

How do I request an interpreter?

- You should request interpreting services directly through the place of business for the situation for which you will need an interpreter.
- **Do not contact the interpreter yourself—that is the responsibility of the hiring entity.**
- A hiring entity **may not** ask you to bring your own interpreter.

Who pays for interpreting services?

- The entity providing the service is required to hire and pay for the interpreting services—**not the D/HH individual**

Can I request a specific interpreter?

- You have the right to request a specific interpreter. However, the hiring entity is **not required to satisfy that request as long as they hire a qualified interpreter.**
- You may request an interpreter who is not on the registry. The hiring entity is **not required to satisfy that request.**

What if I request a live interpreter, but the hiring entity uses Video Relay Interpreting (VRI)?

You have the right to request a live interpreter, however due to the availability of qualified interpreters, and because VRI is listed as a reasonable accommodation under the ADA, VRI may be used if it provides effective communication.

Contact WVCDHH if:

- You are refused an interpreter.
- You believe an unqualified interpreter was hired.
- You believe your interpreter broke the Code of Professional Conduct.

What makes an interpreter qualified?

To be on the registry, an interpreter must hold one of the following qualifications:

NATIONALLY CERTIFIED



An interpreter who:

- holds a National certification level as recognized by the Registry of Interpreters for the Deaf (RID).

STATE QUALIFIED



An interpreter who:

- holds a current credential from another state.
- The most utilized state credential in WV is the Virginia Quality Assurance Screening (VQAS).

QUALIFIED K-12 EDUCATIONAL*



An interpreter who:

- has achieved a minimum score of 3.0 on the Educational Interpreter Performance Assessment (EIPA).
- Meets all standards set forth by the West Virginia Department of Education.

*Qualified educational interpreters are qualified for educational settings only. Other credentials must be obtained to work in community settings.

Aside from holding one or more of the qualifications listed above, WV qualified interpreters are required to hold membership with the Registry of Interpreters for the Deaf (RID), and are upheld to RID's Code of Professional Conduct.

If you have any questions regarding interpreters, please contact WVCDHH.

How do I know if my interpreter is qualified?

- When an interpreter registers, they receive a card with a raised seal that shows their qualifications.
- Interpreters should have their card with them for all assignments. **It is your right to ask to see their card.**
- Make sure that the interpreter is qualified for the **specific setting**.
 - Nationally qualified interpreters -yellow card.
 - State qualified interpreters - green card.
 - Qualified K-12 educational interpreters - pink card. **Qualified K-12 educational interpreters are not qualified to work community assignments.**
- You may also check our website for the list of qualified interpreters. Members may be listed privately. If you do not see your interpreter, contact WVCDHH to confirm.

How can I expect my interpreter to act ethically?

All interpreters registered with WVCDHH are professional interpreters upheld to RID's Code of Professional Conduct. They must:

- Adhere to standards of confidential communication
- Possess the professional skills and knowledge required for the specific interpreting situation
- Conduct themselves in a manner appropriate for the specific interpreting situation
- Demonstrate respect for consumers
- Demonstrate respect for colleagues, interns, and students of the profession
- Maintain ethical business practices
- Engage in professional development (<http://rid.org/ethics/code-of-professional-conduct>)



WV Requirements

The Americans with Disabilities Act (ADA) Requirements for Reasonable Accommodations

The ADA mandates that equal communication access is provided for Deaf and Hard of Hearing (D/HH) individuals to allow full participation in areas of employment, public services and programs, places of public accommodation and telecommunication.

- If you request an interpreter, the interpreter must be provided at the expense of the place of public accommodation/service—you are not responsible for paying for the interpreter.

All American Sign Language interpreters working with the Deaf and Hard of Hearing are required to be registered with the West Virginia Registry of Interpreters, per WV Title 192 CSR 3.

Why is this the standard for WV?

Requiring that all ASL interpreters are registered with WVRI ensures that the service provided to Deaf and Hard of Hearing individuals meets a certain standard of skill level and professionalism. By ensuring that all interpreters are registered, you can rest assured knowing that interpreters are proficient in the skill required for bilingual, bicultural interpretation, and are held to an ethical code.



The mission of the West Virginia Commission for the Deaf and Hard of Hearing (WVCDHH) is to advocate for, develop, and coordinate public policies, regulations, and programs to assure full and equal opportunity for persons who are deaf and hard of hearing in West Virginia.

WVCDHH
100 Dee Drive
Charleston, WV 25311

Phone: 304-558-1675 V/TTY

Toll-Free: 866-461-3578 V/TTY

Video Phone: 304-400-6959

FAX: 304-558-0937

Email: dhrwvcdhh@wv.gov

WEB: www.dhr.wv.gov/cdhh

WVCDHH is an office within the West Virginia Department of Health and Human Resources

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Your Right to a Qualified Interpreter

A Guide for Deaf and Hard of Hearing Individuals in West Virginia



Information provided by the

**West Virginia
Commission for the Deaf
and Hard of Hearing**