



Council for the Deaf and Hard of Hearing

April 3, 2020

Dear Healthcare Provider,

The Idaho Council for the Deaf and Hard of Hearing is partnering with the Idaho Hospital Association to ensure Deaf and Hard of Hearing patients in Idaho have quality access to medical care during the COVID-19 crisis. Many Deaf and Hard of Hearing individuals, who are protected under the Federal Americans with Disabilities Act of 1990, access critical medical information through sign language interpreters.

As the COVID-19 pandemic continues to progress, medical facilities are adapting their policies and practices to ensure the health and safety of their patients and staff. This may include changes to facility policies for using interpreters. Please review the following guidelines for working with sign language interpreters during COVID-19 to help your facility prepare to serve Deaf and Hard of Hearing patients.

Attached to these guidelines is a list of licensed sign language interpreters available and committed to facilitating communication access, both on-site and remotely, during the pandemic.

For additional questions, please contact the Idaho Council for the Deaf and Hard of Hearing by calling (208)740-0306 or by emailing lauren.seale@cdhh.idaho.gov.

In good health,

A handwritten signature in blue ink that reads "Steven Snow".

Steven Snow
Executive Director



Council for the Deaf and Hard of Hearing

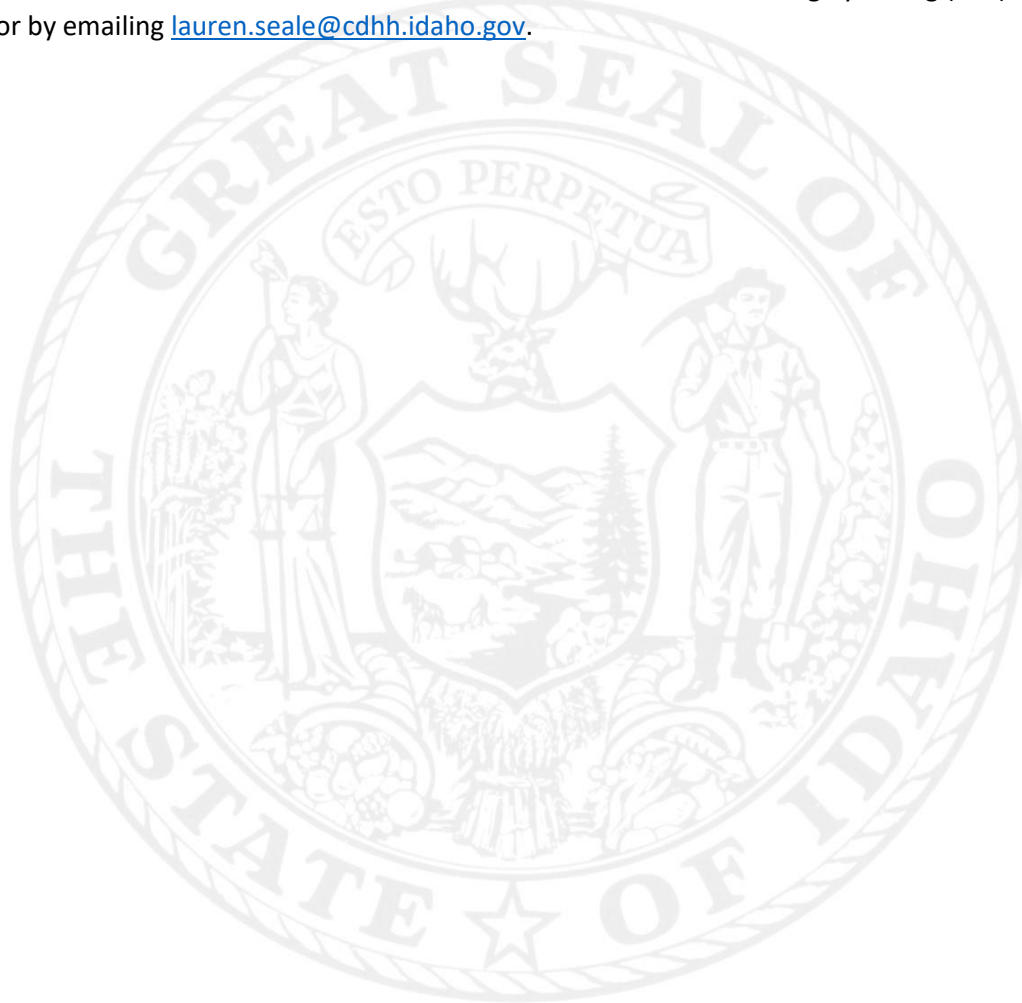
COVID-19: Guidelines for Working with Sign Language Interpreters

- Interpreters are considered part of a patient's healthcare team. Upon arrival, interpreters should be provided with personal protective equipment (PPE) according to hospital/facility policies for medical staff.
- If a facility has special instructions for staff upon entering the building related to COVID-19, (separate entrance, must be screened before entering, etc.) the facility should share these instructions with the interpreter prior to arrival.
- Interpreters should practice social distancing by standing 6 feet away from the Deaf/hard of hearing patient if possible.
- Procuring sign language interpreters:
 - Due to the nature of the healthcare environment, having an on-site interpreter should be given primary consideration.
 - If an on-site interpreter cannot be procured or if it would be unsafe for the patient or interpreter to do so, it may be acceptable to use Video Remote Interpreting (VRI).
 - In addition to any existing VRI services that the healthcare system may use, the facility may contact a local interpreter to provide video remote interpreting services. The facility can contact interpreters directly from the attached list or can call Network Interpreting Service (NIS) at (800)284-1043.
 - In this case, an in-house VRI option may be considered. This can be done by offering a space in the facility where the interpreter can connect to the patient and medical provider through an electronic device.
- All interpreters arranged by a facility must be licensed or registered to work as an interpreter in the State of Idaho.
- For general questions about sign language interpreters, contact the Idaho Council for the Deaf and Hard of Hearing by calling (208)740-0306 or by emailing lauren.seale@cdhh.idaho.gov.

Sign Language Interpreters:

- The RID Code of Professional Conduct states that interpreters "reserve the option to decline or discontinue assignments if working conditions are not safe, healthy or conducive to interpreting."
 - Interpreters should use discretion when accepting assignments regarding their health and safety during the COVID-19 outbreak.
- If an interpreter is sick, they should stay home and arrange a substitute, if possible, or arrange to interpret the assignment remotely.

- For assignments in hospitals and medical facilities, the interpreter should contact the facility prior to the appointment to ask about new protocols related to COVID-19 and how to obtain necessary personal protective equipment (PPE).
- Announcements and updates regarding interpreters will be disseminated to Idaho interpreters through three channels: CDHH directory email list, Idaho RID Member list, and Network Interpreting Service (NIS) text system.
- Interpreters are encouraged to report any issues related to access and interpreting during the COVID-19 crisis to the Idaho Council for the Deaf and Hard of Hearing by calling (208)740-0306 or by emailing lauren.seale@cdhh.idaho.gov.



Registry of American Sign Language Interpreters State of Idaho

This is a list of interpreters generated that can be contacted for COVID-19 in-person or remote interpreting services. Regions can be disregarded when contacting interpreters for remote services.

Region: Treasure Valley

Name:	Email:	Phone:	In-person:	Remote Interpreting:
Fran Bennett	fbinterpreting@gmail.com	703-635-4167	Yes	Yes
Debbie Arment	debbearment@gmail.com	208-630-3200	Yes	Yes
Michelle Schoonderwoerd	Michellechloe7@gmail.com	602-568-3113	Yes	Yes
Jeff Wood	woodfamilyfive@gmail.com	208-513-0007	Yes	Yes
Brian Herdt	Bherdt91@gmail.com	316-347-0129	Yes	Yes
Cynthia Elias	cynthiadelias@gmail.com	208-850-5455	Yes	Yes
Tona Baldwin	tonaballoon@yahoo.com	303-916-8906	Yes	Yes
Stetson Stanger	stetsonstangerinterpreting@gmail.com	208-241-6914	Yes	Yes
Patti Durham	Pattidurham824@gmail.com	208-249-5317	Yes	Yes
Sierra Mciver	sierradmciver@gmail.com	208-869-7011	Yes	Yes
Crystal Cranston	Ccranston86@gmail.com	208-908-1249	Yes	Yes
Karen Nelson	alfalfaltep@yahoo.com	208-371-0744	Yes	Yes
Joelynnne Ball	Joelynnne.ball@gmail.com	208-880-6216	Yes	Yes
Janette Lovell	janettelovell@cw.edu	208-241-9556	Yes	Yes
Phebe Mack	phebemack@gmail.com	208-409-7495	Yes	Yes
Melanie Vincent	melanievincent@gmail.com	208-861-7695	Yes	Yes
Verla Valentine	fingerspell@msn.com	208-870-3664	Yes	Yes
Holly Kohler	hollykohler@gmail.com	208-440-4888	Yes	Yes
Andy Snarr	Asnarr75@gmail.com	402-321-0329	Yes	Yes
Jill Muir	muir@cableone.net	208-999-0651	No	Yes
Jill Jansen	jilljansen6@gmail.com	208-590-2385	Yes	Yes
Terry Hardy	Tdhardy2968@gmail.com	503-440-7796	Yes	Yes
Lauren Seale	Laurenseale1@gmail.com	208-505-0529	Yes	Yes
Emily Donaldson	eroda12@hotmail.com	208-860-8364	Yes	Yes
LaVona Andrew	lavondrew@gmail.com	208-890-5032	Yes	Yes
Sarah Spellman	aslladybug@gmail.com	951-805-1790	Yes	Yes
Jo Ann Dobecki Shopbell	jdshopbell@cableone.net	208-731-2198	Yes	Yes
Specialist Deaf Interpreters*				
Steven Stubbs	Stubbs.services@gmail.com	208-501-8793 208-272-1399 (Text only)	Yes	Yes
Deanna Stubbs	Asldinc5@gmail.com	208-473-2048 208-230-0973 (Text only)	Yes	Yes

Region: North Idaho

Name:	Email:	Phone:	In-person:	Remote Interpreting:
Paula Dunn	paulandunn@gmail.com	714-267-2456	Yes	No

Region: East Idaho

Name:	Email:	Phone:	In-person:	Remote Interpreting:
Sherrolyn King	Sherrolyn.king@gmail.com	918-504-8176	Yes	Yes
Valerie Sturm	valsturm@gmail.com	515-745-5997	No	Yes
Emma Wood	woodinterpreting@gmail.com	208-220-0728	Yes	Yes
Jayne Womack	Aslmom345@hotmail.com	208-244-1971	Yes	Yes
Timothy Hughes	elderafrica@gmail.com	312-351-1897	Yes	Yes
Camary Sommercorn	englcam2@isu.edu	208-317-6979	Yes	Yes
Specialist Deaf Interpreter*				
Jill Radford	Radterp20@gmail.com	208-481-5501	No	Yes

Region: Magic Valley

Name:	Email:	Phone:	In-person:	Remote Interpreting:
Heather Fultz	Heather.fultz@iesdb.org	208-539-5873	Yes	Yes
Kristy Buffington	kristybuffington@yahoo.com	208-293-2406	Yes	Yes
Jim Palmer	jimpalm@cableone.net	208-420-7856	Yes	Yes
Tracy Teske	Asltracy2@gmail.com	208-901-2141	Yes	Yes
Kristy Kulik	kristikulik@yahoo.com	208-432-2045	Yes	Yes
Ann Flannery	flanannery@gmail.com	208-420-6354	Yes	Yes
Brenna Andrew	Bandrew7@gmail.com	208-539-3779	Yes	Yes

Additional Contacts for Interpreting Services

Name:	Email:	Phone:	Region:
Idaho Independent Interpreters	Idaho-independent-interpretors@googlegroups.com		Treasure Valley
Network Interpreting Service	support@networkinterpretingservice.com	800-284-1043	State of Idaho
Away With Words	awaywithwordsasl@gmail.com	509-935-6224	North Idaho

Disclaimer: The Idaho Council for the Deaf and Hard of Hearing in no way endorses the services rendered by the listed interpreters. The information has been provided voluntarily by each interpreter and they have all self-reported they are licensed or registered to interpret in the State of Idaho. All information and questions regarding billing, logistics, remote interpreting platforms, etc. need to be directed to the interpreters directly.

For additional support, feel free to contact the Idaho Council for the Deaf and Hard of Hearing:

Lauren Seale

Executive Interpreter

Lauren.seale@cdhh.idaho.gov

208-740-0306

Sierra McIver

Communications and Outreach Coordinator

Sierra.mciver@cdhh.idaho.gov

208-401-5625