521-A:10 Oath of Interpreter. – Every interpreter appointed pursuant to the provisions of this chapter, before entering upon his duties, shall take oath that he will make a true interpretation in an understandable manner to the person for whom he is appointed and that he will repeat the statements of such person in the English language to the best of his skill and judgment.

521-A:11 Privileged Communications. – Whenever a deaf person communicates through an interpreter to any person under such circumstances that the communication would be privileged and said person could not be compelled to testify as to the communications, said privilege shall apply to the interpreter as well.

521-A:12 Compensation. A qualified interpreter appointed under this chapter shall be reimbursed by the appointing authority at a fixed rate reflecting the most recent fee schedule approved by the department of education, bureau of vocational rehabilitation. Nothing in this section shall be construed to prohibit any state department, board, commission, agency, or appointing authority, or any political subdivision of the state from employing a qualified interpreter on a full-time basis or under contract at a mutually agreed upon compensation rate.

Americans with Disabilities Act PL 101-336

Deaf and hard of hearing individuals are covered by the ADA which was enacted in 1990 to prevent discrimination in the public and private sector. Briefly, the ADA requires the following:

- * Employers must reasonably accommodate applicants and employees, unless undue hardship would result (as defined by the law).
- * No qualified person shall be excluded from participation in or be denied the benefits of the services from programs or activities of a public entity.
- * No individual shall be discriminated against by any place of public accommodation. This includes the use of goods, services, facilities, privileges, and/or advantages of any public accommodation.

NOTE: The regulations for these sections of the ADA require provision of auxiliary aids to ensure access by persons who are Deaf or hard of hearing. These aids include the use of a qualified interpreter. This is defined by regulation as "...an interpreter who is able to interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary." For more information on the ADA, contact the US Department of Justice, 202-514-0301 (voice) and 202-514-0383 (TTY), or visit the following websites:

<http://www.usdoj.gov/crt/ada/adahom1.htm>
<http://www.ama-assn.org/ama/pub/category/print/4616.html>
<http://www.nad.org/site/pp.asp?c=foINKQMBF&b=101229>

The Rehabilitation Act of 1973, PL. 93-112: Section 504

Deaf and hard of hearing individuals are covered by Section 504 of the Rehabilitation Act which was enacted to protect individuals from discrimination by programs and activities receiving federal funds.

Section 504 reads: "No otherwise qualified handicapped individual in the United States, as defined in Section 7(6) shall, solely by reason of his handicap, be excluded from the participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

For more detailed information you may visit the following websites:

<http://www.dol.gov/oasam/regs/statutes/sec504.htm>
<http://www.hhs.gov/ocr/504.html>

Notice of Nondiscrimination

The New Hampshire Department of Education does not discriminate on the basis of race, color, religion, marital status, national/ethnic origin, age, sex, sexual orientation, or disability in its programs, activities and employment practices. This statement is a reflection of the Department of Education and refers to, but is not limited to, the provisions of the following laws:

**Title IV and VII of the Civil Rights Act of 1964
The Age Discrimination in Employment Act of 1967
The Age Discrimination Act of 1975
Title IX of the Education Amendments of 1972
Section 504 of the Rehabilitation Act of 1973
The Americans with Disabilities Act of 1990
NH Law against discrimination (RSA 354-A)**

The following individual has been designated to handle inquiries regarding the nondiscrimination policies and laws above except Section 504:

**Lisa Hatz
Director, Bureau of Vocational Rehabilitation
ADA/Title IX Coordinator
NH Department of Education
21 South Fruit Street, Suite 20
Concord, NH 03301
(603) 271-7080**

Inquiries regarding Section 504 should be directed to:

**Tina Greco
Section 504 Coordinator
NH Department of Education
21 South Fruit Street, Suite 20
Concord, NH 03301-3860
(603) 271-3993**

Inquiries regarding Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX, Section 504, and/or Title II of the ADA also, or instead, may be directed to:

**U.S. Department of Education
Office for Civil Rights
33 Arch Street, Suite 900
Boston, MA 02110-1491
(617) 289-0111
TDD 877-521-2172**

Members of the Interpreter Handbook Committee

Cate Weir, Network Coordinator
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