Trinity College Dublin
Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin

Trinity College Dublin Guidelines for provision of and working with Irish Sign Language Interpreters

Background

Trinity College Dublin adopted an Accessible Information Policy in 2009 which outlines its responsibility in ensuring we make our community activities and information accessible to all. Deaf people (students, staff and visitors) are particularly catered for in appendix 3 of this policy http://www.tcd.ie/about/policies/accessible-info-policy.php#appendix-3 with reference to face to face communication and Trinity organised events. Deaf Students and Staff are also offered Deaf needs assessment which determines what is required to ensure full and active participation in Trinity in its broadest context.

Summary of ISL Provision in Trinity College Dublin:

Trinity will seek to facilitate Deaf staff, students and visitors who wish to attend university events, workshops, seminars etc. with the provision of ISL interpreting when requested.

In all cases please contact the organiser of the event to inform them that an ISL Interpreter is required. This contact should be made as soon as possible for booking arrangements (2 weeks ideally). It is useful to provide the event organiser with a link to this document.

The event organiser must contact the Disability Service about booking and payment for the ISL interpreter.

The cost of the ISL interpreter will be covered either by the event organizer or Trinity.

If you are a **Deaf member of staff** who has an additional requirement for ISL (outside of work duties that have been agreed as part of a disability needs assessment) the following conditions apply:

- o Research, training or conference in Trinity related to work duties, the line manager must agree to attendance, see:

https://www.tcd.ie/hr/assets/pdf/procedure13-conf_travel.pdf Research, Training & Conference Travel Scheme (PDF 98 kB)
Advise the event organizer that this is a work-related activity approved by your line manager.

- o For seminars, workshops and events in Trinity not specifically related to work duties and which you may wish to attend - advise the event organizer. (The usual university requirement for manager agreement for absence from the place of employment will apply for attendance during business hours).

- If you are a **Deaf student** who has the requirement of ISL (outside what was agreed as part of the needs assessment), contact your Disability Officer to confirm it is an eligible request and then contact the organiser of the event to inform them that you wish to attend and require an ISL interpreter. The organisers should contact the Disability Service about booking and payment for the interpreter.

- If you are a **Deaf visitor**, (not a member of the university community - staff or student), please contact the event organiser to indicate ISL requirements. The Event organiser should read this document for full details of ISL provision. The event organiser must book and pay for the interpreter.

Guidelines on the provision of Irish Sign Language in Trinity College Dublin

These guidelines outline how to support Deaf staff, students and visitors when they require an Irish Sign Language Interpreter (ISL) and explain how to book this service and who will cover the costs of such a service.

Organising events in Trinity

Please note: Trinity has a responsibility to ensure their publicly available services are accessible to deaf people.

The Communications Office has compiled guidelines to assist Trinity departments and offices with their event management requirements. TCD Event Management Guidelines

Publicising your event

When publicising events ensure there is a standard accessibility contact statement on all publicity, including print ads, web pages and information flyers. An example of this statement is: 'Please indicate if you have any access requirements so that we can facilitate you in attending this event'.

If a Deaf person is attending and/or presenting and has indicated their attendance at your event.

Always check with the Deaf person involved with the meeting/event to determine if an interpreter is required.

When you need to book an ISL interpreter

In general, the Trinity School/Service area and/or organiser of the event is responsible for ensuring ISL interpreters are organised for any event at which a Deaf person has indicated attendance and requested an interpreter.

Has the Deaf person specified they need a sign language interpreter? If yes, follow the guidelines on booking specified below.

Stage	If the attendee is	Role of Organiser	Role of DS
1. Who organises and funds?	a **staff member**,	If the attendee is a **staff member** of Trinity, check if it is work related or not and contact the Disability Service to organise in either case.	Disability Service Ext: 3971 disab@tcd.ie
	a **student** or	If the attendee is a **student** of Trinity, contact the Disability Service to organise.	
	visitor to Trinity	If the attendee is a **visitor to Trinity** the organisers of the event pay for the ISL interpretation. Contact the 'preferred suppliers' list below to book the interpreters.	No role in this arrangement.
2. What info is needed for the booking via the Disability Service?		You may need to book two or more interpreters if your meeting/event lasts for more than one hour and breaks are not possible. **Book at least two weeks in advance**. There is a relatively short supply of qualified sign language interpreters and you may find it difficult to book an interpreter at shorter notice. • contact person - who is organising the meeting/event? • date, time and location of meeting/event	DS proceeds to make the booking based on this information

		• name(s) of deaf people involved (if possible) • description of the meeting/event - what is going to happen? • information about the meeting/event that will be provided to the sign language interpreter in advance.	
3. **What information is needed if the organiser is making the booking?**		All of the information in stage 2 will be required plus • Trinity area billing address and PO number Be sure to read the interpreter's Terms and Conditions* (such as what happens if a booking is cancelled)	
4. **Keep everyone informed about the booking**		Let the Deaf person and any other key stakeholders who will be involved know that a sign language interpreter has been booked. If there is a change of date, time or venue, inform everyone (including the sign language interpreter).	Keep everyone informed about the booking

* ISL interpreters are usually block booked for a half day (three hours) or a full day. Rates of payment and the Trinity Preferred Supplier is listed at the end of this document.

You should always request terms and conditions from the booking agency, so you know what contractual arrangement you are agreeing to before a booking is made.

Key things to look for in terms and conditions are:

- the interpretation rate
- minimum booking time - often set at two hours
- preparation charges - for example, when a large public event is organised the sign language interpreter may need to visit a venue prior to the event to check their position on stage, lighting and other factors; or a long meeting that has lots of information; or where there are numerous presenters at a conference with different topics
- travel costs - to get to the meeting or event
- cancellation charges - payable where the appointment or event is cancelled within a certain time limit (often within 24 or 48 hours before the meeting/event).

Deaf Awareness Guidelines – Tips for working with an ISL Interpreter

- Provide the interpreter, wherever possible, with any written materials ahead of time (so that they can review vocabulary and clarify any technical terms, acronyms, and/or jargon).

- If possible, meet the interpreter beforehand so you both have the opportunity to clarify any possible language issues.

- Allow the interpreter and Deaf person to guide you in setting up the room to maximise communication (seating arrangements, lighting, etc.).

- Usually, the interpreter will sit or stand beside you so that the Deaf person can direct their gaze towards you while watching the interpreter.

- Speak naturally at your normal pace. The interpreter will ask you to slow down or repeat if necessary.

- Say only things that you want to be interpreted. The interpreter ethically must interpret everything they hear.

- There is a time delay when translating between two languages (e.g. English to ISL). Allow the Deaf person ample time to receive the message and to respond if they wish to.

- Maintain eye contact with the Deaf person. The interpreter is there to facilitate the communication between you and the Deaf person, so avoid directing comments to the interpreter (i.e. "Tell him…." or "Ask her….")

- In a group setting, remember that an interpreter can only interpret one speaker at a time, so only allows one person to speak at a time.

- Using an interpreter is not meant to be difficult or overwhelming. If there is something you are unsure of, just ask the Deaf person.

Tips for communicating with Deaf people (through spoken English)

- Accept reality. Reconcile yourself to the fact that the person is Deaf. Please treat the person like a Deaf person, not like a Hearing person.

- Ask the Deaf person about their communication strategy (do they lip-read, how much can they lip-read, can they hear, how much they can hear, would they like a sign language interpreter for certain situations).

- Get the Deaf person's attention before you speak, flash the light in their work space/office, tip the Deaf person on the shoulder, wave your hand in their line of sight, stamp your foot on the floor (if the floor is wooden).

- Remember that the Deaf person will have trouble hearing you when there is background noise, so try and keep it to a minimum (turn off radio, fan, close door).

- Remember that the Deaf person will have trouble hearing you if there are other people talking, i.e. any kind of group situation (e.g. coffee/lunch). So, if you need to discuss something specific with the Deaf person, it might be better to speak with them alone in a quiet office, rather than where there are other people talking.

- The best distance for communication is 3 to 6 feet and on the same level as the Deaf person.

- Speak clearly and at a moderate pace. If you speak at a moderate pace (slow-to-normal rate) and pause between sentences, you will give the Deaf person time to see-hear-understand. This is important because it can take more time for the Deaf person to absorb what you have said and understand what you are saying.

- Look directly at the Deaf person when speaking and maintain eye contact.

- Keep movement to a minimum while speaking to the Deaf person. Continuous movement will make it difficult for the Deaf person to read your lips and the Deaf person also needs to see your face to get clues to your tone of voice.

- Don't talk to the Deaf person with your back to them.

- Don't start walking away while you are still talking to the Deaf person.

- If the Deaf person turns away (e.g. to check something on a computer, to look down to read written material), stop talking until the Deaf person looks at you again.

- Remember that listening and/or lip-reading is mentally and physically exhausting.

- Be patient, positive and relaxed. It may take some time to learn how best to talk with a Deaf person.

- Ask the Deaf person how your style of communication is working for them, and how the Deaf person style is working for you.

- Ask the Deaf person how they want you to communicate with the interpreter, and how they want the interpreter to communicate with the Deaf person.

- Experiment!

Further information at: TCD Accessible Information Policy & Guidelines

and deaf awareness information at: Deaf or Hard of Hearing information

Irish Sign Language Interpreting Services
Preferred suppliers for 2015 - 2018

Please note:

Two weeks' notice is the minimum required when you need to make a booking. The supplier cannot guarantee that an interpreter will be found but they will do their best and are usually successful. It is still worth contacting them at short notice as cancellations can happen and they will try to fill a vacant slot if at all possible.

For an academic requirement it is advisable to book an R1 Generic or R1 High Skills interpreter. For intensive work, a second interpreter may be required to allow for rest breaks.

The prices below are inclusive of VAT (ISL is zero rated but the administrative element of a booking has a VAT charge on it and is included in the total price below. Anyone using FIS will need this information if using iproc).

Bridge Interpreting: contact details Phone: +353 87 9046594 email: bookings@bridgeinterpreting.ie web: www.bridgeinterpreting.ie Address: Unit F1, SPADE Enterprise Centre, North King Street, Dublin 7				
(including VAT)	**TOTAL COST**			
	R1 Generic	R1 High Skills	R2 Generic	R2 High Skills
Interpreting for one hour (lectures, tutorials, appts.)	145	145	145	145
Interpreting for half day (3 hours)	145	145	145	145
Interpreting for full day (6 hours)	290	290	290	290

Real-time captioning is sometimes an alternative option for Deaf/hard of hearing attendees. Real-time captioners with laptop monitors should be seated next to the attendees. Real-time captioners using projecting equipment should be situated in close proximity to the projection unit. Real-time captioners will require that some space be set aside for the placement of equipment. **tel:** +353 404 64355   **fax:** +353 404 64354

email: info@pcr.ie **Web:** pcr website link