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# Mayor's Office on Disability

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Edwin M. Lee  
Mayor

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Director

## Checklist for Scheduling Sign Language Interpreters For City and County of San Francisco Events

### BEFORE A REQUEST IS MADE:

**Step 1: Choose a City Approved Vendor for Sign Language Interpretation.**

Check the [City Approved Vendor Information](http://www.sfgov.org/mod/effective-communication) provided on the MOD website (<http://www.sfgov.org/mod/effective-communication>).

**Step 2: Request a Quote/Rate Sheet from the City Approved Vendor to set-up a Purchase Order for service.**

Contact your accounting representative for assistance.

### AFTER A REQUEST IS MADE:

**Step 3: Gather Specific Information about the Event.**

Confirm the **date, time, location**, and the type of event or meeting that you will need the interpreter. Determine if the interpretation will be for a **specific individual** or for a **group**.

**Step 4: Determine Communication Preferences for the Requested Interpretation.**

American Sign Language (ASL) is the most prevalent sign language in the United States but various types of sign languages may be requested (e.g. Signed English, and Pidgin). Additionally, some individuals might have unique communication styles and communicate best with specific interpreters. Whenever possible meet an individual's request.

**Step 5: Schedule the Sign Language Interpreter.**

Send an email to the City Approved Sign Language Vendor that you have chosen (see sample email attached); the email should include the following information:

- **Use Specific Subject Line.** Your subject line should include the **date, time** and **location** where sign language interpretation is requested.
- **Identify Service Need.** If the meeting/event is under 2 hours one interpreter may be enough. If the interpretation is for 2 hours or more, two interpreters are required. If a specific interpreter has been requested, note the preference to the vendor; they will assign depending upon their availability.

- **Confirm the date, location, and time of the requested interpretation.** We recommend requesting that the interpreter(s) come at least 15 minutes prior to the meeting/event time to allow enough time for briefing and set-up.
- **Provide information about what type of meeting or event** the interpretation will be for. Specify if the interpretation is for a one-on-one meeting or for a group.
- **Identify the point of contact** for the interpreter(s) to check-in with or to request additional information about the assignment. You should provide an email and telephone number that the individual can be reached on the day of the meeting/event.

**If applicable, you may also wish to:**

- **Include additional information about the meeting/event** such as agendas, programs, brochures, etc. The interpreters will use this information to prepare.
- **Notify the vendor if the interpreters will be televised or photographed** and what it will be used for. Providing this information ahead of time will ensure that the interpreters are comfortable with the assignment.

**Don't forget to include the purchase order number and the address or email that the invoice should be sent to process the payment.**

**Step 6: Confirm Interpreter Booking.**

You should receive an e-mail confirmation that an interpreter has been booked.

**Step 7: Collect Feedback about the Service.**

If the interpreter(s) for the meeting/event did not provide adequate service or behaved unprofessionally, this information should be provided to the vendor. Additionally, please contact the MOD and provide your feedback at [MOD@sfgov.org](mailto:MOD@sfgov.org).

**Step 8: Ask for Help When You Need It!**

Your Departmental ADA Coordinator and the MOD are here to help. It is better to ask, than to risk discriminating against someone who wanted to participate in your meeting/event, but was unable to do so because of barriers to effective communication.

## RESOURCES

### Departmental ADA Coordinators

Every City Department with 50 or more employees has a designated ADA coordinator who is an individual knowledgeable about accessibility issues or at least has information on how to get additional help. For a list of [CCSF departmental ADA coordinators](http://www.sfgov.org/mod/ada-coordinators), please visit our website (<http://www.sfgov.org/mod/ada-coordinators>).

### Feel Free To Contact Us!

If upon filling out or reviewing this form, it is apparent that additional information is required, please contact the Mayor's Office on Disability for assistance at 415.554.6789 or [MOD@sfgov.org](mailto:MOD@sfgov.org).

## APPENDIX

### Sample Scheduling Email:

**From:** mod@sfgov.org

**To:** City Approved Vendor

**Subject:** ASL Interpreting Request – Mayor’s Disability Council Meeting  
11/21/2014 1-4 p.m. at 1 Dr. Carlton B. Goodlett Place, Room 400

Greetings,

We would like to request ASL interpretation for the following meeting:

**Event Name:** Mayor’s Disability Council Meeting

**Date:** Friday, November 21, 2014

**Time:** 1:00 p.m. to 4:00 p.m.

**Location:** 1 Dr. Carlton B. Goodlett Place, Room 400

Please have the interpreters arrive 15 minutes prior to the meeting for set-up and advise them that the meeting is televised.

Attached is the Agenda for more information about the meeting.

I will be the point of contact for the interpreters. My contact information is listed in my signature block.

Billing will be handled by our office.

Please acknowledge receipt of this request.

Many thanks,

- Heather

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**Heather Kittel**

**ADA Grievance & Intake Coordinator**

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