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(207) 510-7926 VP

interpreting@pinetreesociety.org

www.pinetreesociety.org

Interpreting Services, a program of Pine Tree Society, has been a leader in providing the highest quality American Sign Language interpreting services to the Deaf communities of Maine and New Hampshire since 1976. We utilize a combination of staff and contract interpreters who are able to provide services on-site or remotely through video remote interpreting (VRI). Our scheduling team is available to work with customers for pre-scheduled, last minute, and emergency needs. Our staff and contract interpreters are licensed to work in Maine and/or New Hampshire. In addition, most are nationally certified. All of our interpreters adhere to the Code of Professional Conduct established by the National Association of the Deaf and Registry of Interpreters for the Deaf.

Our Services

Sign Language Interpreting

Highly qualified, professional sign language interpreters provide a communication link between people who hear and people who are Deaf or hard-of-hearing.

Emergency Communication Services (EM-COM)

Maine's only statewide emergency sign language interpreting service during non-business hours. EM-COM is a vital service for emergency care providers throughout the state including hospital emergency rooms, mental health crisis services and police agencies.

Video Remote Interpreting (VRI)

An innovative, cost-effective service providing sign language interpreting remotely using state-of-the-art interactive video conferencing technology.

Native Language Specialist (Deaf Interpreter)

Some situations require a specialized interpreting team which includes a Native Language Specialist (Deaf Interpreter). The Deaf Interpreter has native language skills

and additional targeted training in language and communication strategies. This Deaf/Hearing interpreting team utilizes various communication systems when working with consumers' unique communication styles or language needs in order to achieve effective communication.

Deaf Culture Awareness Trainings and Consultations

Pine Tree Society offers insightful awareness training in order to prepare you and your staff for interaction with people who are Deaf or hard-of-hearing. Our topics include, but are not limited to: Deaf Culture, American Sign Language, Use of Sign Language Interpreters and Providing Access to Deaf and Hard-of-Hearing patients/clients

Requesting Interpreters

Pine Tree Society provides interpreting services 24/7/365. You may request interpreting services via phone, fax, email, or on our website www.pinetreesociety.org.

For your convenience, we have launched a new online scheduling system that allows you to not only create your own requests for interpreters with a user-friendly interface, but also allows you to check in and monitor the progress of those requests as well. With a glimpse you can view recent assignments, or look ahead to upcoming requests. As an administrator, you can see all the requested assignments for your practice, one department, or an entire hospital. Our scheduling system also includes various reporting features that allow you to:

- track interpreter assignments by time period, by requesting party, or both;
- create a report to measure our fill rate performance for your organization which compares our percentage rate of request confirmations with the amount of notice we're given;
- create a report that measures our confirmation performance in general; and/or
- create a report on what interpreters are used and with what frequency.

In short, our new scheduling software allows us to communicate more directly and effectively with you to make sure you have all the information you need for successful and efficient communication with the deaf members of your community.

If you have any questions, please contact our scheduling team at:

207-386-5971 v
207-510-4647 vp

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Interpreter Qualifications

Interpreters demonstrate their qualifications in one of two ways: Certification or Licensure.

Certified Interpreters hold one or more certifications from the Registry of Interpreters for the Deaf, Inc. (RID). RID certified interpreters:

- Must pass a written knowledge test and
- Sign Language interpreting performance test
- Since 2012, RID requires a Bachelor's degree or equivalent to qualify to take the RID certification tests.
- For more information, go to: www.rid.org

Maine Licensed Interpreters hold either a Limited or Certified Interpreter License. Those with a Limited license have, at a minimum:

- High school diploma or equivalent
- 100 clock hours of sign language training
- 100 clock hours of interpreter training
- For more information, go to:
http://www.maine.gov/rehab/dod/interp_r_license.shtml

New Hampshire Licensed interpreters are either nationally Certified by RID or have approval via the New Hampshire Interpreter Classification System (screening). New Hampshire screening is valid for a period of six years. The NHICS is designed for approving persons not nationally certified as a means to develop professionally, recognizing their strengths and weaknesses, and providing guidance so that they can maximize their potential in the field of interpreting while working in limited types of assignments. Further information can be found at:

http://education.nh.gov/career/vocational/documents/interp_guide.pdf

Selection of Interpreters for Assignments

Interpreters will be selected based on their qualifications for each particular assignment. In addition, Pine Tree Society's schedulers consider the following criteria:

- Consumer preference
- ASL fluency
- English proficiency
- Proximity

Interpreting Teams

Some interpreting assignments will require a team of two or more interpreters. These include, but are not limited to assignments:

- Requiring more than one hour of continuous interpreting
- Where a Native Language Specialist (Deaf Interpreter) is needed to ensure effective communication
- For concurrent workshop sessions, or
- In settings with significant audience participation.
- Where interpreters are working with deaf-blind individuals
- In formal and/or platform settings or events including a large audience

Legal Interpreting

Legal interpreting situations have unique considerations for the total number of interpreters necessary in any given event. The privileged communications between an attorney and client precludes an interpreter from serving as both an interpreter for the court and for a client with an attorney. Our schedulers will work with requestors to determine the appropriate number of interpreters necessary for each assignment.

Our goal is to provide sufficient number of interpreters to ensure the accuracy of the record, provide privileged communications with attorneys, and ensure the neutrality and accuracy of the interpretation.