

IowaCASA Language Access Policy¹

Last updated 2018

General Language Access Policy

1. Policy Statement

Free interpreter services are provided for people who are deaf or hard of hearing or who need language assistance to access services from the agency. These services are available by phone or in person.

The above policy statement is also available in the IowaCASA Personnel Policies Manual, page 6.

2. Purpose and Authority

In accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act, this policy establishes guidelines for providing language accessible services to individuals that are limited English Proficient and/or Deaf or Hard of Hearing.

3. Definitions

- a. Limited English Proficient individual means any individual whose primary language is not English, and has limited or no ability to speak, understand, read, or write English.*
- b. Interpretation is the process of orally rendering a spoken or signed communication from one language into another language.*
- c. Primary language means the language that an individual communicates most effectively in.*
- d. Translation is converting written text from one language into written text in another language. 'Translation' is often misused to mean interpretation, but it is a written medium.*
- e. A qualified interpreter or translator is a trained professional who is a neutral third party with the requisite language skills, experienced in interpretation or translation techniques, and knowledgeable in specialized content areas and technical terminology in order to effectively facilitate communication between two or more parties who do not share a common language.*

¹ Adapted by the Department of Justice's Language Access plan.

- f. *Simultaneous interpretation is the process of orally rendering one language into another language virtually at the same time that the speaker is speaking with only a very short lag time.*
- g. *Consecutive interpretation is the process of orally rendering one language into another language after the speaker has completed a statement or question and pauses. The interpreter then renders that statement into the other language.*
- h. *Sight Translation is the rendering of material written in one language, completely and accurately into spoken speech in another language.*
- i. *Vital Documents are any materials that are essential to an individual's ability to access services provided by the organization, or are required by law.*

Language Assistance Procedures

1. How to determine the need for language assistance

- a. *Staff at the initial point of contact will conduct an assessment for the need for language assistance, and notify the individual of the right to an interpreter at no cost. Staff members who have subsequent contact will continue to assess the need for language assistance.*
 - *To assess the need for language assessment, staff should ask open ended questions, and avoid asking questions that would allow for yes or no responses. For example, asking: "how may I be of assistance?" instead of "do you need help?"*
 - *The LEP individual may speak more than one language, or may have limited proficiency in a secondary language. Staff shall identify the primary language of the LEP individual, and work to provide language assistance in the primary language of the individual.*
 - *A Deaf or Hard of Hearing individual may also be limited English proficient and not be proficient in American Sign Language. Staff shall work to identify the primary language of the Deaf or Hard of Hearing individual, and provide language assistance in the primary language of the individual.*
- b. *Request for language assistance from the LEP individual or companion.*

2. Identifying Language

- a. *Staff shall request the individual or companion identify the language of the LEP or Deaf or Hard of Hearing individual.*

- b. *Staff may request bilingual/multilingual staff or volunteers to identify the primary language, but may not rely on staff or volunteers to serve as interpreters.*
- c. *Use in-person, video remote interpreters, or telephonic interpreters to identify the language.*
- d. *Use an "I speak" card or poster to identify the primary language.*
- e. *Staff should determine the preferred mode of communication for a Deaf or Hard of Hearing individual.*

3. Procedures for language services

a. In-person Interpreters

Services for Deaf or Hard of Hearing Individuals:

Life Interpretation <http://lifeinterpreter.com/index.php>

- Fill out the online form and the business will send a confirmation email and an email with what interpreter(s) will be there. Work with Ashley Taylor, IowaCASA Administrative Assistance, to complete requests.

Services for Spanish speaking individuals:

Caracas Language Solutions LLC, 4000 56th St, Des Moines, IA 50310,

<http://vanessacmarcano.com>

- Contact Vanessa by email to schedule requests. vanessa@vanessacmarcano.com. Work with Ashley Taylor, IowaCASA Administrative Assistance, to complete requests.

b. Telephonic/video remote Interpreters

- The teletypewriter (TTY), a service for individuals who are Deaf or Hard of Hearing, sits on the front desk (Ashley's desk). See attachment for how to use.
- Language Line is a telephone service for individuals with LEP. <https://www.language.com/>

c. Video Relay Services

- Ntouch Video Phone is located in the front (southeast side) of the building near Shundrea and Scherael's offices. The number is 515-334-3747. A quick guide is attached. The full user manual is located on the shared drive: I:\IowaCASA\Language Accessibility\Sorenson Video Phone

4. Translation of Vital Documents

IowaCASA uses Caracas Language Solutions LLC for translation of written documents.

Caracas Language Solutions LLC, 4000 56th St, Des Moines, IA 50310,
<http://vanessacmarcano.com>

- Contact Vanessa by email to schedule requests. vanessa@vanessacmarcano.com. Work with Ashley Taylor, IowaCASA Administrative Assistance, to complete requests.
- *For other languages, staff should use an interpreter to sight translate the document into the individuals primary language.*
- *Written communication to the LEP individual should be translated into the primary language of the LEP individual.*

5. Notice of Language Services

Signage will be placed in visible locations notifying individuals of the right to request an interpreter at no cost to the individual. Signage will be translated into the languages most frequently encountered by IowaCASA.

Staff at the initial point of contact, will notify individuals of their right to an interpreters at no cost.

6. Prohibition against using children as interpreters

Staff is prohibited from using minor children to interpret, absent emergency circumstances. Clients shall be advised of client's right to an interpreter at no cost to the client.

Staff Compliance

1. Training

Staff will receive training annually on: the content of the language access policy; how to identify the need for language access services; working with an LEP and Deaf and Hard of Hearing individuals; providing language accessible service in a culturally sensitive manner; working with an interpreter; and interpretation best practices.

Monitoring and Assessment

1. *Staff shall be responsible for monitoring compliance with the organization's language access policy.*
2. *IowaCASA shall collect information on language use and need, including: primary language of clients; use and language of interpretation services; distribution of translated documents; frequency of contact with LEP or Deaf individuals seeking services; and referrals of LEP or Deaf individuals and the language of the referred LEP or Deaf individual.*

3. *Organization shall conduct minimally once annually a review on the effectiveness of the language access policy and make changes as needed.*

Complaint Process

1. *A complaint regarding the denial of language accessible services, or regarding the quality of language accessible services, including interpreters or translated materials, may be made in person, or in writing through IowaCASA's grievance policy, located on iowacasa.org.*

How to Use a TTY

What is a TTY?

The teletypewriter, or TTY, is a device that lets deaf and hearing people type back and forth using regular telephone lines.

Teletypewriters were used for many years by news organizations and businesses. These organizations used teletypewriters to send and receive news using existing telephone lines. Other machines were directly connected to each other on private lines. In the 1960's, these teletypewriters were modified for use by deaf people. Robert Weitbrecht, a deaf physicist, designed an acoustic coupler that could convert the electrical signals coming from the TTY to activate the keys of the TTY and print the message.

The teletypewriter has been called by several names, including Telecommunication Device for the Deaf (TDD) or Text Telephone (TT). However, a national organization, Telecommunications for the Deaf, Inc. (TDI), has taken a firm stand and endorses the acronym of "TTY" to represent all text telephones. TDI publishes a national directory and guide to resources that are available to enhance telecommunications accessibility for persons who are deaf, hard of hearing, deaf-blind, and speech impaired.

What equipment is needed for a TTY conversation and how much does it cost?

TTY equipment weighs two to five pounds and includes a three or four-row keyboard, a display for reading the typed message, a modem or modular connection, AC power, and rechargeable, replaceable batteries. It can also have a printer/auto answering machine. There are many different models and styles of TTYs for sale. Prices range from \$200 to \$1,000. They can be purchased from the manufacturer, catalogs, and electronics stores.

How do you make a TTY call?

To make a TTY call:

1. Place the handset in the acoustic coupler (modem) attached to a regular telephone and turn on the power. Two small lights will come on. Only the power light will stay on: the phone light

waits to respond to any sounds picked up by the acoustic coupler.

2. Dial the number and watch the phone light, which shows the dial tone, busy signal, or ringing by corresponding light patterns. The light remains on for the length of the sound and goes off when there is no sound. For example, the light flashes rapidly and rhythmically with a busy signal.
3. People answering the phone will respond with their names and a short message followed by "GA" which means "go ahead."
4. You start typing at this point and identify yourself at the beginning of the TTY call.
5. To end a turn in the conversation, type "GA", and the other person will begin typing again. Each person is expected to take a turn only after receiving a "GA" from the other party.
6. When you are done with your conversation, type "GA to SK", meaning "go ahead to stop keying" or "good-bye", to let the person know you are finished with talking on the TTY.
7. A TTY message in process cannot be interrupted, even if one knows what the other person is going to type.

How do you save time when making a TTY call?

TTY calls take longer, because typing is slower than talking. To save time, common English abbreviations frequently are used. In addition, some punctuation, articles, or prepositions are omitted when it does not interfere with meaning. Many TTY users type without commas or periods, creating telegraphic but intelligible messages. The result is an efficient exchange of information.

Common TTY abbreviations are:

GA	=	go ahead
SK	=	Stop Keying or good-bye
GA to SK	=	completing all messages and getting ready to hang up
U	=	you
XXX	=	mistake
HD	=	hold
Q	=	question mark
MSG	=	message
THX	=	thanks

TMW = tomorrow
BEC or CUZ = because

Abbreviations being used in a TTY conversation look like this:

Hello ga
HELLO SAM IS MARK THERE Q GA
Yes this is mark how are you q ga
I AM FINE WANT TO JOIN FOR A MIOVXXX
MOVIE Q GA
Sure what time q ga
AT 7:00 NIGHT AND M EXXX MEET ME AT
MY PLACE GA TO SK
Ok I will see you at 7:00 sksk

Errors are often corrected in this way:

Typing errors are corrected easily on some TTYs by using a backspace key to delete the message. Equally acceptable is typing XXX several times directly after the mistake and then retyping the word. If a misspelled word can be understood within the context of the sentence, it need not be retyped.

TTY Etiquette

Good TTY etiquette includes:

1. When calling TTY users, let the phone ring at least 7 or more times before hanging up. Many deaf and hard of hearing TTY users rely on flashing lights to alert them to ringing phones. Flashers can take longer than sound to attract attention.
2. Callers should identify themselves at the beginning of calls. Any other people who may be watching the conversation also should be identified.

3. Callers should use the standard abbreviations of GA, Q, HD, and SK.
4. Always tell TTY users when calls are going to be put on "hold" or transferred.
5. When TTY users type "Can you read me?" they want to know if the message is clear and without garbled letters and numbers. If the message is garbled, hit the space bar a few times. If this does not clear up the message, both parties should hang up and try the call again.

Tips for educators

TTYs make it possible for teachers in postsecondary educational settings to notify deaf or hard of hearing students of any class changes or cancellations. These students can also use a TTY to contact instructors when necessary. Both parties, of course, must have a TTY device to use with their regular telephone.

For more information, contact:

Telecommunications for the Deaf, Inc. (TDI)
8630 Fenton Street, Suite 604
Silver Spring, MD 20910-3803
301-589-3786 (V)
301-589-3006 (TTY)
301-589-3797 (FAX)
tdiexdir@aol.com (e-mail)
www.tdi-online.org (WWW)

Cagle, S.J. & Cagle, Keith M.
GA and SK ETIQUETTE: Guidelines for
Telecommunications in the Deaf Community. 1991,
Bowling Green Press, Bowling Green, Ohio

For more information, contact:

Northeast Technical Assistance Center

Rochester Institute of Technology
National Technical Institute for the Deaf
52 Lomb Memorial Drive
Rochester, NY 14623-5604

585-475-6433 (V/TTY)
585-475-7660 (Fax)
Email: netac@rit.edu
WWW: www.netac.rit.edu

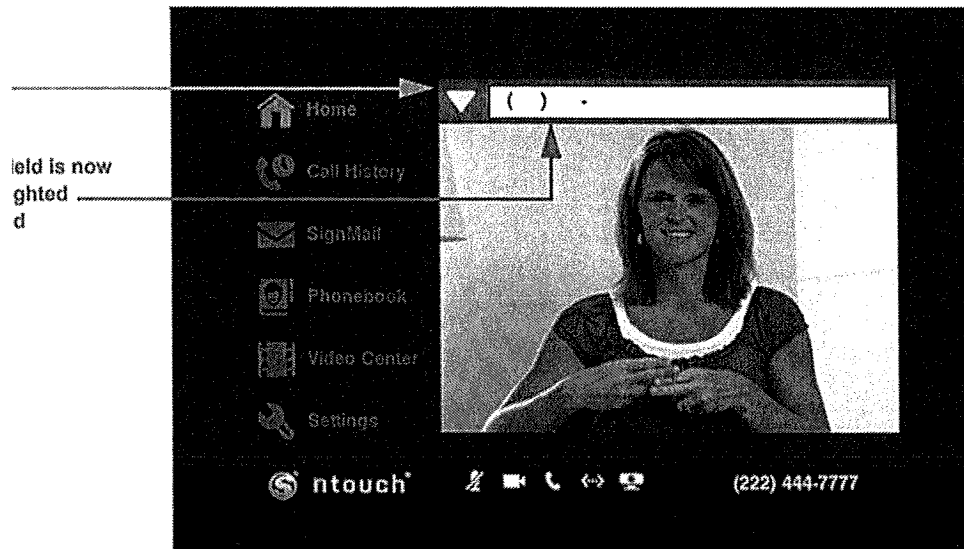


This *NETAC Teacher Tipsheet* was compiled by Barbara Ray Holcomb, associate professor, American Sign Language and Interpreting Education, NTID, Rochester, New York.

ntouch Video Phone- 515-334-3747

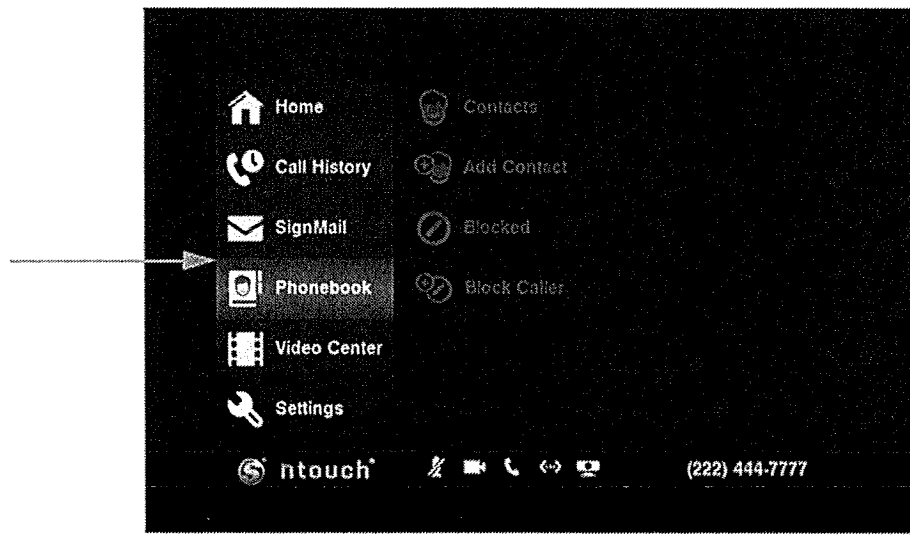
- ❖ Step 1: Turn on TV using the Samsung remote.
- ❖ Step 2: Turn on ntouch device using ntouch remote.
- ❖ Step 3: Use the ntouch remote to dial a number (see below)

Use the Arrow keys on the remote control to move to and select the Dial field as shown below. Notice how the Dial field is now highlighted in a gold color.



Or select from contacts (DIAA is listed)

Use the remote to move to the Phonebook button. This is the Phonebook screen.



*Full User Guide is available please ask an IowaCASA staff member.