Sign Language Interpreter
Referral Service Policies and Procedures

Once NCDHH receives a Sign Language Interpreter Request the procedure is as follows:

1. NCDHH will open the assignment within the NCDHH Referral Service Program.
   a. Offers will be sent via the NCDHH referral program by email.
      Open job offers are also listed on the NCDHH Referral Service Program website.
   b. Assignment details will contain all necessary information including the physical address of
      the assignment; team members, hiring agency, contact person, and contact information for
      the hiring agency.
   c. Outside NCDHH’s normal business hours and holidays, an After-Hours Interpreter Directory
      is available on the NCDHH website.

2. The assignment will be offered to interpreters in the following order:
   a. Interpreters specifically requested by the hiring entity or Deaf consumer.
   b. Local interpreters based on geographical location of the assignment.
   c. Non-local interpreters (if approved by the hiring entity).
   d. NCDHH staff interpreters may be utilized if jobs are unfilled.

NCDHH Referral Service Policies:

1. NCDHH reserves the right to send offers to interpreters regarding assignments based on skill level,
   client request, location, on-going jobs, short notice, etc.

2. Any information received through the initial assignment request, assignment details, and/or all
   information discussed with NCDHH in regards to interpreting, must be kept confidential according
   to the NAD-RID Code of Professional Conduct.

3. Expected details to be discussed with the hiring entity include: assignment details, wage
   negotiation, billing rates, cancellation policy, and any other business related matters.
   a. NCDHH staff taking calls requesting an interpreter will explain to the hiring
      agency that it is common practice for the interpreter(s) assigned to contact them to
      confirm the assignment. If they are not contacted by the interpreter(s), they
      should be encouraged to make contact with the assigned interpreter(s).
4. It is the interpreter’s responsibility to check the online program on a regular basis for any assigned or cancelled jobs that the program may have failed to send.

5. If the interpreter is unable to fulfill the assignment, it is the interpreter’s responsibility to inform NCDHH by email at least 48 hours in advance.

   a. When the job assignment is in less than 24 hours and it is outside NCDHH’s business hours, if the interpreter finds that he/she is unable to fulfill the assignment, the interpreter is encouraged to find a qualified replacement. **If a qualified replacement is found, the assigned interpreter must inform NCDHH and the hiring entity, by email, the replacement’s name and contact information.**

   b. An interpreter who cannot obtain information needed to complete an assignment must notify the Commission and the hiring entity in writing no later than 72 hours before the assignment, or as soon as it becomes known. Such writing can be in the form of a letter, fax, scan, or email. Failure to provide such notice can result in a no-show finding against the interpreter.

6. The interpreter is expected to arrive to an assignment and do so on time. If the Deaf consumer is a “no show”, the interpreter is expected to follow the hiring entities policies and procedures.

7. The interpreter will comply with the NCDHH Referral Service Policies and Procedures, the NAD-RID Code of Professional Conduct and Title 96 Chapter 1: Nebraska Rules and Regulations Relating to Sign Language Interpreters.

**NCDHH Cancelation Policy**

ALL assignment cancellations MUST be done in writing. Sending a cancelation via email is acceptable. Calling or texting to cancel an assignment will NOT be accepted forms of communication any longer.

The intent here is to ensure all communications between interpreters and the Nebraska Commission for the Deaf and Hard of Hearing agency will be accounted for, ensuring we deliver the best service we can to our Nebraska residents and businesses.

Any complaints received by NCDHH will be investigated.
The Interpreter Issues Committee will review and address the complaint.

Nebraska Commission for the Deaf and Hard of Hearing: (402) 471-3593 or (800) 545-6244
ncdhh.referral@nebraska.gov

(Keep this copy for your records)
NCDHH REFERRAL POLICIES AND PROCEDURES

I certify I have received a copy, read, understand and will comply with the NCDHH Sign Language Interpreter Referral Service Policies and Procedures, NAD-RID Code of Professional Conduct and Title 96 Chapter 1: Nebraska Rules and Regulations Relating to Sign Language Interpreters. I hereby certify that I understand any misconduct could result in disciplinary action.

__________________________________________  ______________________
Interpreter Signature                                      Date

__________________________________________
Print Name

__________________________________________
NCDHH Staff