

Interpretation Services for the Deaf and Hard of Hearing

PA CareerLink® Chester County will arrange for Interpretation Services for Deaf and Hard of Hearing customers upon request. Our contract with the Deaf-Hearing Communication Centre, Inc. (DHCC) will allow us to provide American Sign Language Interpreting for customers who are accessing our core services, which include:

- Orientations
- In-house Recruitment Events, Job Fairs
- Computer Resource Center Assisted Services
- Initial 1-on-1 Customer Inquiries

Only the following Authorized Interpreting Service Requestors (AISR) may request American Sign Language Interpretation services from DHCC:

- Walter Urban, Jr. Site Administrator
- Jason Foster – PACL Supervisor
- Herkey Feroz – Title I Program Manager

Protocol for Requesting Interpretation Services

Staff should provide one of the Authorized Service Requestors with the following information to arrange for Interpretation Services:

1. Identify the Name of the Person and the type of interpretation service needed – Sign Language or Written Translation.
2. Detail the reason(s) why interpretation services are needed – Include the Type of Service the Customer is accessing (see core services above).
3. Identify the date(s) for when interpretation services are needed – Staff will need to provide the Authorized Service Requestor at least with 48 hours advance notice.
4. The Authorized Interpretation Service Requestor will make arrangements with the Deaf Hearing Communication Centre for an Interpreter for the requested date.
5. Once an Interpreter is secured, the Authorized Interpretation Service Requestor will notify the staff person.
6. The staff person should notify the customer that interpretation services have been arranged and should communicate the details for the appointment.
7. Provide the Site Administrator a copy of the completed Sign Language Interpreter Request Form.

Additional Notes:

- All interpretation assignments are charged for the requested timeframe with a 2 hour minimum. Additional time will be billed in 15 minute increments.
- Interpretation Services identified as Core Services only (see above) are covered by the PACL Operating Budget.
- Partners are responsible for the expense of interpretation services when providing their specific intensive program services.
- Cancellation Notice – PACL must provide DHCC, Inc. with two full business days notice.