DHCC Interpreter Referral Department
Deaf-Hearing Communication Centre, Inc.
630 Fairview Road, Suite 100, Swarthmore, PA 19081-2335 | 610-604-0452 V | 610-604-0456 FAX | ird@dhcc.org

DHCC is a 44-year old non-profit agency, established in 1972, in the Philadelphia region with a mission to promote equal communication accessibility and cultural awareness to Deaf, hard of hearing and hearing populations by providing quality communication services, advocacy and educational programs. DHCC is governed by a Board of Directors, a majority of whom are Deaf or hard of hearing. More information about DHCC history and services is on our website at www.dhcc.org.

DHCC has operated our Sign Language Interpreting Service since 1978. We serve thousands of customers throughout southeastern Pennsylvania, southern New Jersey, and northern Delaware. In delivering our interpreting services, DHCC complies with the RID Code of Professional Conduct and the guidelines from the PA Department of Labor and Industry and the PA Office of Deaf and Hard of Hearing (ODHH).

DHCC is unique in the way we deliver our interpreting services. We follow policies and procedures recommended by an Interpreter Services Advisory Committee, ISAC, (composed of hearing and Deaf interpreters). DHCC coordinators match an interpreter to a job. We consider the Deaf consumer’s interpreter preferences, interpreter’s skill to do the job, interpreter’s availability, proximity to the job and reliable past performances with DHCC. We do not offer jobs on a first come, first served basis as many agencies do through mass emails. We offer jobs through personal contact and following the criteria outlined above.

All DHCC customer and consumer information is kept in our database and is confidential. Only appropriate staff can access confidential information. As further precaution, all staff and volunteers sign confidentiality agreements.

**INTERPRETER QUALIFICATIONS & SCREENING EVALUATION**

DHCC sign language interpreters are members of the Registry of Interpreters for the Deaf (RID), the recognized professional national organization. Sign Language Interpreters working in the state of Pennsylvania also must be registered with the PA-Office for the Deaf and Hard of Hearing, ODHH. ODHH is operated through the Pennsylvania Department of Labor & Industry. Currently DHCC subcontracts with over 170 active interpreters, 90% of those interpreters are certified with RID and registered with ODHH. Ten percent are pre-certified interpreters, registered with ODHH.

All DHCC interpreters must complete an application process, including a professional reference check, face-to-face interview and policy and procedure review. All pre-certified interpreters must pass the RID/NIC written exam before completing the application process. Pre-certified candidates must also complete a four-part skills screening which is evaluated by two independent certified interpreters and receive feedback regarding each section of the screening evaluation.

DHCC interpreters must comply with the RID Code of Professional Conduct and Ethics (see rid.org for tenets). To secure additional privacy concerns, DHCC interpreters also must sign confidentiality agreements. Each interpreter is provided a policy and procedures manual and must sign an agreement that he/she will follow all agreed policies and procedures. DHCC also issues photo ID badges to all subcontracted interpreters.

**REQUIRED CLEARANCES AND BACKGROUND CHECKS**

DHCC interpreters are required to submit proof of various clearances to ensure the safety and compliance with our customers. All interpreters must submit a criminal record check (background), child abuse history clearance, FBI fingerprint check, professional liability insurance, RID certification/membership and ODHH registration. DHCC secures all clearances for each interpreter on file and can share with a customer if requested.