

American Sign Language Interpreter Services & Auditory Reasonable Accommodation Booking Procedures

I. Purpose

The College's commitment to diversity, equity and inclusion strives to support students, faculty and staff by ensuring equal access to all campus programs, events and activities. The procedures below explain how event hosts should schedule American Sign Language ("ASL") interpreters if one is requested or needed for a campus event.

II. Event Invitations

A. ASL Symbol and Event Host Contact Information

All events (online and in-person) are must explicitly state if an interpreter is scheduled to be present present by using the following symbol:



This symbol will indicate that an ASL interpreter has been scheduled to attend the event.

If the event host does not include this symbol in their event invitation, they must provide their contact information in the invitations to enable a community member to request an ASL interpreter or other reasonable accommodation.

B. Reasonable Accommodation Language

Event hosts should include the following language with respect to reasonable accommodations on the basis of disability or qualifying medical condition in their event invitation:

To request an ASL interpreter or to request another reasonable accommodation¹, please contact the event organizer [*insert event host name and email*] as soon as possible to discuss your needs.

¹ In the event an event host has questions about a requested accommodation, the event host should contact: (i) the Senior Associate Director of Employee Relations and Legal Compliance, Merrilee Grenier, via email at mgrenier@holycross.edu or by phone (508) 793-3957 **for employee requests** or (ii) Student Accessibility Services Office Coordinator Karen Hodgerney via email at khodgerney@holycross.edu or by phone (508) 793-3693 **for student requests**.

III. Accommodations Available for Event Participants

Event hosts should become familiar with a range of different auditory accommodations that individuals may request for an event. These accommodations include, but are not limited to, the accommodations identified in the Requested Accommodation column on Table 1 below. The points of contact, also identified in the table below, will be responsible to work with the event host to assist with providing reasonable accommodations. Event hosts should review the College's [Reasonable Accommodation Policy for Employees with Disabilities](#) and/or [Documentation Guidelines for Students to Request Reasonable Accommodations](#).

Table 1		
Requested Accommodation	College Point of Contact	Contact Information
ASL Interpreting	See Table 4 below.	See Table 4 below.
Remote Human Live Captioned Media ² *Preferred Captioning Method	Jim Cahill, Director of Education Technology	Email: jcahill@holycross.edu Phone: (508) 793-3865
Communication Access Real Time Transcription (CART) Services ³	Jim Cahill, Director of Education Technology	Email: jcahill@holycross.edu Phone: (508) 793-3865
AI Captioning	ITS HelpDesk Youtube, Zoom, etc offer AI captioning features.	Email: Helpdesk-Request@holycross.edu Phone: (508) 793-3548
Assisted Listening Devices ⁴	Paul Rayne Classroom & AV Manager	Email: prayne@holycross.edu Phone: (508) 793-3893

² Preferred method. Live Captioned Media should be on the same screen as the presenter/media as typical Closed Captioning is presented.

³ CART services enable communication access for deaf and hard of hearing persons who are competent in English, both written and oral, and who either (a) are not able to use ASL interpreters, sign language transliterators and/or oral interpreters in general or (b) do not choose to do so in the particular situation. Transcription is provided on a separate screen near the presenter, or if virtual, on a separate screen from the presentation (which may present its own challenges).

⁴ The College owns a number of assisted listening devices, which can be made available to individuals requesting to use them for an event. Assisted Listening Devices are built into any event space that has an occupancy of 50 or more people.

Preferred Seating ⁵ to view ASL interpreter or closed captioning screens	Event Host	
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IV. Notice Requirements

For events that have Preplanned Interpretive Services (see Table 2 below), event organizers should schedule the interpreters 3 to 4 months in advance of the event. However, once an event date has been established, interpreters can be requested up to a year in advance but will likely not be booked by the vendors until a closer date.

For events where interpreter services are requested, individuals making a request for an interpreter should provide, at a minimum, 2 weeks advance notice prior to the event.

Requests with less than 2 weeks notice will try to be accommodated, but cannot be guaranteed.

V. Deaf Studies Preferred Interpreters

Specific events or situations may require interpreters with particular subject matter expertise (example: knowledge of specific subject matters for class lectures). Individuals who request an interpreter may also state their preferred interpreter for the event. Individual preferences will be considered but may not always be accommodated.

The grid below provides additional guidance for choosing an interpreter based on subject matter. When booking for an event with a specialized subject (specific academic focus, Catholic Mass, affinity group meeting, etc.), please contact the Interpreter Services with most relevant experience.

⁵ Event hosts should reserve seating directly in front of the interpreter(s) for deaf participants to have clear visibility. Please communicate to any confirmed deaf participants where the reserved seating will be.

Table 2: Interpreter Services		
Interpreters	Contact Information	Areas of Expertise
Ingrid Nevar *preferred interpreter for general content Donnie Gibbons *preferred interpreter for general content	ingridnevar@gmail.com (508) 897-9119 donniegibbons@gmail.com (617) 697-2377	General Content
The Learning Center for the Deaf <i>See a list of preferred interpreters through TLC in Appendix A. Please note, the availability of preferred interpreters is not always guaranteed.</i>	isupport@tlcdeaf.org Text: (508) 782-8645 Video Phone: (508) 283-7766	General Content, can help connect with more specialized content
Katherine Kay <i>Typically available after 3pm</i> Kimberly White	kathygkay@yahoo.com kfergiwhite@gmail.com	
Deaf Services Unlimited Kyria Culer, Coordinator Need to review list of preferred interpreters.	kyria@deafservicesunlimited.com coordinators@deafservicesunlimited.com <u>Online Request Form</u> (Needs 1 month notice for in person)	In-person Video Live Captioning (CART services)
Massachusetts Commission for Deaf and Hard of Hearing	617-740-1600, voice 617-740-1700, TTY <u>Online Request Form</u>	General Content, can help connect with more specialized content
Springfield Diocese Diane Duff *specializes in deaf & visually impaired Lucy Krzanowski Boston Diocese Anna Murphy Cher Allen	dbduff07@yahoo.com lucy.krzanowski@gmail.com. <u>General Request Form</u> aesmurphy13@gmail.com cherallenterp@gmail.com	Catholic/Religious Events

VI. Events that have Pre-planned Interpretive Services

Events that have pre-planned interpreters should include the interpreter's name on the event invitation whenever possible. The events below will include preplanned ASL interpreters:

Table 3: Events with Pre-planned Interpretive Services	
Events	Points of Contact
<p>Large-Scale Events Commencement Baccalaureate Mass Convocations Senior Awards Mass of the Holy Spirit Lessons & Carols</p> <p><i>Note: Event Host(s) may preplan and schedule an interpreter, <u>without a request from an individual</u>. Contact Rebecca Hillard if the event is not already listed here- see Table 4.</i></p>	<p>Hospitality Services Elizabeth Rice, Assistant Director erice@holycross.edu (508) 793-2565</p> <p>Parker Thurston, AV/Marketing Manager of Hospitality Services pthurston@holycross.edu 508-793-2772</p>
<p>Presidential Events Inaugurations Presidential Addresses</p>	<p>Office of the President Lori Blackwell, Executive Assistant lblackwe@holycross.edu (508) 793-2773</p>
<p>Academic Events Academic Conference</p>	<p>Provost & Dean of the College Cheyenne Hamel, Academic Governance Manager chamel@holycross.edu</p>
<p>Faculty Events Faculty Group Orientation Provost Addresses Presidential Symposium</p>	<p>Provost & Dean of the College Naya Burshan, Provost Office Coordinator nburshan@holycross.edu</p> <p>Donna Hebert, Executive Assistant dhebert@holycross.edu (508) 793-2335</p>

Faculty Assemblies	Cheyenne Hamel, Academic Governance Manager chamel@holycross.edu
Staff Events Staff Information Session (virtual)	Kim McCullen, Associate Director of Workforce Development kmcculle@holycross.edu 508-793-2756
Memorial Lecture Hanify-Howland Memorial	Office of Advancement Sandy Burke, Associate Director of Special Events sburke@holycross.edu (508) 793-3488
JEBI Events Inclusive Excellence Town Halls Campus-wide events	Office of Justice, Equity, Belonging & Identity Maeve Brennan, JEBI Fellow mabrennan1@holycross.edu 508-793-2758

VII. Points of Contact for Booking Requested Interpreter Services

The event host is responsible for ensuring that interpreter services, if requested, are scheduled well in advance of the event, see section *IV. Notice Requirements*. The event hosts should immediately contact the points of contact, in the order listed below, to schedule an interpreter:

Table 4: Points of Contact for Booking Requested Interpreters	
Primary Point of Contact for all campus events where an interpreter is requested.	Christine Wanjiru, Administrative Associate - Title IX, EO, Risk & Compliance cwanjiru@holycross.edu 508-793-2011
Secondary Point of Contact	Melissa Cutroni, HR Generalist mcutroni@holycross.edu (508) 793-3566 Human Resources

The event host should be prepared to provide the following information via this Google Form to the Point(s) of Contact, as identified above in Table 4, when requesting an interpreter. Please communicate to the Point(s) of Contact that you have completed the Google Form and the request is ready for processing. **The Point of Contact must relay the information below clearly to the interpreter(s):**

- Date(s) of Event:
- Time(s):
- Duration:
- Type of Event:
- Format of Event (e.g., in-person/hybrid/virtual)
- General Subject Matter of Event:
- Name(s) of deaf participants (if known):
- Does the participant have a preferred interpreter? Name & Contact:
- Number of Interpreters Requested:
- Is the event interactive? Yes or No:
- Event Address and exact location (e.g., Hogan Suite A):
- Zoom invitation/link or other virtual meeting platform invitation:
- Is there any material the presenter can share or give to the interpreters in advance to help them best prepare?
- Parking Directions/Information:
- Point of **on-site** contact person for the event, and their direct phone number:

Once auditory accommodations are confirmed, the event host must communicate the information to the individual who made the request. The Event Host should include information as to where the interpreter will be positioned, or if there is a separate Zoom room.

VIII. Additional Considerations

Interpreters should be scheduled at least 30 minutes prior to the event to ensure they are properly positioned.

A. Events that are In-Person

Event hosts should reserve seating for individuals utilizing the interpreters with easy sight of interpreters on stage.

Interpreters should be provided a solid background and bright lighting to allow for clear visuals of signing. Interpreters should be in line of sight as the other speakers.

Ensure interpreters have clear audio so that they can interpret appropriately. Check microphones and any audio prior to the event beginning.

If something is inhibiting clear communication between the interpreter and their audience, please allow time for adjustments to take place (pausing the event, etc).

Deaf Staff/Faculty can offer advice on appropriate setup arrangements.

B. Events that are Online

Interpreters should be provided a solid background and bright lighting to allow for clear visuals of signing.

Ensure interpreters have clear audio so that they can interpret appropriately. Check mics and any audio prior to the event beginning.

The camera on the interpreter should be positioned directly facing them, with a clear picture. AV staff should zoom in on the interpreter. Cameras should be focused slightly above the interpreter's head to belly button and the screen should be wide enough so their arms and hands do not go off of the screen.

Prepare for live captioning. Point of Contact should work with Jim Cahill to ensure this is adequately set up.

For events that require a holycross.edu email address to access a Zoom meeting, POC should connect with ITS to provide interpreters access to a specific interpreter related Zoom account. Requests can be made to helpdesk-request@holycross.edu

If a recording of the event is going to be made available to the public, include a recording of the ASL interpretation with appropriate captioning and make certain that the agreement with the interpreter permits the posting.

If something is inhibiting clear communication between the interpreter and their audience, please allow time for adjustments to take place (pausing the event, etc).

C. Events that are Hybrid

Determine if two teams of interpreters are required or is interpretation only needed online or only in person. Follow guidelines from A and/or B depending on the specific event circumstances.

Interpreters should be provided a solid background and bright lighting to allow for clear visuals of signing. Interpreters should be in line of sight as the other speakers.

Ensure interpreters have clear audio so that they can interpret appropriately. Check mics and any audio prior to the event beginning.

D. Events that are Recorded

The camera on the interpreter should be positioned directly facing them, with a clear picture. AV staff should test the visuals prior to the start of the event.

Ensure interpreters have clear audio so that they can interpret appropriately. Check mics of presenters and any audio features prior to the event beginning. Check the contract with the interpreter to make certain recording is permitted.

Consider using Rev.com to caption all videos published to YouTube or online.

VIII. Interpreter Invoicing Procedures

All invoices for interpreters should be sent to Melissa Cutroni, HR Administrator, via email to mcutroni@holycross.edu for processing **within 30 days of the provided service.**

These procedures may be amended, restated, supplemented, replaced or discontinued at any time or from time to time in the sole discretion of the College.