

DeafSA



POLICY ON THE Provision and Regulation of South African Sign Language Interpreters

Presented by:

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Non Profit Organization No: 000 701

Glossary

DeafSA	–	Deaf Federation of South Africa
SASL	–	South African Sign Language
SASL interpreters	–	South African Sign Language interpreters
SATI	–	South African Translators Institute
EPS	–	Ethical Practices System
NPO	–	Non Profit Organization
Work day	–	8h00 to 16h00
CODA	–	Children of Deaf Adults

Foreword

The dream of a fully democratic South Africa for all its citizens was realized with the dawn of the Government of National Unity in 1994. Since arriving at this momentous stage in the progress of this nation, real opportunities of personal empowerment for all its citizens have become a reality.

Likewise the South African Deaf community who has been marginalized for so many decades is now theoretically in a position to reach a more complete state of self-actualization. The reality means that without the official recognition of the natural language of this community i.e. South African Sign Language – and the development of interpreter services, this dream still remains a vision.

The primary objective of this policy is to ensure that Deaf South Africans also enjoy the benefit from democracy alongside other South African citizens. The policy clearly states that access to communication and information through the medium of South African Sign Language (SASL) is a Deaf person's human right which should be enforced. In order for Deaf people to enjoy this inalienable right, it is necessary for DeafSA to make conscious and determined efforts in promoting and ***maintaining*** SASL and interpreter services. These efforts are outlined under recommendations in this document.

DeafSA as a national organization representing the South African Deaf community trust that these efforts will go a long way towards integrating Deaf people into mainstream South African society.

DeafSA's SASL interpreters work alongside Deaf individuals and organizations to improve the quality of interpretation services through promoting the use of professional interpreting services.

DeafSA is committed to:

- Providing SASL interpreters with professional development and networking opportunities
- Offering platforms for interpreters to share best practices, discuss trends and issues in the field in order to develop the profession further
- Upholding the standards as set by the Code of Ethics that emphasizes confidentiality, impartiality, integrity and accuracy of all interpreted information
- Regulating the profession to the benefit of both Deaf and Hearing
- Acting in an advisory capacity to service providers, agencies and interpreter training programs
- Raising awareness about the field of SASL interpreting through public education

Non-discrimination policy

DeafSA serves all persons regardless of race, ethnicity, national origin, sexual orientation, marital status, age, gender, education, disability or deafness in accordance with provincial and national laws.

SASL INTERPRETER SERVICES

SITUATION ANALYSIS

Fully trained SASL interpreters are viewed as the most crucial “human resource” needed by Deaf people in South Africa. In those countries where sign language receives official recognition /status, registries of interpreters exist, many of whom specialize in certain fields of interpreting, i.e. educational interpreters, legal/court interpreters, medical interpreters, conference interpreters etc. In these countries a Deaf person requiring the services of an interpreter may contact the registry and contract with an interpreter who will meet his/her personal interpreting needs. The fees of these interpreters are either paid by county, district, city, state or federal budget. / National, provincial, local, district, municipality, private or public budgets.

A trained professional SASL interpreter is recognized nationally and internationally as the only current means of making the world in which Deaf people exist, accessible to them.

Owing to the fact that SASL has as yet no official recognition / status in South Africa it has seriously impeded on the establishment and recognition of an official registry for SASL interpreters, whereby the profession can be regulated and quality controlled.

In respect of interpreter services, the following actualities are prevalent:

- Hearing children of Deaf parents (CODA) act as interpreters with no formal training, knowledge of ethics, etc.
- Teachers for the Deaf with no training act as interpreters.
- No proper market related unified subsidized system is in place for SASL interpreter services. Also not all state Departments budget for SASL interpreter services
- DeafSA will continually strive to provide SASL interpreter training and build relationships with relevant institutions

Table 1: SASL Interpreters in South Africa

These numbers are based on current statistics available (2009) and will change every year

BY CATEGORY, BY NUMBERS, BY RATIO OF INTERPRETER TO SASL USERS – BOTH BY LOW ESTIMATES OF USERS EG 500 000 AND BY HIGH ESTIMATE OF USERS EG 1.5 MILLION

CATEGORY	NUMBER	RATIO: INTERPRETERS TO SASL USERS 500 000	RATIO: INTERPRETERS TO SASL USERS 1.5 MILLION
(1) Professional on the basis of accreditation by the South African Translators Institute (SATI)	7	1: 71 428	1: 214 285
(2) Professional on the basis of training received	60	1: 8 333	1: 250 000
(3) Professional on the basis of SASL fluency, experience and or competence	30	1: 16 666	1: 500 000
(4) "Grassroots" interpreters, have received no training	54	1: 9 259	1: 277 777
TOTAL	151	1: 3 311	1: 99 337

*These interpreters are on DeafSA's Database of SASL interpreters as at January 2009

Professional SASL interpreters are insufficient to service adequately the needs of the South African Deaf and there is as yet no consistency in trained interpreters as training relies on funding received (see Table 1). Table 1 indicates that the professional category comprises two types. The first professional type includes interpreters who have been accredited by the South African Translators Institute (SATI). Nationally there are seven such interpreters. This gives a ratio of **1** interpreter to **71 428** SASL users. This ratio could be even higher (1: 214 285) if calculated on the basis of the higher estimates of SASL users (i.e. 1.5 million). The second category of professional SASL interpreters includes those who have received training. There are 60 interpreters in this group. The third category of professionals includes those who have been rated on their SASL fluency, experience and or competence, this group comprises of 30. 'Grassroots' interpreters may include CODA's who are fluent in SASL. The 54 grassroots SASL interpreters listed in Table 1 are not yet formally available. They are still due to undergo training. However, even when these professionals are trained, the ratio of SASL users to interpreter will remain high.

SASL interpreters are required in various spheres and fields:

- Medical (hospitals, doctors, clinics, etc)
- Banking
- Legal (courts, attorneys, etc)¹

¹ This remains a very serious challenge, as many Deaf people who enter court do not have access to adequately trained professional SASL interpreters.

- Public meetings and conferences
- Educational (schools, universities, etc)
- Political
- Religious events (funerals, weddings, church services, etc)
- Media accessibility (television broadcasts, especially news, actuality programs, etc)
- Counseling
- General information accessibility
- Employment accessibility

WHAT IS A SASL INTERPRETER?

- SASL Interpreters are professionals who are knowledgeable in the language and culture of both Deaf and Hearing people; they serve as the bridge between these two groups to forge a common understanding.
- Professional SASL interpreters are specifically trained in providing this service when Deaf, deafened or hard-of-hearing individuals are present.
- SASL interpreting is almost always conducted in the simultaneous mode (without equipment), in any setting where a Deaf person requires interpretation. A SASL interpreter will stand or sit next to the speaker, facing the Deaf audience
- The SASL interpreter converts and must be competent in a source language to a target language, the source language being either spoken/signed(e.g. English, to sign language or sign language to English)
- Sign language interpreters have to “listen²” carefully to the message of the source language, extract the meaning and then find an appropriate way to express this into the target language which might sometimes be their 3rd or 4th language, without altering the meaning
- Interpreting requires intense concentration and interpreters roughly process up to 20, 000 words per hour. It is for this reason that for any meeting or event longer than 2 hours, two interpreters are necessary³.

SASL ‘DEAF RELAY’ INTERPRETER,

- A relay is used when the hearing interpreter and the Deaf client use different dialects of SASL.
- A relay would be a Deaf person who is familiar with the dialects used by both the client and the interpreter.
- A relay interpreter relays the spoken information signed by the interpreter to the Deaf client, and relays the signed information of the Deaf client to the interpreter.
- No subjective opinions allowed, interpret notwithstanding emotions etc.

² Either visual or auditory

³ See Team interpreting

DEAF-BLIND INTERPRETING

Visual Frame (Box Signing)

Signs are made within a more confined space or box, at upper chest level and between interpreter's shoulders; distance from client depends upon client's individual preference.

Close Vision

This is the same as 'box signing' although the interpreter sits directly in front of the client within a very close proximity.

Tracking

Client holds wrist(s) of interpreter to keep signs within field of vision and to gain information from interpreter's movements.

Tactile Signing

Client places hands over hands of interpreter to read signs through touch and movement.

Tactile Finger spelling (Deafblind Alphabet)

The two-hand manual alphabet is adapted to fingerspell letters onto palm of client's hand. There is a one-hand method, used primarily in the USA.

Short-cut Signs

Key signs that can be signed onto palm of client's hand are used as a supplement to tactile finger spelling; generally used in English word order.

Tadoma

A technique described as "tactile lip-reading," in which Deafblind people place their thumbs on the interpreter's lips and their fingers on the mandible and along the throat, in order to feel the vibrations and movements. With this information they distinguish between voiced (e.g., /b/r/g/) and voiceless (e.g., /p/wh/k) phonemes. Though still popular with some Deafblind people, it is losing its appeal, mainly because of concern about hygiene.

ROLE AND FUNCTION OF A PROFESSIONAL SASL INTERPRETER

Before a person can deem themselves as a professional SASL interpreter they should possess the following:

- Complete fluency in at least two languages (one of which should be SASL)
- Interpretation skills
- A wide range of general knowledge
- Knowledge of the field in which he/she interpreters
- Bicultural sensitivity, and
- A highly developed sense of professionalism

Only then can the Role and function of a Professional SASL interpreter be defined as:

- Ensuring the communication of words and meanings of each of the parties involved not omitting the factual correctness, intent and spirit of everything that is signed and spoken.
- Express cultural differences and misunderstandings.
- Have respect for the integrity and right to confidentiality of each of the parties involved.
- Establishing a positive relationship with clients and the general public
- Explaining the role of the Sign Language interpreter and the process of the interpreting to the client (Deaf/Hearing)

SASL INTERPRETING IN A TEAM

To ensure good quality of interpreting, sign language interpreters usually work with a partner when interpreting for 2 hours or more. The interpreters take turns every 20 minutes in order to avoid mental fatigue.

- Two interpreters are present at any assignment over 2 hours in length
- Team interpreting is necessary because one interpreter can only effectively interpret for up to 30 minutes, after which the quality of information may be downgraded
- Both interpreters are providing a service at all times throughout the assignment and this requires extreme concentration and attentiveness
- While one interpreter is actively engaged in the interpreting process, the other interpreter is attentively processing the information in order to monitor the accuracy of interpretation, at the same time being able to feed his/her team mate any word, phrase, list of dates, numbers etc. to ensure correctness at all times

- Team members will rotate every 20 – 30 minutes, at which time the interpretation continues without any pauses or distraction
- It is essential to have 2 (two) interpreters available to ensure correct and professional communication. Although this may have a financial impact, the primary purpose or goal should be proper communication

USING THE SASL INTERPRETER EFFECTIVELY

- Don't speak directly to the interpreter
- Don't use the interpreter as a human model or outside their role and function.
- Interpreters should **NOT** be used as counselors, advisors or be given an opportunity to interject their opinion

SOUTH AFRICAN TRANSLATORS INSTITUTE

Background

The South African Translators' Institute (SATI), a national non-profit organization, has been in existence since 1956. It was founded in Johannesburg on 25 August of that year with an initial membership of 17. Its stated aims were "to give the translator professional status and pride and to ensure an honorable position for the translation profession among the other professions'. The Institute wishes to provide protection on two fronts: it wishes to protect its members and it wishes equally to protect the public desiring to make use of translation services."

Aims

SATI is a promotional institution, aiming to support and safeguard the interests of translators and those in related professions. Its stated objectives according to its constitution are as follows:

- To promote the interests of the translation profession.
- To undertake and promote research in the field of translation and to make the results of such research available.
- To obtain appropriate publicity in newspapers and magazines and through other media and to publish and control a journal of its own.
- To obtain the co-operation of experts and interested persons from universities and other organizations and of associations and bodies both in this country and abroad and to promote common interests and action.
- To compile language and translation guides or to have them compiled.
- To collect and utilize funds for the achievement of its objectives.
- To introduce a professional code for translators and to work to ensure that members comply with it.
- To work towards the establishment of proper training facilities for translators.

Regulating the profession

Rights of the Deaf clients

The right to:

- Equal access to information
- Choose their interpreters
- Refuse to accept an unqualified or unskilled interpreter
- Inform an interpreter about difficulties in understanding or feeling uncomfortable with the interpreter
- Submit opinions regarding interpreter's ability and demeanor

Protection of Deaf clients

Without a regulatory framework in place for SASL interpreters, Deaf people are at a great risk of being discriminated against. This is aggravated by the fact that there are no prevention methods in place for the following scenarios:

- No regulations in place to regulate unqualified interpreters practicing as SASL interpreters
- No censorship or regulations in place to regulate unethical behaviors of SASL interpreters.
- No legal framework or mechanisms in place for SASL interpreters regarding unlawful behavior.

The following factors may escalate the discrimination and infringement of human rights:

- Family members and friends who have Sign Language skills are not necessarily trained interpreters. Confidentiality aspects, emotional feelings and lack of translation skills and voice-over skills can **influence the correctness of the interpreted message and the trust of the interpreter.**
- Look out for and be sensitive towards gender issues, abuse, and rape, legal and other private discussions, when **selecting and booking an interpreter** for Deaf people. Cases were reported where hearing abusers acted as interpreters for their Deaf victims. This is the worst form of violation of human rights and oppression.

Trained and accredited interpreters should be considered when providing sensitive information e.g. during diagnoses of serious diseases or need for major operations; educational and training programs; psychiatric and psychological assessments; legal investigations; court cases and conferences.

DeafSA has developed a quality assurance procedure which allows for clients (Deaf/Hearing) to raise their concerns regarding inadequate interpreter services. Although this system can only apply to those interpreters who contract their services directly to the organization the aim is to implement this for all SASL interpreters.

Ethical practices system guidelines

To uphold the integrity of ethical standards among interpreters

JURISDICTION

- The jurisdiction to investigate, address and resolve complaints or disputes of DeafSA and the Ethical Practices Committee (EPC) shall extend to all national, provincial and local affiliated DeafSA members
- The DeafSA EPC shall concern themselves only with incidents involving such members / interpreters while providing interpreter services
- The DeafSA EPC shall act upon any case properly before it is heard in which a complaint must be filed and acted upon according to the written procedures published by DeafSA
- The DeafSA EPC shall only consider and investigate those complaints that alleged a specific violation of the officially adopted and duly published Code of Ethics.

NATIONAL ETHICAL PRACTICES COMMITTEE (EPC)

MEDIATION

A. COMPOSITION AND MEETINGS

1. Approval of Mediators/dispute resolution officials

- a. Mediators must have experience in dispute resolution
- b. Must act objectively
- c. Prior to the commencement of any service, the mediator must enter into a written agreement
- d. All mediators shall be available to take action on a complaint in a timely manner
- e. If a complaint is filed against a sitting member of the DeafSA EPC, the member shall not conduct any business of the EPC until the complaint filed against him/her has come to a final resolution, or if there is a negative resolution, the member cannot continue to serve on the EPC
- f. Mediators will not be considered as employees of DeafSA in any way whatsoever

2. Term of Office

- a. A mediator shall serve for a period of 1 (one) year after which such a period may be extended at the discretion of DeafSA

- b. If for any reason a mediator should wish to vacate his or her position, 30 day prior notification in writing shall be given to DeafSA
- c. Mediators may be appointed an enumerated number consecutive or non-consecutive terms
- d. No mediator of the EPS shall simultaneously be a member of any other committee or hold an elected office within the DeafSA structure or DeafSA itself
- e. No member can serve as mediator if previously determined to be in violation of DeafSA Code of Ethics

3. Meetings of Mediators

- a. Reimbursement to EPS mediators for expenses incurred, such as travel and lodging, while on EPS business shall be assumed by DeafSA only when authorized in advance
- b. The complainant and respondent shall be liable for their own costs and expenses in connection with the mediation review

B. PROCEDURE

1. Procedure

- a. A complaint may be filed by:
 - i. Any person utilizing DeafSA interpreting services, or,
 - ii. Any person having a direct or professional interest in the occurrence specified in the complaint
- b. A complaint must be submitted in writing or on videotape and filed with DeafSA. DeafSA shall assign a docket number to the complaint and all subsequent notices and correspondence shall contain the docket number listed thereon. The National Office (DeafSA) shall send a copy of the complaint to all parties. The respondent's copy shall be sent by certified mail, return receipt.
- c. At the same time, the DeafSA National Office shall contact the EPC leader to inform the leader that a complaint has been filed. The names of the complainant and respondent and the location where the complaint occurred are given to the leader
- d. The team EPC leader shall contact the EPC members to select a mediator for the complaint. Once a mediator has been selected, the EPC leader shall contact the National Office to inform them who the mediator for the complaint will be and will suggest several dates for the initial mediation meeting
- e. If a matter of extreme urgency should arise, requiring immediate review by the EPS, the complainant must attach the complaint request in writing for immediate review. The request shall set forth the specific reasons for the urgency.

- f. Respondents have the right to counter file/complain

2. Form of the complaint

- a. The complainant must set forth the name(s), address(es) and phone number(s) of all persons against whom charges are being alleged
- b. The complainant must set forth the date and location of the alleged violation and render full details. The complaint MUST be filed within 30 (thirty) days of the date of the alleged violation
- c. The complainant must set forth the specific action or actions in question making reference to the exact portion of the Code of Ethics alleged to have been violated
- d. A complaint may be written provided on videotape, or be signed or spoken and interpreted/translated to written English by a certified member of DeafSA. Such a translated complaint must bear the signatures of both the complainant and the interpreter/translator.

3. Response to complainant

- a. Within 14 (fourteen) working days of receiving the complaint, the respondent may file a response to the allegations against him or her
- b. The response shall address, either by admitting, denying or further explaining each relevant aspect of the allegation(s) set forth in the complaint. The response shall be sent to the National Office
- c. Such written representation will serve to limit issues in dispute

4. Initial action on the complaint

- a. After a complaint has been received and a response has been filed or the 14 (fourteen)-day period has elapsed for filing a response, copies of the complaint and response shall be sent to the mediator selected for the case.

5. Initial steps in the Mediation Process

- a. The mediation process must be completed within 60 (sixty) days from the date that the National Office receives the respondent's response. Should extreme circumstances exist, an extension may be requested by either party. Postponements will only be allowed if by mutual consent and if DeafSA was informed therefore at least 7 (seven) days prior to the mediation
- b. The complainant and respondent will be contacted by the National Office to arrange a date, location and accommodations for the mediation session.

6. Mediation process

- a. Only the complainant(s), respondent(s) and mediator shall participate
- b. The mediator is responsible to explain the rules for the mediation process to ensure that both parties understand the process. All participants shall sign an

- agreement called the Mediation Participation Agreement in order to proceed with mediation services
- c. When both parties agree on a solution to the complaint, the mediator shall draft a Mediation Resolution Agreement for all to sign. If the solution includes some action to be taken by the respondent, a deadline for completing the action shall be specified. Copies of the signed agreement shall be given to both parties and a copy will be mailed to the National Office
 - d. The National Office shall monitor whether the action(s) required of the respondent are completed. If the action(s) are completed on time, the case shall be considered “successfully mediated” and closed. If the action(s) are not completed on time, the National Office shall send a letter to both parties indicating that if evidence of completion of the action(s) is not received at the National Office within ten (10) working days, the original complaint and response will automatically be sent to the EPC for action
 - e. When the parties cannot agree on a solution to the complaint, the mediator shall notify the National Office and the National Office shall automatically refer the case to the EPC
 - f. In each Mediation Resolution Agreement, the parties shall specify that they agree to complete a follow-up survey. The National Office will send the survey to determine the parties’ satisfaction with the mediation process

7. Mediation Records

- a. Mediators shall take notes during the mediation process to assist in facilitating the process. The mediator shall destroy these notes after receiving notification from the National Office that mediation has been terminated
- b. Mediation is terminated when a complaint is:
 - i. Successfully mediated,
 - ii. Unsuccessfully mediated, or
- c. When a case has been successfully mediated, all materials related to the case except the Mediation Participation Agreement and the Mediation Resolution Agreement shall be stored permanently in a confidential log maintained by the National Office and shall specify:
 - i. The names of the complainant and respondent,
 - ii. The date of the incident, and
 - iii. The resolution of the complaint as ‘successfully or unsuccessfully mediated’
 - iv. Record of proceedings
- d. When a case is unsuccessfully mediated, the original complaint and response will be forwarded by the National Office to the EPC. The EPC shall be informed that mediation was unsuccessful. Any other materials related to the mediation shall be returned to the National Office and kept for a period of 3 (three) years. The permanent, confidential log shall specify the same information as in par c above except that the complaint resolution will be “unsuccessfully mediated” and referred to the EPC

- e. The National Office will forward when a case is successfully mediated but the respondent does not complete the agreed upon action(s), the original complaint and response to the EPC. The EPC shall be informed that the mediation was successful but the respondent did not complete agreed upon action(s). Mediation material shall be returned to the National Office and stored. The permanent, confidential log shall specify the same information as in par c above except that the complaint resolution shall be “successfully mediated; respondent’s action(s) not completed; referred to the EPC”
- f. The National Office shall keep the Mediation Participation Agreement and the Mediation Resolution Agreement in the individual mediator’s confidential file for the sole purpose of tracking the mediator’s case resolution effectiveness. These documents shall then be forwarded to any committees in the EPS

COMPLAINT FILING FORM

Please fill out this form

Your name, address and phone number:

Name: _____

Address: _____

Phone: _____

Name, address and phone number of interpreter against whom you are filing complaint:

Name: _____

Address: _____

Phone: _____

Date of incident: _____

Location of incident: _____

Which part(s) of the Code of Ethics do you think were broken? Provide details

Please explain what happened and how the interpreter broke the Code of Ethics. Also send any evidence or proof you have about this situation.

To explain what happened, send:

1. Written explanation, or
2. Signed explanation on videotape, or
3. Signed explanation that is interpreted into written English by a certified member of DeafSA. You and the Certified interpreter must sign the written English translation

Date send: _____ Number of pages attached: _____

Send this and all correspondence to:

National SASL interpreter and services coordinator

Deaf Federation of South Africa

Private Bag X04, Westhoven, 2142

Fax: 011 726 5873

Tel: 011 482 1610

E-mail: interpreter@deafsa.co.za

*DEAFSA'S CODE OF ETHICS FOR
SOUTH AFRICAN SIGN LANGUAGE INTERPRETERS*

Interpreters shall:

1. Adhere to all aspects of the Code of Ethics at all times during and after assignments
2. Keep all assignment-related information strictly confidential and adhere to professional standards of confidentiality
3. Render the message faithfully, always conveying the content, intent and spirit of the speaker using the language most readily understood by the person(s) whom they serve
4. Not counsel, advise, or interject personal opinions even when asked to do so
5. Accept assignments using discretion with regard to skill, setting, and the consumers involved
6. Be required to possess the professional skills and knowledge necessary for any specific interpreting situation
7. Request compensation for services, adhering to the current accepted DeafSA rate, in a professional and judicious manner
8. Not request compensation or any form of payment from any individual Deaf person
9. Be requested at times to carry out community service
10. Conduct themselves in a manner appropriate to the interpreting situation
11. Be punctual for every assignment
12. Demonstrate respect for consumers, colleagues, co-interpreters and students of the profession
13. Dress in an appropriate manner, fitting to the interpreting situation
 - 11.1 Dark skin = Light clothes
 - 11.2 Fair skin = Dark clothes
14. Engage and Endeavour in professional development
15. Maintain ethical business practices and high professional standards in compliance with this Code of Ethics.

SASL Interpreter Service Fee's

Introduction

- a. DeafSA SASL Interpreter Services has set up and implemented a charging policy for the past 2 years
- b. The policy is aimed specifically at government/public, private and NPO's (Non Profit Organizations) sectors
- c. No individual Deaf user will be charged directly for a service

Interpreting charges

In 2007, DeafSA National Executive Committee published a national structured fee guideline for SASL interpreter. This fee structure is a recommendation by DeafSA and DeafSA will determine the increase in fee's every year based on a needs analysis.

Current recommendations are as follows:

Government departments, private businesses

DeafSA shall add a 10% administration cost, which will also assist with interpreter development in provinces.

Excluding 14% VAT, Fee's are costed per individual interpreter

ACCREDITED		SASLI	DEAFSA
Weekdays			
Per hour up to 4 hrs	R330-00	R300	R30
Daily fee	R1760	R1600	R160
Weekends			
Per hour up to 4 hrs	R440	R400	R40
Daily fee	R2090	R1900	R190

NON ACCREDITED		SASLI	DEAFSA
Weekdays			
Per hour up to 4 hrs	R275	R250	R25
Daily fee	R1540	R1400	R140
Weekends			
Per hour up to 4 hrs	R385	R350	R35
Daily fee	R1870	R1700	R170

NGO's, DPO's and other

- DeafSA charges no administration cost to NPO's.
- From time to time DeafSA will outsource interpreting services to assist with community services

ACCREDITED		SASLI
Weekdays		
Per hour up to 4 hrs	R250	R250
Daily Tariff	R1500	R1500
Weekends		
Per hour up to 4 hrs	R350	R350
Daily Tariff	R1800	R1800

NON ACCREDITED		SASLI
Weekdays		
Per hour up to 4 hrs	R200	R200
Daily Tariff	R1300	R1300
Weekends		
Per hour up to 4 hrs	R300	R300
Daily Tariff	R1600	R1600

Educational settings

R80 per hour

Medical and Mental health settings

R80 per hour

Transport

DeafSA charges an additional R200 transport fee per interpreter per day.

Assignments

Allocation of assignments are allocated according to skills and experiences

- As previously stated, for any assignment over 2 hours in length, two interpreters are required. There is however an exception to the rule as stated below:

- **Assignment type:**

Consecutive or simultaneous interpreting with recovery periods – for example, liaison

Duration	Number of interpreters
Up to 4 hours	1

- **Assignment type:**

Hands on / Deafblind manual / visual frame - simultaneous / continuous/ consecutive

Duration	Number of interpreters
30 minutes	1
30 minutes to 2 hours	2
More than 2 hours	By negotiation with Deafblind client

What is a coordinator?

A coordinator is the person who handles all the logistical arrangements in order to secure an interpreter. This includes quotations and invoices to clients, securing interpreters for assignments, providing assignment related information to interpreters, ensuring payment is made to interpreters etc.

Booking of interpreters

When selecting and booking an interpreter for Deaf people, one needs to be aware of and sensitive to gender issues, abuse, rape and legal matters. SASL interpreters can be booked through DeafSA's provincial offices or through their National Office by contacting the provincial or national coordinators/interpreter.

Assignment detail:

Once an assignment has been confirmed please provide relevant information regarding the assignment to the coordinator at least 2 days in advance. Relevant information will include but are not limited to the following:

- Full contact details of responsible person and department to which all financial communication may be directed to
- Any specific information regarding parking instruction, guarded entry etc.
- Name and phone number of contact person who will be present at the date of assignment
- Order number if applicable
- Any additional and specific information that would assist the interpreter in being prepared for the assignment, such as content or format of assignment, agenda's, presentations or programs

Late booking fee

Prices will vary depending on the notice period; all orders placed under 48 (forty eight) hours prior to the requirements will be levied at an additional fee of R300 (Three hundred rand), such an order will depend on availability of interpreters

Cancellations

- If a confirmed hourly assignment is cancelled a business day prior or less to the scheduled assignment, a 1/3 late cancellation fee will apply
- If a confirmed full day assignment is cancelled a business day prior or less to the scheduled assignment, a 2/3 late cancellation fee will apply

Awareness training

- Training on “The use and role of the SASL Interpreter” Service can be provided at R 2500.00 (Two thousand rand) per day including presentation, role-plays, SASL Interpreters where appropriate and workshops
- Shorter customised sessions can be provided at a negotiated rate

Communication assessment

- Assessment of an interpreters communication skills and appropriate communication provision can be undertaken at the hourly rate
- An additional charge of R400 (Four hundred rand) for a word-processed assessment report will be charged

General

- The SASL interpreter Service recognises that not all users will be able to meet these basic charges particularly in relation to small voluntary organisations. Therefore a flexible approach will be taken to negotiate fees.
- The fundamental basis of the service is that it will not charge Deaf people directly for a service where finance has not been identified
- All charges will be reviewed annually and made widely available

Maintaining Quality of Service

In order to receive the full benefit of interpretation services a few straight-forward arrangements should be in place. Providing conditions that facilitate the work of the interpreter will ensure smooth, seamless communication with all parties. Through arrangements such as these you can protect the caliber of service and make responsible use of interpreters. Interpreters are also trained to follow-up on working conditions and are always requested to be present at any assignment at least 30

(thirty) minutes before the time. It is best to consult with the interpreter and Deaf person regarding these arrangements.

Venue Set-Up

The Deaf person must always have a clear view of the interpreter. It is therefore advisable to consult the Deaf person on any preferences relating to seating arrangements. Where possible, the interpreter should sit/stand next to the main speaker so that the Deaf person can watch both persons with ease. Also, the interpreter should be positioned in front of a plain background.

Audio-Visual Equipment

When setting up audio-visual systems the following needs to be taken into consideration:

The interpreter must be positioned where he/she will be able to hear clearly, i.e. not directly in front of large speakers.

The interpreter must be positioned where he/she will be able to see/glance at the projection screen when in use by the speaker.

Lighting

Lighting is very important for the interpreting process. There must be sufficient light in order for the Deaf person to see the interpreter. The Deaf person must be consulted before the event if lights will be dimmed or turned off at any point during the programme.

Switching the lights off causes a break in line of communication between Deaf participants and the interpreter.

Preparation Material

Providing interpreters with sufficient information related to the appointment in advance is extremely beneficial. This not only guarantees that the interpreter has adequate time to prepare for the event but also ensures that the information is conveyed clearly without misunderstandings. It also prevents frequent interruptions by the interpreter. Also, when explaining the particulars of an appointment with the interpreter, remember to be as detailed as possible. This ensures that the interpreter will be fully prepared, meet you in the right place and be ready to work. Any preparation material provided to the interpreter will be returned to you or destroyed.

Team of Interpreters

For some appointments or events, securing a team of interpreters may be required. Typically, assignments that are longer than two hours require more than one interpreter. If the material is technical, fast-paced, complex, or involves numerous individuals participating in rapid discussions, two or more interpreters may be required for appointments under two hours. When breakaway groups are part of an assignment, it is always good to be familiar with the number of Deaf participants to ensure that you have enough interpreters. Be sure to talk with the coordinator of interpreters prior to the event or appointment to ensure that an adequate team of interpreters is secured.

Breaks

Breaks should be scheduled regularly. Depending on the nature of the appointment several breaks may be required. The frequency and duration of breaks depend on the length of the appointment, the type of content being discussed, how many interpreters have been contracted, etc. Check with the interpreter(s) prior to the assignment to negotiate when breaks will be taken and how long they will last. After 2 hours of assignment time, a 15 minute break should be scheduled.

Pace

For group discussions, it is important that participants speak one at a time. The interpreter can interpret for only one person at a time. Try to remind participants that they should not speak at the same time but should instead take turns ensuring that everyone's comments are adequately interpreted.

RECOMMENDATIONS OF THIS POLICY DOCUMENT

1. That the Policy on the provision and regulation of SASL interpreters be work shopped with a wide as audience as possible and adopted as the official regulatory document for SASL interpreters
2. That properly trained and recognized professional SASL interpreters always be used for any accessibility needs of Deaf people
3. That official support is given to the use of recognized trained interpreters within South Africa only, especially within those services linked to state subsidization, i.e. universities, courtrooms, welfare organizations and medical settings
4. That official recognition be given to the registry of interpreters currently being compiled by DeafSA (See addendum A)
5. That the official recognition of the vital role of SASL interpreters in the lives of Deaf people and their independent functioning by the State be linked to ongoing funding by central and provincial governments
6. That Deaf people's rights are adhered to in terms of the provision of SASL interpreters
7. That the EPS for SASL interpreters be adopted as the official regulatory document to maintain quality SASL interpreting
8. That the Code of Ethics be adopted as the official code of conduct of all SASL interpreters
9. That DeafSA's fee structure is adopted as a guideline for budgeting purposes and that it is reviewed annually
10. That the payment and provision of Educational interpreters be given to a task team in order to clarify the dynamics and obtain a recommendation
11. That the payment and provision of Medical and Mental Health interpreters be given to a task team to clarify the dynamics and to obtain a recommendation

