

EMERGENCY RESPONSE INTERPRETER CREDENTIALING PROGRAM (ERIC)



About ACDHH

- Established in 1977
- Statewide information referral and resource center on issues which concern the Deaf and hard of hearing communities
- Working closely with other state, local and national agencies, ACDHH is a clearinghouse of information
- 14 commissioners
- 15 staff members

ACDHH Services

- Information and Referral
- Empowerment
- Community Development
- Outreach and Education
- American Sign Language (ASL) Interpreter Licensure
- Telecommunications Relay Service – AZRS
- Telecommunications Equipment Distribution Program – AzTEDP

Hearing Loss in Arizona

- More than 1.1 million Arizonans are hard of hearing
- More than 739,000 Arizonans over the age of 60 are hard of hearing
- More than 20,000 people in Arizona are culturally Deaf
- Nearly 2 out of 1,000 babies in Arizona are born with hearing loss
- 20% of teenagers have some degree of hearing loss

Laws

Americans with Disabilities Act (ADA),

ADA- Amendments Act (ADA-AA)

Section 504 of the Rehabilitation Act of 1973

- Equal access to goods and services
- Effective communication for the Deaf and the Hard of Hearing
- Provision of auxiliary aids and services










28 CFR 35.160: prohibits public entities from requiring a person with a disability provide their own interpreter and from relying on a minor child to interpret

Interpreters

ADA Title III Definition: § 36.104 Definitions

Qualified interpreter means an interpreter who, via a video remote interpreting (VRI) service or an on-site appearance, is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. Qualified interpreters include, for example, sign language interpreters, oral transliterators, and cued-language transliterators.

State Interpreter Licensure: A.R.S. 36-1946 -Categories

LEGAL <i>(Certified)</i>	GENERAL <i>(Certified)</i>	PROVISIONAL <i>(NON-Certified)</i>
 	 	 
John McExample License # JM03011234	John McExample License # JM03011234	John McExample License # JM03011234
Professional Interpreter American Sign Language Issued: 8/15/2016 Expires: 8/15/2017	Professional Interpreter American Sign Language Issued: 8/15/2016 Expires: 8/15/2017	Professional Interpreter American Sign Language Issued: 8/15/2016 Expires: 8/15/2017
LEGAL A	GENERAL	PROVISIONAL C
 OFFICIAL STATE LICENSE	 OFFICIAL STATE LICENSE	 OFFICIAL STATE LICENSE

Liability Concerns

Use of Unlicensed Staff Members, Family Members, or Friends

- Non-credentialed
- No formal interpreting education
- No assessment of skills
- Are not bound by any Code of Professional Conduct
- “Helper”
- May have difficulty remaining impartial
- May be protective and choose to filter information
- Not Qualified
- Children will not understand technical concepts and terminology

Emergency Response Interpreters Credentialing Program

- Created in response to identified gap in access to communication
- Provide training to ASL interpreters and CART providers
- Create mechanism to deploy interpreters/CART providers
- Establish and maintain high standard of quality
- Ensure access to Deaf and Hard of Hearing communities is emergency/disaster response efforts

Communication in Emergencies

- Press Conferences (broadcaster should caption)
- Social Media videos (caption before posting)
- Evacuation efforts (door-to-door, road stops, etc.)
- Public Meetings
- Shelters
 - *Registration/in-take*
 - *Shelter meetings*
 - *Mental health and medical services*
- Individual Assistance Service Centers
- Reception and Care Centers
- Wildfire Camps working with Public Information Officers

Training Partners

- American Red Cross – Arizona/New Mexico/El Paso
- Arizona Commission for the Deaf and the Hard of Hearing (ACDHH)
- Arizona Department of Emergency and Military Affairs (DEMA)
- Arizona Department of Forestry and Fire Management (DFFM)
- Maricopa County Department of Emergency Management (MCDEM)

Training Content

- Function of Emergency Managers
- National Incident Management System (NIMS)
- Incident Command System (ICS)
- Community Emergency Response Team (CERT) (intro)
- Spokesperson training
- Functional Needs Support Program (FNSP)
- Red Cross Sheltering with Exercise
- Local Hazards (Flood, Power outage, Nuclear incident, Wildfire)

Exercises and Drills

- ASL/CART providers are part of the Public Information team
- Putting procedures into action
- Activation logistics
- Understanding each others needs
- Pre-briefing meeting
- Clear language

Requesting Resources

- Trained/qualified interpreters select interpreting agency
- ROSS
 - *Dispatch will contact available resources*
 - *Interpreter will report to assigned location*
 - *Interpreter will follow normal check-in/demob procedures*
 - *Billing will occur through selected interpreting agency under state contract*

Task Book

- DEMA, DFFM, and ACDHH created task books for CART and Interpreters (not NWCG approved)
- Expectations and qualifications clearly outlined
 - *Interpret/Caption community meetings*
 - *Interpret press conferences/social media postings when available*
 - *Interpreters caption social media postings (PIOs take over this responsibility when interpreters leave)*
- General duties signed off by supervisor (Lead PIO)
- Final approval by ACDHH after review of transcripts/interpretations



**Task Book for the Position of:
Technical Specialist – ASL**

October 2016

Task Book Assigned To:

Trainee's Name: _____

Contracting Agency: _____

Contracting Agency Phone Number: _____

Task Book Initiated By:

Official's Name: _____

Home Unit Title: _____

Home Unit/Agency: _____

Home Unit Phone Number: _____

Home Unit Address: _____

Date Initiated: _____

The material contained in this book accurately defines the performance expected of the position for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.

Technical Specialist ASL (TS-ASL)

Competency: Assume position responsibilities.

Description: Successfully assume role of Technical Specialist ASL and initiate position activities at the appropriate time according to the following behaviors.

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
Behavior: Ensure readiness for assignment.			
1. Obtain and assemble materials needed for an Information kit. Suggested items: <ul style="list-style-type: none"> • <i>PMS 410-1, Fireline Handbook</i> • <i>PMS 461, Incident Response Pocket Guide (IRPG)</i> • <i>NWCG Fire Terminology (thumb drive)</i> • <i>Telephone and contact documentation log sheets</i> • <i>Office supplies (e.g., laptop with Windows Movie Maker)</i> 	O		
2. Obtain complete information from dispatch upon assignment. <ul style="list-style-type: none"> • <i>Incident name</i> • <i>Incident order number</i> • <i>Request number</i> • <i>Incident phone number</i> • <i>Reporting time</i> • <i>Reporting location</i> • <i>Transportation arrangements/travel routes</i> • <i>Contact procedures during travel (telephone/radio)</i> • <i>Name and location of Incident Commander or Public Information Officer</i> • <i>Weather, terrain and living conditions (pack appropriately)</i> 	I		
3. Arrive at incident and check in. <ul style="list-style-type: none"> • <i>Arrive properly equipped at assigned location within acceptable time limits.</i> 	I		

Program Limitations

- In-state only
- Short-term assignment (3-5 days)
 - *Peak of community outreach/communication*
 - *Imperative for community meetings*
 - *Preferred for press conferences*
 - *Suggested for online media/social media updates*
- Limited pool of providers
- May be pulled if a greater need arises elsewhere

Getting Started in Your State

- Establish the need
 - *Current accessibility efforts in your state*
 - *Current plan*
 - *Effective implementation of the plan*
- Identify Relevant Agencies
 - *Get “buy in”*
 - *Coordinate training efforts*
 - *Capitalize on existing resources*
- Establish a Centralized Call-Out Mechanism
 - *Standardized training/credentialing requirements*
 - *Accepted by all impacted agencies*
 - *Utilize existing systems if possible*

Q & A



VICKI BOND, ACDHH
V.BOND@ACDHH.AZ.GOV

JUDY KIOSKI, DEMA
JUDY.KIOSKI@AZDEMA.GOV

NORVAL TYLER, DFFM
NTYLER@DFFM.AZ.GOV