



INTERPRETER

ISSUES

REPORT

Prepared by:
Delaware Birth to Three
Early Intervention System
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Updated - 2005

I. Introduction

The following Interpreter Issues Report has been prepared to examine Delaware resources in the area of interpretation and translation, for the Deaf and Hard of Hearing and non-English speaking populations. One of the main principles of Part C (formally 'Part H') Early Intervention Services under Child Development Watch (CDW) is a "Family-centered focus". Being the primary influence in the child's life and the most knowledgeable in regards to the child's history, the family needs to actively participate in the child's development and early intervention planning. Participation starts with the interaction between family members and the service coordinator.

Due to the vast diversity of people, language barriers continue to be one of the most common considerations of communication within large populations. As a statewide program providing services under Part C of the Individuals with Disabilities Education Act, Child Development Watch must be prepared to provide communication appropriately.

Another potential communication barrier regards the deaf and hard of hearing population. Persons may have a difficult time receiving services due to their need to receive information visually (which can be achieved through sign language and/or oral interpretation). When needed, Child Development Watch should have good information and interpreters to facilitate communication.

II. Non-English Speaking Population

In providing a comprehensive, statewide early intervention system, it is important to address the multi-cultural diversity of children and families in Delaware. An interpreter can open the doors of communication between early intervention professionals and those parents and children whose primary language is other than English. Child Development Watch has contracts for Spanish translation and interpreters through both the Limestone Road (New Castle County - tel. 302-995-8617) and Milford offices (Kent and Sussex Counties - tel. 302-424-7300).

There is also a statewide number (1-800-221-2266) which assists Spanish-speaking individuals with interpretation assistance particularly when obtaining information on or applying for services through a state or private agency.

The following outlines the attached appendices in the area of interpretation and translation for non-English speaking individuals:

APPENDIX A - This list contains interpreters of various languages who provide services on a fee for service, or on a voluntary basis. As a service to the community, the Delaware Branch of the American Association of University Women has compiled these interpreters into a list. The Co-Chairpersons are Connie Keating (tel. 302-478-6174) and Yvonne Vassilatos (tel. 302-478-4870). Child Development Watch - South also provided information regarding interpreters in the Southern part of the State. They can be contacted by calling (302) 422-1335.

APPENDIX B - This list is comprised of interpreters and interpreter agencies that provide services on a professional or fee for service basis. Each lists the languages they interpret, a telephone number where they can be reached, and a summary of rates and background. For oral interpretation, an hourly rate usually applies. For written translation services, rates depend on the length of the document.

III. Deaf and Hard of Hearing Population

In Delaware, children meeting the criteria of hearing impairment are entitled to receive appropriate services through the Department of Public Instruction under FAPE (free, appropriate public education) beginning at birth. Information on this program is available from the coordinator of statewide services for hearing impaired children (tel. 302-454-2305). Families of children from the ages of birth to 36 months usually also work with Child Development Watch to identify and secure services under Part C of the Individuals with Disabilities Education Act.

Child Development Watch needs to communicate well with individuals who are deaf or hard of hearing whether such individuals are parents, children, advocates or professionals.

The following reviews the attached appendices relating to those who are deaf or hard of hearing:

APPENDIX C - This listing is comprised of interpreter services and/or contacts pertaining to the needs of Deaf and Hard of Hearing individuals.

APPENDIX D - This section reviews tips for arranging interpreter services.

APPENDIX E - This section lists the different ways of interpretation.

In addition, the Tele-Consumer Hotline distributes a Special Needs Fact Sheet for Telephone Users with Hearing and Speech Impairments, to the public as requested. It reviews equipment for the deaf or hard of hearing and its use. This fact sheet is available through the office of the Birth to Three Early Intervention System (302-255-9134).

ARABIC

Odette Aref
35 Kings Grant Road
Hockessin, DE 19707
(302) 239-7041

Rafik Elia
157 Granville Road
Newark, DE 19808
(302) 594-2568 (W)

BENGALI

Noor Bma Belal
509 Meridia Circle
Newark, DE 19702
(302) 743-5155 (cell)
(302) 479-1800 (W)

CHINESE

Chinese Community Center
North Star Road
Hockessin, DE 19707
(302) 239-0432

Bik-Yue Lee (Cantonese)
714 Foxsdale Road
Wilmington, DE 19803
(302) 478-4123

Diana Lee
120 Peoples Way
Wilmington, DE 19707
(302) 234-8790

Mie Mie Strickler (Mand)
192 Blake Road
Elkton, MD 21921
(410) 398-3481

CREOLE

Guy Danjoint
886 Tobacco Road
Camden, DE 19934
(302) 492-1258

CZECH

Hetty Knoth
PO Box 6
Burrows Run Road
Mendenhall, PA 19357
(610) 388-6886

DANISH

Karna Wildt
602 Wynyard Road
Wilmington, DE 19803
(302) 478-0278

DUTCH

Hatty Francke
2312 East Mall St.
Ardentown, DE 19810
(302) 475-9157

Berta Opperman
1501 Upsan Downs
Wilmington, DE 19810
(302) 475-6815

ESTONIAN

Selma Kissa
1436 Fresno Road
Green Acres
Wilmington, DE 19803
(302) 478-6737

FRENCH

Odette Aref
35 Kings Grant Road
Hockessin, DE 19707
(302) 239-7041

Jean Dunning (Haitian)
Nr. Woodland
Seaford, DE 19973
(302) 629-4525 (W)
(302) 875-3073 (H)

Diane Keegan
810 Clayton Street
New Castle, DE 19720
(302) 325-1078 (H)
(302) 594-2996 (W)

Lora Englehart
719 Brinton's Bridge Rd
West Chester, PA 19382
(610) 793-9370

Loretta Knorr
8 N. Shore Drive
Seaford, DE 19973
(302) 629-4042

GERMAN

Olga Fischer
2410 Graydon Road
Wilmington, DE 19803
(302) 478-8733

Selma Kissa
1436 Fresno Road
Green Acres
Wilmington, DE 19803
(302) 478-6737

Elisabeth Kauer
RD 2
Sayers Hill
Kennet Square, PA 19348
(610) 388-6004

Ruth Mette
1904 Prior Road
Wilmington, DE 19809
(302) 478-8774

German cont.

Berta Opperman
1501 Upsan Downs
Wilmington, DE 19810
(302) 428-2206 (W)
(302) 475-6815 (H)

Karna Wildt
602 Wynyard Road
Wilmington, DE 19803
(302) 478-0278

Ruta Zadziorski
207 Woodrow Avenue
Wilmington, DE 19803
(302) 478-5888

GREEK

Holy Trinity G.O. Church
808 N. Broom Street
Wilmington, DE 19806
(302) 654-4446

Anestis Logothetis
2816 Kennedy Road
Wilmington, DE 19806
(302) 478-4425

Peter Yiannos
2304 Empire Drive
Wilmington, DE 19810
(302) 475-7607

HINDI

Ann Dujari
RD 5 Box 53
Seaford, DE 19973
(302) 629-3660

Indo-Amer. Org
113 Jupiter Road
Newark, DE 19711
(302) 328-7919

HUNGARIAN

Helen Egan
116 Shadow Court
Dover, DE 19901
(302) 734-9954

Elisabeth Kauer
RD 2
Saverys Hill
Kennett Square, PA 19348
(610) 388-6004

Ivan Szanto
1211 Hillside Blvd.
Wilmington, DE 19803

Johanna Keresztes
307 Center Hill Road
Centreville, DE 19707

(302) 762-2818

(302) 656-3368

INDONESIAN

Mie Mie Strickler
192 Blake Road
Elkton, MD 21921
(410) 398-3481

ITALIAN

Carmella Brown
7 Sorrell Drive
Wilmington, DE 19803
(302) 478-9565
(302) 774-8566

Francis Fierro
268 Dallam Road
Newark, DE 19711
(302) 737-1677

Loretta Knorr
8 N. Shore Drive
Seaford, DE 19973
(302) 629-4042

Leo Rizzo
26368 River Road
Seaford, DE 19973
(302) 629-8022

JAPANESE

Noriko Clement
2425 Shellpot Drive
Wilmington, DE 19803
(302) 478-1670

Mutsuko Fukunaga
720 Kilburne Road
Wilmington, DE 19803
(302) 479-0363

LATVIAN

Peteris Ans
611 Griffin Court
Hockessin, DE 19707
(302) 234-1328

Dzintra Baidina
1104 Windon Drive
Wilmington, DE 19803
(302) 478-7065

Velta Nickerson
61 Beech Hill Drive
Newark, DE 19711
(302) 239-4885

Ruta Zadziorski
207 Woodrow Ave
Wilmington, DE 19803
(302) 478-5888

NORWEGIAN

Karna Wildt
602 Wynyard Road
Wilmington, DE 19803
(302) 478-0278

PERSIAN (IRAN)

Reza Moqtaderi
1117 Flint Hill Rd.
Wilmington, DE 19808
(302) 999-0688

Mina Pirestani
5422 Valley Green Dr.
Wilmington, DE 19808
(302) 737-8243

Farhad & Fariteh Tehrani
611 E. Street Road
West Chester, PA 19382
(610) 399-3257

POLISH

Irena M. Brzoski
112 Monchan Road
Greenville, DE 19807
(302) 652-2227

Mary Pawlikowski
213 Woodlawn Ave.
Wilmington, DE 19805
(302) 654-0101

Edward Purzycki
1822 St Elizabeth St.
Wilmington, DE 19805
(302) 654-8017

Stefan Skielnik
183 Brecks Lane
Wilmington, DE 19807
(302) 655-2232

PORTUGUESE

Adriana Babler
509 Stenning Drive
Hockessin, DE 19707
(302) 234-1115

Maria Boardman
3521 Hopkins Drive
Wilmington, DE 19808
(302) 992-9611

Sarah Scott
22 Thorn Hollow Road
Newark, DE 19711
(302) 737-2627

ROMANIAN

Elisabeth Kauer
RD 2, Saverys Hill
Kennett Square, PA 19348
(302) 388-6004

RUSSIAN

Elena Ciotti
1906 Silverside Road
Wilmington, DE 19810
(302) 478-7344

Anne Shoemaker
301 Harker Avenue
Wilmington, DE 19803
(302) 762-2077 (H)
(302) 454-2151 (W)

SPANISH

Adriana Babler
509 Stenning Drive
Hockessin, DE 19707
(302) 234-1115

Aida Betancourt
2204 Coventry Drive
Wilmington, DE 19810
(302) 529-7057

James Blackwell
134 Rivershore Drive
Seaford, DE 19973
(302) 629-4587 (W)
(302) 629-8806 (H)

Maria Boardman
3621 Hopkins Drive
Wilmington, DE 19808
(302) 992-9611

Francis Fierro
268 Dallam Road
Newark, DE 19711
(302) 737-1677

SiSi Morris
904 Rahway Drive
Newark, DE 19711
(302) 368-4870 (H)
(302) 239-5263 (W)

Miriam Sigler
42 Weilers Bend
Wilmington, DE 19810
(302) 529-9085

Andrea Varricchio
719 Severn Road
Wilmington, DE 19803
(302) 475-1672 (H)
(610) 436-2700 (W)

Sara Teixido
145 Dickinson Lane
Wilmington, DE 19807
(302) 656-2252

SWEDISH

Karna Wildt
602 Wynyard Road
Wilmington, DE 19803
(302) 478-0278

TAGALOG (Philippines)

Celestial Gabriel
1941 Limestone Road
Wilmington, DE 19808
(302) 239-5411

Tita Gontang
9706 N. Shore Drive
Seaford, DE 19973
(302) 422-8338

Florentina Rosales
105 Hemlock Street
Seaford, DE 1973
(302) 629-2593

VIETNAMESE

Jean Dunning
Nr. Woodland
Seaford, DE 19973
(302) 629-4525 (W)
(302) 875-3073 (H)

Gia Huynh-Ba
3940 Millcreek Rd
Hockessin, DE 19707
(302) 239-5862

OTHER SOURCES

Foreign Student & Scholar Svcs.
4 Kent Way
University of Delaware
Newark, DE 19716
(302) 831-2115

Deaf Contact Helpline
(302) 761-9700
(302) TTY-9700

APPENDIX B

This list is comprised of interpreters and interpreter agencies that provide services on a fee for service basis.

Lucie Laureillard (302) 738-5424
(FRENCH)

Summary: Lucie is a teacher at the University of Delaware in the Foreign Language Department and is an interpreter part-time. She has done work for DuPont in translation. Her rates are approx. \$25.00 per hour and higher for interpreting, and vary in price for translation of documents, depending on the length.

Leonardo and Elise Duvokot (302) 234-0237
2219 Brackenville Road
Hockessin, DE 19707
(GERMAN, PORTUGUESE, DUTCH)

Summary: Both have lived and studied abroad for several years. Their rates for interpretation are negotiable depending on the amount of time spent and the distance of travel. For written documents, an estimate can be provided via facsimile. Rates are per word.

Berlitz Translation Services (302) 571-1390
Christine Walls,
Interpretation and Translation Coordinator (215) 735-7485
(ALL LANGUAGES) (215) 735-5818 (Fax)

Summary: Berlitz is a worldwide translation service that provides a large variety of interpretation and translation services. The contact person in the Philadelphia office is Christine Walls, Interpretation and Translation Coordinator. Interpretation services include a 1-800 number through which an interpreter can be requested (800-423-6756). A lead time of several days is usually needed to set up on-site interpreters. Rates range from \$50 to \$90 per hour, with a minimum of 3 hours. Interpretation by telephone, can also be obtained. There is a 1-hour minimum for telephone service. Additional information is available through the office of the Part H Coordinator (302-577-4643).

Reverend Guy Danjoint

(302) 492-1258

RD 3, Box 334

Camden, DE 19934

(FRENCH, HAITIAN, CREOLE)

Summary: Located in Camden, Guy Danjoint is willing to travel to other areas in the state where translation may be needed. Rates for service depend on the length of interpretation time.

Foreign Student & Scholar Services

4 Kent Way, U Of D

Newark, DE

831-2115

AT&T Language Line

Summary: An alternate provider that can be accessed through CDW/SHS, they provide translation for 84 different languages on a fee for service basis. If you have been unable to find translation services through any of the providers listed, contact Child Development Watch at (302) 422-1335 to access the line.

APPENDIX C

The following is a list of services and contacts for the deaf and hard of hearing.

CONTACT DELAWARE - DEAF CONTACT	TTY (302) 761-9700
New Castle County	Voice - (302) 761-9100
Kent & Sussex County	1-800-262-9800

By calling Deaf Contact, arrangements for interpreter services can usually be made. Two weeks lead time is usually required, although less than 2 weeks is acceptable; however, with short notice an interpreter may not always be available. Specifications on arranging for an interpreter through Deaf Contact are listed on Appendix F. An average rate of \$25 to \$35 per hour, with a minimum of two hours, is to be expected from most professional interpreters. Also, expect to pay travel expenses.

DELAWARE OFFICE FOR THE DEAF AND HARD OF HEARING

Division of Vocational Rehabilitation (302)761-8296 (TTY)
4425 North Market Street Fax: (302)761-6611
Wilmington, Delaware 19802
Email: LSarro@dvr.state.de.us

Loretta Sarro is the coordinator for the Office for the Deaf and Hard of Hearing (DODHH), a part of the Division of Vocational Rehabilitation. She is deaf herself. The four goals of DODHH are to increase accessibility, to provide information and referral, to increase quality interpreter services, and to serve as a liaison. She provides free sensitivity training on deaf and hard of hearing issues including Deaf Culture, communication strategies, accommodations, Telecommunication Relay Service, interpreting services and assistive technology. She also provides free TTY training. When calling the office, a receptionist will answer, but one should be prepared with a TTY or Relay Service (1-800-232-5470 voice) so that a direct conversation with Loretta can be made.

TELE-CONSUMER SPECIAL NEEDS CENTER

1-800-332-1124

1910 K Street, N.W. Suite 610

Washington, D.C. 20006

(Regional # for TDD Information)

1-800-949-4232

This central information hotline provides knowledge on the use of TDD's and where to get such equipment for the deaf or hard of hearing. A Shoppers' Guide for Telephone Users with Special Needs is provided free of charge through the Tele-Consumer Hotline. You can also request a fact sheet that provides useful information on telecommunication equipment: where to get equipment, proper usage, and troubleshooting. The center also acts as a useful guide in contacting local services involved with the deaf or hard of hearing.

DELAWARE HELPLINE

1-800-464-4357

(302) 573-2433

This toll-free line provides general information regarding services available in Delaware. If uncertain as to whom to speak with, the hotline can help to identify the problem and provide the appropriate contacts. The hours available are Monday - Friday, 8am to 6pm. TDD users can also call the number.

DELAWARE TELECOMMUNICATIONS RELAY SERVICE

1-800-232-5460(TTY)

1-800-232-5470(VOICE)

Delaware Relay Service (DRS) is a service offering of Bell Atlantic-Delaware, Inc. (BA-Del) and is operated under contract by AT&T. DRS relays conversations between people who use text telephones (TTYs) or telebraille (TB) and people who use voice telephones, 24 hours a day, every day. DSR began providing relay services to the residents of Delaware on January 1, 1991. There is no charge to access DRS. For more information, or to request a presentation/demonstration, call 1-800-682-8786 (TTY) or 1-800-682-8706 (Voice).

**DELAWARE REGISTRY OF INTERPRETERS
FOR THE DEAF (DELRID)**

(302) 761-9700

Answers TTY/wait for voice

Delaware Registry of Interpreters for the Deaf, Inc. (DELRID) is the statewide chapter of the Registry of Interpreters for the Deaf, Inc. (RID), the national organization of professional interpreters. The main responsibility of DELRID is to provide qualified interpreters for Delaware. DELRID serves as the evaluating, certifying, and governing body, as well as a central organization for all activities connected with interpreting. In order to be sure that an individual is a qualified interpreter, in compliance with the RID code of ethics, has formal training, and complies with the RID certification evaluation system, please contact

DELRID
P.O. Box 9480,
Newark, DE 19714-9480

APPENDIX D

Tips On Arranging Interpreter Services for the Deaf or Hard of Hearing

1. Before contacting the service, ask the person in need of the interpreter if there is anything specific that he/she would like requested, i.e. a preferred method of signing, a certain interpreter, etc.

It is very important to ask the person what method of signing they are most comfortable with. Various types of signing are as different as various spoken languages. If the interpreter does not use the method used by the person in need, it may generate complications in communication.

2. Make sure to get the phone number of the Deaf or Hard of Hearing person requesting the interpreter so that they may be informed of the arrangement once it is made.
3. Because of the lead time needed to obtain an interpreter, it is suggested that the call for the interpreter be made at the earliest opportunity.

A lead time of two weeks is suggested to obtain an interpreter. Less time is acceptable, although the request may not be filled due to limited availability of interpreters.

It is important that optional dates and times be available, in case an interpreter is not available for one specific time.

4. To request an interpreter for the Deaf or Hard of Hearing, you must call Deaf Contact at 761-9700. The Deaf Contact operator will record information relevant to the request such as: Name, address, telephone number, date of event, time, place Deaf Consumer's name(s), type of event, language preferred and interpreter preferred (if any).
5. The request information is relayed daily to a volunteer referral coordinator from the Delaware Registry of interpreters for the Deaf (DELRID). The DELRID

- volunteer assigns interpreters as available and appropriate for the assignment.
6. The interpreter assigned will make a call back to the agency individual who has requested the service to discuss fees, billing and any other questions or concerns regarding the assignment.
 7. If DELRID does not have an interpreter available to fill the request, the DELRID referral coordinator will call to ask if the event can be rescheduled or they may refer you to the Deaf and Hearing Communication Centre in Holmes, Pennsylvania at (610)534-4940, the Baltimore Referral Agency in Baltimore Maryland at (410)243-3800 or the Deaf Independent Living Association in Salisbury, Maryland at (410)742-5052. Be prepared, however, to pay higher fees than those paid to an interpreter obtained through DELRID.
 8. Once an interpreter has been chosen and arrangements have been made, make sure to get the interpreter's telephone number in case of changes, a cancellation, etc.
 9. The Deaf or Hard of Hearing person requesting the interpreter should then be notified of the arrangements, and informed about who the interpreter shall be. This is important since some persons may not be comfortable with a certain interpreter.
 10. Following the event, separate from the interpreter, the person in need of interpretation should be asked if the interpreter was satisfactory. This should be done to make everyone feel more comfortable and to assist in arranging for an interpreter when needed in the future.

APPENDIX E

WAYS OF INTERPRETATION

American Sign Language Interpreting	Uses ASL, the natural language of the Deaf, with it's own structure, grammar and culture. It is different from English and Signed English.
Signed English Interpreting	Uses Signed English, which follows the structure and grammar of written and spoken English.
Pidgin Sign English Interpreting	Uses ASL signs in English word order. This system reflects, at different times, the strengths of either language, but is not a language in itself.
Oral Interpreting	Spoken English is mouthed to be more visible for Deaf and Hard of Hearing persons who do not know sign language and prefer to lip-read or speech-read.
Tactile Interpreting	A one-on-one situation where signs, fingerspelling, gestures are received by touch into the palm(s) of the Deaf-Blind or Deaf-Low Visual person.
Cued Speech Interpreting	The forming of handshape cues within a few inches of the mouth to enhance

lip-reading (some words are indistinguishable on the lips).

Gesture Interpreting

The uses of a variety of communication methods such as gestures, pictures, pointing at objects or pantomime for person who have no formal communication system or language established. The hearing interpreter and/or deaf interpreter may work with a family member to facilitate communication.

Voice Interpreting

This type of interpreting is provided for hearing persons who do not understand sign language. The interpreter changes into spoken English what the Deaf person is expressing in sign language.

Relay or Team Interpreting

Interpreters who are hearing and deaf work together as a team. This is used in serious/crisis situations (i.e. court) or with deaf individuals with minimal language skills, mental retardation, emotional disturbances, or with a person(s) who belongs to an ethnic minority