

# UNM DHHS Interpreter Handbook



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# Welcome to the University of New Mexico

Welcome to UNM!

You are an important part of Deaf and Hard of Hearing Services/ Accessibility Resource Center (DHHS/ARC). As a professional Signed Language Interpreter, you provide vital services to students who are Deaf or Hard of Hearing at UNM. With this position comes a responsibility both to the student and to DHHS/ARC. These guidelines will outline what is expected of you and what you can expect from DHHS/ARC. They are not meant to cover every situation you may encounter but to give you basic information necessary to complete your work. The intention is these guidelines will benefit students, staff, and signed language interpreters to the fullest.

All interpreters employed at UNM are to follow the Code of Professional Conduct issued by the National Registry of Interpreters for the Deaf.

## Mission Statement

Accessibility Resource Center (ARC) recognizes individuals with disabilities as an integral part of a diverse community and is committed to the provision of comprehensive resources to the University community (faculty, staff, and student) in order to create equitable, inclusive, and practical learning environments.

## Contact Information

Office Hours: Monday through Thursday 7:30am-6:00pm  
Fridays: 7:30am-5:00pm

DHHS Phone: 505-277-6605 or 505-277-3506

DHHS Email: [dhhs@unm.edu](mailto:dhhs@unm.edu)

Website: <https://arc.unm.edu/accommodations/dhhs.html>

## Staff

Tommi Lin Tejada, Senior Operations  
Manager.

Email: [tommilin@unm.edu](mailto:tommilin@unm.edu)

Office phone: 505-277-2574

Text: 505-414-4982

Telos Runlor, Administrative Assistant

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## Staff Interpreters:

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Email: [rvroybal@unm.edu](mailto:rvroybal@unm.edu)

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## Interpreter Job Descriptions

All Signed Language Interpreters are required to have either a current provisional interpreter license or a current community interpreter license in order to work as per New Mexico state law.

**Senior Operations Manager:** Works with faculty, staff, and students to ensure that Deaf and Hard of Hearing persons have equal access to all programs offered at UNM. In addition, coordinates interpreters, and oversees all academic accommodation offered to Deaf and hard of hearing students.

The Senior Operations Manager may also interpret for some classes and assignments. Academic accommodations include, but are not limited to: signed language interpreting, real time captioning, notetaking, and assistive listening devices.

**Staff Interpreters:** Deaf and Hard of Hearing Services has four staff interpreter positions. Staff interpreters are permanent employees of UNM. They interpret for classes, meetings, and other workshops or events offered by UNM. In addition, they provide mentoring for newly hired or recently graduated on-call Interpreters and to the Signed Language Interpreter Training Program's practicum students.

**Certified Signed Language Interpreter:** These positions are "On-Call Employees" of UNM and work as needed. There are no guaranteed hours and you can only work a maximum of 1020 hours annually. Interpreters in

these positions are certified and interpret for classes, meetings, and other workshops or events offered by UNM that cannot fit into the staff interpreter schedules.

**Pre-Certified Signed Language Interpreter:** These positions are "On-Call Employees" of UNM and work as needed. There are no guaranteed hours and you have a choice of being hired at .25 FTE (25% Full Time Equivalency- averages about 10 hours a week) or .375 FTE (37.5 Full Time Equivalency- average about 15 hours a week). If you choose .25 FTE, retirement will not be automatically deducted from your pay, but if you do average more than 10 hours a week within a three-month period, or fiscal quarter, a back deduction for retirement contributions will be assessed. If you choose .375 FTE, retirement will automatically be deducted from your paychecks, regardless of how few hours you work. Pre-certified interpreters must be candidates for certification and are placed in carefully chosen interpreting assignments when deemed appropriate.

## **Pay Scale**

The tiers for certified interpreters are determined by the number of years you have held certification. Educational degrees earned can impact when you qualify for the next tier, the ranges below are shown for those who hold a bachelor's degree.

- Pre-certified Signed Language Interpreter: \$35.00 per hour
- Signed Language Interpreter A (newly certified, 0-4 years certified experience): \$55.00 per hour
- Signed Language Interpreter B (certified, 5-9 years certified experience): \$60.00 per hour
- Signed Language Interpreter C (certified, 10 or more years certified experience) - \$65.00 per hour

## **2 Hour-Minimum**

If an interpreter is asked to accept an assignment that is less than 2 hours in length, and it is the only assignment that you will have for that day you may claim 2 hours on your time sheet. If you have several jobs during the day the billable time will be negotiated and agreed upon.

## **Cancellations**

If an assignment is cancelled with less than 24 hours' notice you will be paid for the assignment. In the event of a student no-show, after 10

minutes of wait time, contact DHHS and report the no-show; and continue to wait the appropriate amount of time (roughly 30 minute per hour of assignment time) while DHHS attempts to contact the consumer. If DHHS does not hear from the consumer, please wait the allotted time. Do not leave the site until you receive a confirmation message from DHHS, or the allotted time has passed, whichever comes first. Any delay in reporting the student no-show to DHHS may result in loss of payment.

Examples of how much time to wait:

- 50-minute class – wait 30 minutes
- 1 hour & 15-minute class – wait 40 minutes
- 2-hour class – wait 1 hour
- 2.5-hour class – wait 1 hour & 15 minutes

## **UNM NETID**

As an on-call staff, your UNM NetID and password are an invaluable tool for accessing various websites and services that you will need throughout your time here. This serves as the username for your UNM email, plus it will give you access to the sites for our annual mandatory trainings, to update/change any demographic information with the university, access to your paystubs, access to any UNM hosted Zoom events, and much more. Please save your NetID and password in an easily accessible location. If you cannot find your NetID, please email DHHS and they can get it for you. If you have trouble logging into any of the sites that ask for your NetID and password, please contact IT services at 505-277-5757.

## **Annual Mandatory Trainings**

Upon hire, and then yearly thereafter, you will be required to complete UNM's mandatory trainings. You will be paid at least 3 hours for completing these trainings. Once you have completed all the trainings for the year, please email the Senior Operations Manager and inform them that you have completed the trainings. They will add you to the next timesheet announcement list where you can complete and submit a timesheet for these hours.

## **Professionalism in Classroom**

There is sometimes a fine line between what is appropriate and what is not. For example, if a professor asks you to do something and you don't feel comfortable doing it you must consider whether or not it would be best to talk to the professor in the moment or to just comply and talk with the

professor after class. DHHS values developing a working rapport with our consumers (hearing and deaf) and colleagues while maintaining a high level of professionalism. If you ever have any questions regarding professional behavior in the classroom, please do not hesitate to ask DHHS.

Here is a list of some examples of the things that interpreters should avoid doing:

- Interpreters filling out an evaluation of professor's form meant for students
- Interpreters participating in the class (e.g., raising their hand to answer questions)
- Interpreters showing up late and making an entrance
- Interpreters asking students if they did their homework
- Interpreters not interpreting student's questions or comments

### **First Day/Week of class**

The first day of class you should plan on arriving early in order to introduce yourself to the student and the professor. A letter will have been sent to the professor, prior to the first day of class, explaining the interpreting process, which you will be copied on. It is expected that you then reach out to the professor to establish a direct line of communication. DHHS will provide a template for this email.

### **Probationary Period for Students and Interpreters**

The first three weeks of each semester is considered a probationary period during which time the Deaf/hard of hearing student can determine whether the interpreter assigned to the class meets their communication needs. Should the student feel their needs are not being met, they will need to contact the Senior Operations Manager to discuss assigning a new interpreter.

Should the interpreter feel that an assignment is inappropriate, either because it does not match that interpreter's skill level or because the interpreter feels they lack knowledge or familiarity with the subject matter, they need to notify the Senior Operations Manager to discuss assigning a replacement interpreter. The Deaf/hard of hearing student will be notified.

After the three-week probationary period is up, the interpreter is considered on contract with UNM to provide the assigned service. The

interpreter will only be removed from this assignment if the student drops out of the class or under a rare circumstance like a gross breach of the RID Code of Professional Conduct or another standard of behavior for UNM employees on behalf of the interpreter.

## **Practicum Students**

DHHS works closely with the Signed Language Interpreting Program to provide opportunities for practicum students to earn observation and interpretation hours. Starting after the third week of classes, the Senior Operations Manager will send an email inviting you to volunteer to work with practicum students in your ongoing classes. Classes that are considered appropriate placement for practicum students meet the following criteria:

- 1: At least one member of the interpreting team is certified and both are willing to be observed, and/or provide feedback to a practicum student.
- 2: Faculty and Deaf students' permission: Please ask permission before volunteering any of your classes as a practicum opportunity.
- 3: Physical space: Is there enough room in your ongoing for another body? That is an important consideration!
- 4: Content level: Is this ongoing good for a student interpreter to give it a try? Are there opportunities for group work or in class activities that would be great for a student to try? If not, then is this a good opportunity for observation?

Once these criteria have been met, then let the Senior Operations Manager know and they will work with the SLIP Practicum Coordinator and will contact a practicum student if one is available.

## **Procedures**

### **Absence**

Please notify DHHS as soon as you know you will be absent. Due to the nature of your job, if you are not there in class to interpret it will impact the student's ability to participate fully in their class. It is vital that you contact DHHS immediately so a substitute interpreter can be arranged. It is always easier to find a substitute the day before the class instead of the morning of the class. Unfortunately, we do not always know that we will be sick. However, if you feel ill, it is best to contact DHHS during business hours as soon as possible to arrange for a substitute right away rather than waiting until the last minute.

- Please submit a sub request form if you need to miss an ongoing assignment for any reason. The link will be provided to you when you accept any ongoing work with us:  
[https://forms.unm.edu/forms/dhhs\\_interpreter\\_substitute\\_request\\_form](https://forms.unm.edu/forms/dhhs_interpreter_substitute_request_form)

- In cases other than illness, please notify DHHS as soon as possible when you are unable to interpret for an assignment. Failure to do so will result in a "no-show." Two "no-shows" may result in the interpreter's dismissal.
- In case of illness, please call DHHS as soon as possible. It is your responsibility to notify DHHS of your illness by 7:30 a.m. of the day you need a sub.
- Repeated absences without prior approval or repeated last-minute cancellations will be documented.
- Please inform DHHS if there are any classroom changes in your assignment. This assists us when scheduling a substitute interpreter.
- Requesting a sub and missing an assignment with DHHS in order to take work elsewhere is not acceptable. It is part of your professionalism when accepting assignments, you are expected to honor your initial commitments. Please discuss with the Senior Operations Manager if you have any scheduling conflicts with other work.

## **Punctuality**

Professional interpreters are expected to arrive with enough time to deal with traffic, find parking, find the room, arrange seating and sit down before the assignment begins. During the first week of class, this is especially important so that you may introduce yourself to the professor and the student and arrange seating for yourself. If you cannot make it to class on time regularly, then you need to excuse yourself from that class. Note your tardiness on your timesheet. If you are more than 10 minutes late you should subtract .25 hours from your timesheet; 30 minutes late subtract .5 hours and so on. The expectation is that you will always be punctual for class. Repeated tardiness may result in dismissal.

## **Dress Code**

**Why have a dress code?** Imagine you just attended an all-day workshop presentation in Sign language. How do your eyes feel? Now, put yourself in the student's shoes. When a Deaf or hard of hearing student must watch an interpreter for any length of time, their eyes become tired. The reason interpreters traditionally wear solid colors that contrast with their skin tone is to reduce the eye fatigue of our clients. Patterns are distracting and bright colors reflect light which make the eyes tire faster.

**What is UNM's interpreter dress code?** Casual business attire in muted colors that contrast with your skin tone is essential. Remember, your behavior and appearance in the classroom is a reflection on the students,

DHHS, and academic interpreters in general. It is important to use good judgment while dressing for work. If the class you are interpreting has specific dress requirements, please follow those guidelines. They are there for your safety. We understand that you may have to go from one class to another and their dress requirements may not be the same. Do the best you can. Here are some general guidelines:

**Shirts/Tops** - Solid shirt/blouse that contrasts with your skin tone. No low-cut necklines. No loud colored print or solid shirts (bright red, yellow, magenta, green e.g.). No t-shirts or sweatshirts.

**Pants/Skirts** - Please wear nice work pants/skirts. No ragged or worn jeans. No mini-skirts or skirts with high slits. Shorts are permitted in summer for PE classes and occasionally for classes in rooms without air conditioning. Shorts should be an appropriate length for work.

**Shoes** - Please wear shoes that are appropriate for your assignments. E.G., chemistry labs do require close-toed shoes. If you are unsure, please ask DHHS.

**Jewelry** - Limited jewelry, nothing flashy. Reflected light and movement are visually distracting. No more than one ring per hand, earrings should not dangle, and necklaces should not interfere with signing.

**Grooming** - Be professional and neat. Hair should be out of the face. People should be clean-shaven or with facial hair short and well-trimmed. Nails - Any color used should be neutral and match your skin tone. Nails should not be so long that they affect the shape of your signs or make clicking noises.

## **Team Interpreting**

Taken from the *RID Teaming Standard Practice Paper, 2007*

Team interpreting is the utilization of two or more interpreters who support each other to meet the needs of a particular communication situation. Depending on both the needs of the participants and agreement between the interpreters, responsibilities of the individual team members can be rotated and feedback may be exchanged.

The decision to use a team rather than an individual interpreter is based on a number of factors, including, but not limited to:

- length and/or complexity of the assignment,
- unique needs of the persons being served,
- physical and emotional dynamics of the setting,
- avoidance of repetitive stress injuries (RSIs) for interpreters.

## The Team Process

All team members are actively engaged in the process. They may be providing direct interpretation services, actively working between the two languages or functioning in a supporting role. This support is necessary to enhance the team's performance and assure accurate communication takes place and may include:

- monitoring the overall setting
- assuring appropriate and timely transitions
- supporting/cueing other team members as needed.

At times, more than one team of interpreters may be needed. Some factors determining the number of interpreters needed are:

- size of the audience
- setting
- communication preferences of presenter(s) and audience type and interactivity of presentation
- special communication needs of those in attendance (including, but not limited to, the need for tactile, oral or close visual range interpretation)
- dynamics of the scheduled events (concurrent sessions, off site tours, etc.)

When two or more interpreters are working together, the team will need a sufficient amount of time prior to the assignment to determine placement, roles and how to provide support to each other.

## **Prep-time Guidelines**

On-call interpreters are able to schedule prep-time as needed for specific classes at UNM. All prep-time must be requested and then approved by the Senior Operations Manager for DHHS by the third week of the semester. Any prep-time appearing on a time sheet that is not pre-approved will not be paid.

Prep-time is to be used:

- reviewing signs to be used for class-specific vocabulary
  - Defer to the student(s) for their sign choices for vocabulary and concepts.
- reading the assignments in order to appropriately interpret the classroom lectures
- meeting with your team to discuss sign choices and course material
- previewing videos
- In the event that the subject matter in the classroom is such that the interpreter needs to read the assignments, the interpreter will need to first ask the professor if they have a desk copy of the book that

they can borrow. If they do not, then DHHS will work to provide the text books to the interpreters. At the end of the semester, please return any borrowed books so that they may be added to the DHHS library for use by future interpreters.

- If an interpreter needs to view a video prior to a class/event the DHHS office will provide the interpreter with a room and the necessary equipment.
- On-call interpreters scheduled for assignments lasting less than two hours need to use the balance of their two-hour minimum to prepare for the assignment. Additional prep-time must be approved by the Senior Operations Manager.
- On-call interpreters scheduled for one-hour classes separated by a single hour-long break are to use their break as time to prepare for an assignment. Additional prep-time must be approved by the Senior Operations Manager.

It is expected that interpreters will adhere to Tenet number 2.0 - Professionalism of the RID Code of Professional Conduct when preparing for both classroom and non-classroom assignments at UNM. By providing prep-time, DHHS is building in time for the interpreter to understand concepts and vocabulary used during lectures thus being able to “render the message faithfully by conveying the content and spirit of what is being communicated...” (RID Code of Professional Conduct, p. 3)

## **Remote Interpreting**

While most of UNM classes and assignments will be face to face, on occasion there will be opportunities for remote interpreting. UNM’s main platform for remote interpreting is Zoom; although some events may be held via Microsoft Teams. We ask interpreters who accept remote assignments to have the following technology at their disposal:

- Hard-wired internet access (no Wi-Fi)
- Private room that is well lit
- Background of neutral shades (either gray or blue works best)
- Computer with an HD web cam (either internal or external)
- Speakers and mic
- Headset (recommended but not required)

Should you be interested in taking remote interpreting work, but do not

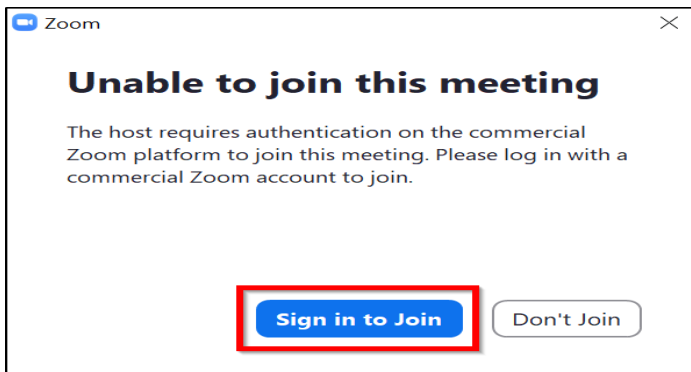
have this equipment or space at your disposal, please inform DHHS. We have a VRI (Video Remote Interpreting) room set up at our department in Mesa Vista Hall that you may be able to use. All remote interpreting assignments, with a few exceptions, are teamed.

## Accessing UNM Zoom Events

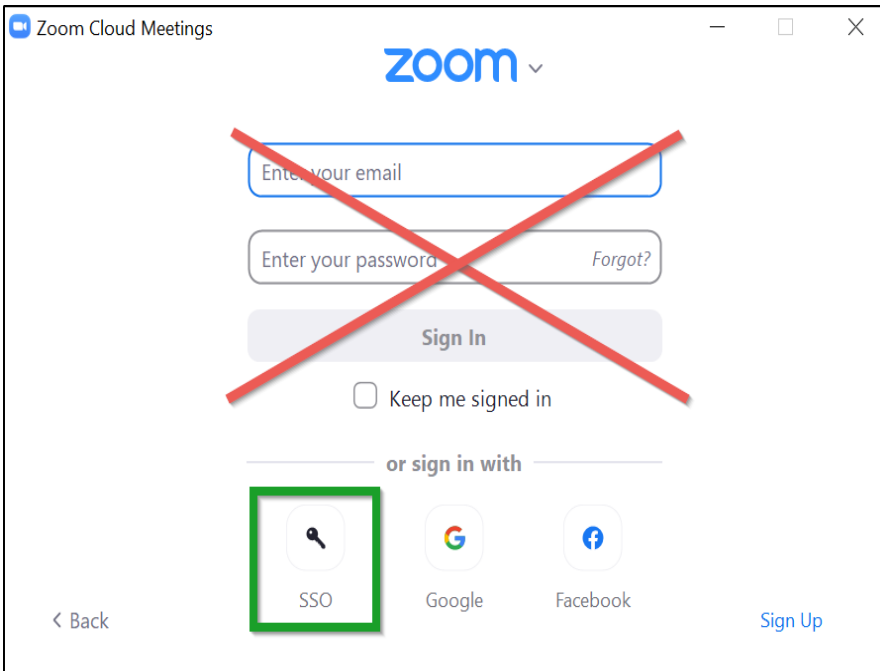
You may or may not have interpreted a UNM Zoom meeting/webinar before, but there is an interesting hurdle that must be navigated before you can access these meetings. UNM requires all Zoom meetings/webinars to only allow authenticated users access. So, you need to have your NetID (UNM email) and password (make sure it's updated!) handy when you start this process.

Once you know your NetID and password, and you try to access the Zoom meeting through the link provided you may see a window like this:

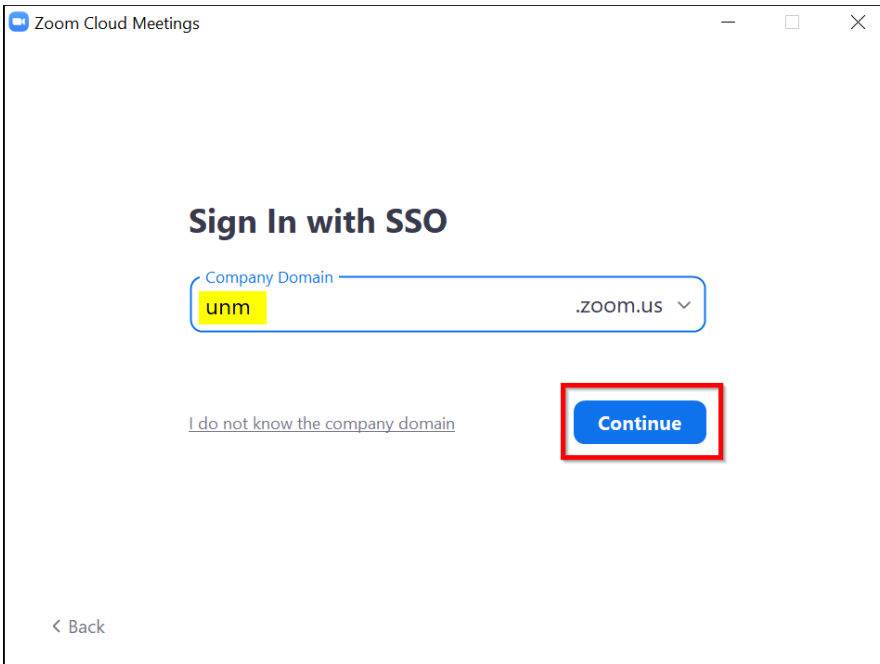
### 1. Click Sign in to Join.



### 2. A new "Sign In" screen will load. Click SSO.




3. In the next window, type "unm" in the text field and **click Continue**.



**\*Note: HSC users, use your HSC Zoom account instead. In the Company Domain, type "hsc-unm" in the text field, click Continue, and use your HSC Network Credentials. For more information, visit [this link](#) or call HSC IT at 505-272-1694.**

4. If you are prompted to sign in after clicking the "Continue" button, you must **enter your full UNM email address (e.g., <your UNM NetID>@unm.edu)**. Do not just put your NetID. You must add the @unm.edu to the end.

 THE UNIVERSITY OF  
NEW MEXICO.

### Sign in


lucylobo

Can't access your account?

Sign-in options

Next

When using online cloud services, you agree to act in accordance with applicable laws, regulations, and also in accordance with The University of New Mexico's policies.

 THE UNIVERSITY OF  
NEW MEXICO.

### Sign in

lucylobo@unm.edu

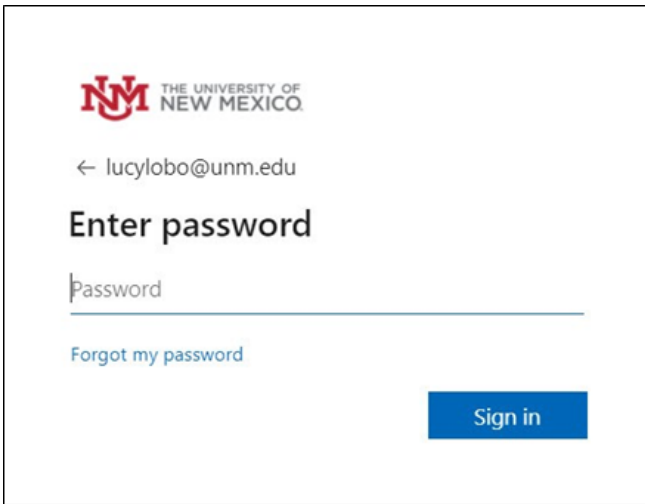
Can't access your account?

Sign-in options

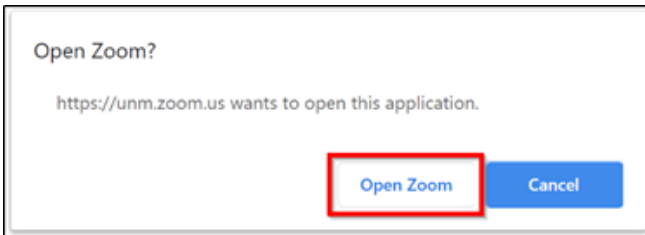
Next

When using online cloud services, you agree to act in accordance with applicable laws, regulations, and also in accordance with The University of New Mexico's policies.

5. Enter your password.



6. Your browser session may prompt you to **Open Zoom**.



## Interpreting Pre-Recorded Videos

Occasionally we are asked to provide recorded interpretations of a source video that is already made. This could be a student's request for required video or an organization that wants their informational videos made accessible. Due to the demanding nature of interpreting post-production videos, interpreters can bill up to three times the length of the source video. E.G., if the source video is an hour long, the interpreter can bill up to three hours for interpreting that video. The interpreter is expected to view the video at least once in its entirety, prep any necessary names, terminology, and concepts, then interpret the video. If the interpreter needs more time than that to adequately interpret the video, more prep time can be negotiated with the Senior Operations Manager.

## Kaltura Media Capture

The media player that works with our Learning Management System (LMS) is called Kaltura Capture. This program can be used to produce side by side videos of a source video and an interpreter signing. To see the latest instructions for using this program to post videos to a course's

page in the current LMS, please see our website:  
<https://arc.unm.edu/accommodations/dhhs.html>

## **Performing Arts Interpreting**

Popejoy Hall is the premier performing arts venue in Albuquerque. DHHS coordinates interpreting services for the Broadway series, as well as any Ovation series or School Time performances that are requested to have interpreting services. If you are interested in interpreting in this setting, please inform the Senior Operations Manager and they will add you to the roster for performing arts interpreting. Interpreters stand on a 12-inch-high platform placed House right/Stage left against the stage/orchestra pit.

**Broadway Series:** When agreeing to interpret a musical Broadway Series performance, you will be paid 10 hours of prep time and 3 hours for the performance. Non-musical performances will pay 6 hours prep time and 3 hours for the show. Included in the prep time is the expectation that you and your team will preview at least one performance together in the press room of Popejoy Hall. DHHS has Deaf ASL consultants that can work with you and your team upon request. DHHS will work with Popejoy to provide you with a script of the show you will be interpreting.

**Ovation Series and School Time performances:** When agreeing to interpret these shows in Popejoy Hall, DHHS will provide you with a script, and depending on the show you may or may not have a team. Prep time for these shows will be negotiated at the time of acceptance of the job.

## **Trilingual Interpreting**

UNM is a Hispanic Serving Institution, and as such, many classes and events are Spanish-influenced settings. If you are trilingual, and are interested in working these types of settings, please inform the Senior Operations Manager. They will make note and be sure to reach out to you when a request requiring trilingual skills is received.

In recognition of the increased training, skill, and effort involved in trilingual work, DHHS allows trilingual interpreters to bill a maximum of 1.5x the length of the assignment. This is subject to negotiation at the time of accepting the assignment.

## Timesheet Instructions

DHHS will email a reminder when timesheets are due. The email will include directions and dues dates. Pay periods are every two weeks. If you take interpreting work with the UNM Linguistics department, you will report your time on a DHHS timesheet. Here is a sample of the timesheet announcement email:

“Hello UNM Interpreters,

Time sheets are **due** Wednesday, **7/12/23** by 5:00 pm.

Please report your time in chronological order on the date it was worked. 😊

Pay Period is: **Saturday, 7/01/23 through Friday, 7/14/23**. Please be sure to project your hours through the end of the pay period. This includes the mandatory trainings as well! And don't forget to add your prep time!

If you've taken work with the Linguistics department, please report that time on your timesheet as well.

It's a good idea to check your UNM email, payroll might have tried contacting you; a lot of interpreters who haven't worked for longer than 4 months are finding their direct deposit deactivated. You can sign into my.unm.edu to reactivate it to get paid electronically.

The confirmation email has been getting filtered to the junk folder if you are using a UNM email. If you do not receive the confirmation email after submission, please check your junk folder and mark it as "not junk", this will help the emails to land in your inbox in the future.

Here is the link for the online timesheet:

[https://forms.unm.edu/forms/dhhs\\_timesheet\\_2](https://forms.unm.edu/forms/dhhs_timesheet_2)

Please see the attached instructions, otherwise let us know if you have any questions!”

The online timesheet is mobile device friendly and can be filled out anywhere. This link below leads to instructions on how to fill out the timesheet and is included in every timesheet announcement email.

[DHHS Timesheet Instructions \(1\).pptx](#)

## **Time Reporting Guide**

The next few pages provide guidance on how to report time worked. This is not an exhaustive list of possible scenarios, and if you have any questions regarding how to report time worked, please reach out to the Senior Operations Manager.

## **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.

### **1.0 CONFIDENTIALITY**

Tenet: Interpreters adhere to standards of confidential communication.

Guiding Principle: Interpreters hold a position of trust in their role as linguistic and cultural facilitators of communication. Confidentiality is highly valued by consumers and is essential to protecting all involved. Each interpreting situation (e.g., elementary, secondary, and post-secondary education, legal, medical, mental health) has a standard of confidentiality. Under the reasonable interpreter standard, professional interpreters are expected to know the general requirements and applicability of various levels of confidentiality. Exceptions to confidentiality include, for example, federal and state laws requiring mandatory reporting of abuse or threats of suicide or responding to subpoenas, supervisors, interpreter team members, members of the educational team, hiring entities).

### **2.0 PROFESSIONALISM**

Tenet: Interpreters possess the professional skills and knowledge required for the specific interpreting situation.

Guiding Principle: Interpreters are expected to stay abreast of evolving language use and trends in the profession of interpreting as well as in the American Deaf community. Interpreters accept assignments using discretion with regard to skill, communication mode, setting, and consumer needs. Interpreters possess knowledge of American Deaf culture and deafness-related resources.

### **3.0 CONDUCT**

Tenet: Interpreters conduct themselves in a manner appropriate to the

specific interpreting situation.

Guiding Principle: Interpreters are expected to present themselves appropriately in demeanor and appearance. They avoid situations that result in conflicting roles or perceived or actual conflicts of interest.

#### **4.0 RESPECT FOR CONSUMERS**

Tenet: Interpreters demonstrate respect for consumers.

Guiding Principle: Interpreters are expected to honor consumer preferences in selection of interpreters and interpreting dynamics, while recognizing the realities of qualifications, availability, and situation.

#### **5.0 RESPECT FOR COLLEAGUES**

Tenet: Interpreters demonstrate respect for colleagues, interns and students of the profession.

Guiding Principle: Interpreters are expected to collaborate with colleagues to foster the delivery of effective interpreting services. They also understand that the manner in which they relate to colleagues reflects upon the profession in general.

#### **6.0 BUSINESS PRACTICES**

Tenet: Interpreters maintain ethical business practices.

Guiding Principle: Interpreters are expected to conduct their business in a professional manner whether in private practice or in the employ of an agency or other entity. Professional interpreters are entitled to a living wage based on their qualifications and expertise. Interpreters are also entitled to working conditions conducive to effective service delivery.

#### **7.0 PROFESSIONAL DEVELOPMENT**

Tenet: Interpreters engage in professional development.

Guiding Principle: Interpreters are expected to foster and maintain interpreting competence and the stature of the profession through ongoing development of knowledge and skills.

# Campus Logistics

## Parking

- Interpreters will be issued parking permits by DHHS/ARC.
- Interpreters must use these permits only as directed.
- Permits cost DHHS/ARC money and interpreters are responsible for their proper use and can be held liable in the event of misuse (such as resale or loss).
- Parking permits are to be used in conjunction with UNM DHHS interpreting assignments only. If on campus for any reason not related to interpreting for DHHS, interpreters agree not to use the On-Call Parking Permit.
- Please return any unused permits to DHHS at the end of each semester and/or upon the cancelation of the events/classes for which the use of these permits was intended.
- Any lost parking permits may not be replaced. In the event that your parking permits are not replaced, you will be responsible for making arrangements for your own parking while working at UNM.

## Lobo ID

All UNM employees are eligible to have a Lobo ID card. This is your official identification card for all UNM campus business. Many buildings on campus require a Lobo ID to swipe for entry. Please ensure you have an updated active Lobo ID by going to the Lobo Card office in the Student Union Building upon hire.

To get a new Lobo Card:

- Request the authorization memo from DHHS and bring it with you to the Lobo Card Office.
- Bring a government-issued form of identification with you, such as your driver's license, passport, or military ID.

## Johnson Center

The Johnson Center offers a wide variety of recreational programs available to you, including a fitness center, use of the basketball courts, and a lap pool. There is a nominal cost for on-call interpreters to use Johnson Center. If you are interested in using the Johnson Center, DHHS will provide you with a proof of employment memo so you can apply for a UNM Employee Rec card.

# Student Policies

(note: below is a copy of the policies that our students receive)

## Student Attendance Policy

Signed Language interpreters and captioners are limited resources for the Deaf/Hard of Hearing community. DHHS service providers will be present for every class scheduled. When students are absent without notifying DHHS to cancel their interpreter or captioner before the beginning of their class, then the interpreters/captioners aren't able to serve other students who may be needing services. Please communicate with DHHS when you are running late or not attending a class so we can release these service providers and reassign them as needed. When contacting DHHS to report an absence please include:

- 1) Name of class (for example: Math 110)
- 2) Class time and day (8:00am to 8:50am)
- 3) Name of interpreter (it would be helpful if you can remember)
- 4) It is not necessary to include a reason for the absence.

You can leave a message for DHHS 24 hours a day:

[dhhs@unm.edu](mailto:dhhs@unm.edu) or 505-277-6605

If you do not contact DHHS before missing a class or scheduled event, this will be deemed a "no-show". It's best to contact us before the class/event starts, however you can contact DHHS during the class/event time.

If you will be late for a class/event, please notify DHHS so we can instruct the interpreter/captioner to wait for you. They have been instructed to wait half of the scheduled class time. If you do not arrive within that time frame, the interpreter/captioner will contact DHHS and may be re-assigned for that day.

It is the student's responsibility to notify DHHS to cancel the interpreter/captioner prior to the start of class if:

- \* You plan to miss class
- \* Room, day, or time of class is changed
- \* You are adding or dropping a class
- \* You are canceling any other activity for which an interpreter/captioner was requested

When you know you will be absent from class, notify DHHS immediately. If you are sick and do not know when you will be well enough to return,

then DHHS will cancel the interpreter/ captioner. It is the student's responsibility to call to request services be reinstated.

### **No-Show**

1. If a student is absent from class without notifying DHHS/ARC before a class begins, DHHS will email the student during class time and ask the student to report if they are planning on attending that day.
2. If a student is absent from class a fourth time without notifying DHHS/ARC before the beginning of class, an email will be sent notifying the student that the interpreter will be suspended and a meeting with the Senior Operations Manager will need to be scheduled.
3. If the interpreter is suspended, it is the student's responsibility to arrange a meeting with the Senior Operations Manager to discuss the reinstatement of their interpreter accommodation.

## **Student Agreement Form**

### *Deaf and Hard of Hearing Services*

[dhhs@unm.edu](mailto:dhhs@unm.edu) /505-277-6605

It is the student's responsibility to be aware of the policies and procedures of DHHS. Please read the following and sign your name in the space below.

- The transcripts/notes I receive from my captioner/notetaker are for my academic use only. I may not share the notes.
- I must request an interpreter or captioner in a timely manner.
- I understand that all questions and comments will be directed to the professor, not the interpreter. I also understand that the interpreters will sign and voice every question and comment made during class.
- The interpreter/captioner will only wait for me for half of the scheduled time. If I do not show up, a reminder about the no-show policy will be sent to me.
- If I am absent a fourth time from class without notifying DHHS prior to the beginning of class, the interpreting/captioning services will be suspended.
- If my interpreting/captioning services are suspended, I understand that it is my responsibility to arrange a meeting with the Senior Operations Manager to discuss the reinstatement of services.

By signing this policy, I understand that I am responsible for the above policies and procedures, as well as the procedures outlined in the Student Handbook.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

DHHS Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Interpreter Agreement Form

## DHHS Terms of Employment

Upon being hired as a Signed Language Interpreter for the University of New Mexico

I, \_\_\_\_\_, agree to abide by the following:

- The Registry of Interpreters for the Deaf (RID) Code of Professional Conduct:
  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.
  
- I recognize that from the time I arrive at the University campus or assignment setting until the time I leave, I am viewed as an employee of UNM and my behavior must, at all times, reflect the professionalism expected from an employee. I will conduct myself as a professional at all times while at UNM.
- I understand that I am expected to arrive at an assignment with enough time to deal with traffic issues, finding a parking space, finding the room, arranging seating and sitting down before the assignment begins.
- In the event of a student no-show, I understand that after I have waited the appropriate amount of time, I must contact DHHS, and await further instructions or complete my wait time, whichever comes first. However, any delay in reporting the student no-show to DHHS may result in loss of payment.
- I have read the Interpreter Handbook and agree to adhere to all the policies and procedures outlined in that handbook.

By signing this form, I understand that I am responsible for and agree to all of the above.

Interpreter Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Senior Operations Manager: \_\_\_\_\_ Date: \_\_\_\_\_