**American Sign Language Interpreter Services &**

**Auditory Reasonable Accommodation Booking Procedures**

**Academic Year 2022-2023**

1. **Purpose**

The College’s commitment to diversity, equity and inclusion strives to support students, faculty and staff by ensuring equal access to all campus programs, events and activities. The procedures below explain how event hosts should schedule American Sign Language (“ASL”) interpreters if one is requested or needed for a campus event.

1. **Event Invitations**
2. *ASL Symbol and Event Host Contact Information*

All events (online and in-person) are encouraged to explicitly state if there will be an interpreter present by using the following symbol:

This symbol will indicate that an ASL interpreter has been scheduled to attend the event.

If the event host does not include this symbol in their event invitation, they must provide their contact information in the invitations to enable a community member to request an ASL interpreter or other reasonable accommodation.

1. *Reasonable Accommodation Language*

Event hosts should include the following language with respect to reasonable accommodations on the basis of disability or qualifying medical condition in their event invitation:

To request an ASL interpreter or to request another reasonable accommodation[[1]](#footnote-0), please contact the event organizer *[insert event host name and email*] as soon as possible to discuss your needs.

1. **Accommodations Available for Event Participants**

Event hosts should become familiar with a range of different auditory accommodations that individuals may request for an event. These accommodations include, but are not limited to, the accommodations identified in the Requested Accommodation column on Table 1 below. The points of contact, also identified in the table below, will be responsible to work with the event host to assist with providing reasonable accommodations. Event hosts should review the College’s [Reasonable Accommodation Policy for Employees with Disabilities](https://www.holycross.edu/policies-procedures/index#D) and/or [Documentation Guidelines for Students to Request Reasonable Accommodations](https://www.holycross.edu/health-wellness-and-access/office-accessibility-services/documentation-guidelines).

| **Table 1** |
| --- |
| **Requested Accommodation** | **College Point of Contact** | **Contact Information** |
| ASL Interpreting | See Table 4 below.  | See Table 4 below.  |
| Remote Human Live Captioned Media[[2]](#footnote-1) \*Preferred Captioning Method | Jim Cahill,Director of Education Technology | Email: jcahill@holycross.eduPhone: (508) 793-3865 |
| Computer Assisted Real Time Transcription (CART) Services[[3]](#footnote-2)  | Jim Cahill,Director of Education Technology | Email: jcahill@holycross.eduPhone: (508) 793-3865 |
| AI Captioning  | ITS HelpDeskYoutube, Zoom, etc offer AI captioning features. | Email: Helpdesk-Request@holycross.eduPhone: (508) 793-3548 |
| Assisted Listening Devices[[4]](#footnote-3) | Paul Rayne Classroom & AV Manager  | Email: prayne@holycross.eduPhone: (508) 793-3893 |
| Preferred Seating to view ASL interpreter or closed captioning screens  | Event Host  |  |

1. **Notice Requirements**

For events that have Preplanned Interpretive Services (see Table 2 below), event organizers should schedule the interpreters 3 to 4 months in advance of the event. However, once an event date has been established, interpreters can be booked up to a year in advance.

For events where interpreter services are requested, individuals making a request for an interpreter should provide, **at a minimum**, 2 weeks advance notice prior to the event. Requests with less than 2 weeks notice will try to be accommodated, but cannot be guaranteed.

1. **Deaf Studies Preferred Interpreters**

Specific events or situations may require interpreters with particular subject matter expertise (example: knowledge of specific subject matters for class lectures). Individuals who request an interpreter may also state their preferred interpreter for the event. Individual preferences will be considered but may not always be accommodated.

The grid below provides additional guidance for choosing an interpreter based on subject matter. When booking for an event with a specialized subject (specific academic focus, Catholic Mass, affinity group meeting, etc.), please contact the Interpreter Services with most relevant experience.

| **Table 2: Interpreter Services**  |
| --- |
| **Interpreters**  | **Contact Information** | **Areas of Expertise**  |
| Ingrid Nevar \*preferred interpreterDonnie Gibbons \*preferred interpreter  | ingridnevar@gmail.com (508) 897-9119donniegibbons@gmail.com (617) 697-2377 | General Content  |
| The Learning Center for the Deaf *Already a list of preferred interpreters to be used at HC events*  | isupport@tlcdeaf.orgText: (508) 782-8645Video Phone: (508) 283-7766 | General Content, can help connect with more specialized content  |
| Deaf Services Unlimited Kyria Culer, CoordinatorNeed to review list of preferred interpreters.  | kyria@deafservicesunlimited.comcoordinators@deafservicesunlimited.com[Online Request Form](https://deafservicesunlimited.com/schedule-an-interpreter-new/) | In-personVideoLive Captioning (CART services) |
| Massachusetts Commission for Deaf and Hard of Hearing | 617-740-1600, voice 617-740-1700, TTY[Online Request Form](https://massdvs.hylandcloud.com/203OBAppNet/UnityForm.aspx?key=UFKey) | General Content, can help connect with more specialized content  |
| **Springfield Diocese** Kay Wood Diane Duff \*specializes in deaf & visually impaired **Boston Diocese** Jenny Corbin Anna MurphyMarybeth MacDonaldCher Allen:  | kaymari7744@gmail.comdbduff07@yahoo.com jenny.corbin@deafapostolate.org[General Request Form](https://bostondeafcatholic.org/interpreter-request-form)aesmurphy13@gmail.com maribethmacdonald@yahoo.com cherallenterp@gmail.com  | Catholic/Religious Events |

1. **Events that have Pre-planned Interpretive Services**



Events that have pre-planned interpreters should include the interpreter’s name on the event invitation whenever possible. The events below will include preplanned ASL interpreters:

| **Table 3: Events with Pre-planned Interpretive Services** |
| --- |
| **Events**  | **Points of Contact**  |
| **Large-Scale Events**Commencement Baccalaureate Mass ConvocationsSenior Awards Mass of the Holy SpiritLessons & Carols*Note: Event Host(s) may preplan and schedule an interpreter, without a request from an individual, by using the EMS Booking Application and working with Elizabeth Rice.*  | **Events & Conference Services** Chip O’Connorjoconnor@holycross.edu(508) 793-2615Elizabeth Rice, Assistant Director erice@holycross.edu(508) 793-2565 |
| **Presidential Events** InaugurationsPresidential Addresses | **Office of the President**Lori Blackwell, Executive Assistantlblackwe@holycross.edu(508) 793-2773 |
| **Academic Events** Academic ConferencesSummer Research Symposium | **Provost & Dean of the College**Ann MacGillivray, Executive Assistantamacgill@holycross.edu(508) 793-2261 |
| **Faculty Events** Faculty Assemblies Faculty Group Orientation Provost AddressesPresidential Symposium | **Provost & Dean of the College**Ann MacGillivray, Executive Assistantamacgill@holycross.edu(508) 793-2261 |
| **Memorial Lecture** Hanify-Howland Memorial | **Office of Advancement** Sandy Burke, Associate Director of Special Eventssburke@holycross.edu (508) 793-3488 |

1. **Points of Contact for Booking Requested Interpreter Services**

The event host is responsible for ensuring that interpreter services, if requested, are scheduled well in advance of the event, see section *IV. Notice Requirements*. The event hosts should immediately contact the points of contact, in the order listed below, to schedule an interpreter:

| **Table 4: Points of Contact for Booking Requested Interpreters** |
| --- |
| **Primary point of Contact** for all campus events where an interpreter is requested. | Nicholle Neill,(508) 793-3484Office of Title IX & Equal Opportunity  |
| **Secondary Point of Contact** | Melissa Cutroni, HR Administrator mcutroni@holycross.edu(508) 793-3566Human Resources |

The event host should be prepared to provide the following information to the Point(s) of Contact, as identified above in Table 4, when requesting an interpreter ***and*** the Point of Contact must relay this information clearly to the interpreter(s):

* Date(s) of Event:
* Time(s):
* Duration:
* Type of Event:
* Format of Event (e.g., in-person/hybrid/virtual)
* General Subject Matter of Event:
* Name(s) of deaf participants (if known):
* Does the participant have a preferred interpreter? Name & Contact:
* Number of Interpreters Requested:
* Is the event interactive? Yes or No:
* Event Address and exact location (e.g., Hogan Suite A):
* Zoom invitation/link or other virtual meeting platform invitation:
* If applicable the College’s current COVID-19 Precautions for onsite events:
* Is there any material the presenter can share or give to the interpreters in advance to help them best prepare?
* Parking Directions/Information:
* Point of **on-site** contact person for the event, and their direct phone number:

Once auditory accommodations are confirmed, the event host must communicate the information to the individual who made the request. The Event Host should include information as to where the interpreter will be positioned, or if there is a separate Zoom room.

1. **Additional Considerations**

Interpreters should be scheduled at least 30 minutes prior to the event to ensure they are properly positioned.

1. *Events that are In-Person*

Event hosts should reserve seating for individuals utilizing the interpreters with easy sight of interpreters on stage.

Interpreters should be provided a solid background and bright lighting to allow for clear visuals of signing. Interpreters should be in line of sight as the other speakers.

Ensure interpreters have clear audio so that they can interpret appropriately. Check microphones and any audio prior to the event beginning.

If something is inhibiting clear communication between the interpreter and their audience, please allow time for adjustments to take place (pausing the event, etc).

Deaf Staff/Faculty can offer advice on appropriate setup arrangements.

1. *Events that are Online*

Interpreters should be provided a solid background and bright lighting to allow for clear visuals of signing.

Ensure interpreters have clear audio so that they can interpret appropriately. Check mics and any audio prior to the event beginning.

The camera on the interpreter should be positioned directly facing them, with a clear picture. AV staff should zoom in on the interpreter. Cameras should be focused slightly above the interpreter’s head to belly button and the screen should be wide enough so their arms and hands do not go off of the screen.

Prepare for live captioning. Point of Contact should work with Jim Cahill to ensure this is adequately set up.

For events that require a holycross.edu email address to access a Zoom meeting, POC should connect with ITS to provide interpreters access to a specific interpreter related Zoom account. Requests can be made to helpdesk-request@holycross.edu

If a recording of the event is going to be made available to the public, include a recording of the ASL interpretation as a smaller box on the video screen along with appropriate captioning and make certain that the agreement with the interpreter permits the posting.

If something is inhibiting clear communication between the interpreter and their audience, please allow time for adjustments to take place (pausing the event, etc).

1. *Events that are Hybrid*

Determine if two teams of interpreters are required or is interpretation only needed online or only in person. Follow guidelines from A and/or B depending on the specific event circumstances.

Interpreters should be provided a solid background and bright lighting to allow for clear visuals of signing. Interpreters should be in line of sight as the other speakers.

Ensure interpreters have clear audio so that they can interpret appropriately. Check mics and any audio prior to the event beginning.

1. *Events that are Recorded*

The camera on the interpreter should be positioned directly facing them, with a clear picture. AV staff should test the visuals prior to the start of the event.

Ensure interpreters have clear audio so that they can interpret appropriately. Check mics of presenters and any audio features prior to the event beginning. Check contract with interpreter to make certain recording is permitted.

Consider using Rev.com to caption all videos published to YouTube or online.

**VIII**. **Interpreter Invoicing Procedures**

All invoices for interpreters should be sent to Melissa Cutroni, HR Administrator, via email to mcutroni@holycross.edu for processing.

These procedures may be amended, restated, supplemented, replaced or discontinued at any time or from time to time in the sole discretion of the College.

1. In the event an event host has questions about a requested accommodation, the event host should contact: (i) the Assistant Director of Employee Relations, Merrilee Grenier, via email at mgrenier@holycross.edu or by phone (508) 793-3957 **for employee request**s or (ii) Karen Hodgerney via email at khodgerney@holycross.edu or by phone (508) 793-3693 **for student requests.** [↑](#footnote-ref-0)
2. Preferred method. Live Captioned Media should be on the same screen as the presenter/media as typical Closed Captioning is presented. [↑](#footnote-ref-1)
3. CART services enable communication access for deaf and hard of hearing persons who are competent in English, both written and oral, and who either (a) are not able to use ASL interpreters, sign language transliterators and/or oral interpreters in general or (b) do not choose to do so in the particular situation. Transcription is provided on a separate screen near the presenter, or if virtual, on a separate screen from the presentation (which may present its own challenges). [↑](#footnote-ref-2)
4. The College owns a number of assisted listening devices, which can be made available to individuals requesting to use them for an event. Assisted Listening Devices are built into any event space that has an occupancy of 50 or more people. [↑](#footnote-ref-3)