



To schedule an interpreter in the greater metropolitan Chicago area, please call **312.895.4300** and ask to speak with a CAIRS coordinator or send a request to **info@cairs.net**. Beginning December 2008, if you are a CAIRS client you may register and directly submit assignment requests through our new website at www.cairs.net. Remember, if the requested assignment is short-notice/emergency in nature — please specify that fact when speaking with a CAIRS coordinator. As the demand for interpreters is always considerable, CAIRS will make every effort to fill all requests!

Chicago Area Interpreter Referral Service (CAIRS)
150 North Wacker Drive, Suite 1310
Chicago, IL 60606-1606



This CAIRS Brochure was developed with the valuable assistance of the Midwest Center on Law and the Deaf (MCLD). CAIRS is grateful for the support and collaboration of MCLD.

For more information about state and federal laws that protect the rights of Deaf or Hard of Hearing individuals, please contact MCLD at **800.894.3653** or visit www.mclld.org.

MCLD
P.O. BOX 804297
Chicago, IL 60680-4104
Phone: 800.894.3653
TTY: 800.894.3654



Thank you for choosing CAIRS to fulfill your sign-language interpreting request. You have made the right choice in ensuring effective communication for your clients.

For more information about interpreters, or to request an interpreter, please contact CAIRS by calling **312.895.4300** or by visiting our website at www.cairs.net.



Entrusted to Serve the Illinois Deaf and
Hard of Hearing Community Since 1990



CAIRS MISSION AND COMMITMENT TO SERVICE

Since 1990, CAIRS has been professionally serving the Deaf and Hard of Hearing Community in greater metropolitan Chicago. Founded by a Deaf or Hard of Hearing individual and a hearing interpreter, CAIRS is the largest non-profit agency dedicated to serving the local Deaf and Hard of Hearing Community. In addition to the provision of interpreter services, CAIRS engages in vital resource development and community building as well as extensive charitable-giving activities. In 2008 alone, CAIRS distributed more than \$50,000 in charitable contributions. CAIRS is also the only agency entrusted by the State of Illinois to perform the ISAS (Interpreter Skills Assessment Screening) which evaluates all professional interpreters statewide. CAIRS is proud to serve the Deaf and Hard of Hearing Community and is grateful for this very important privilege!

Please note our guiding mission and vision statements below:

CAIRS MISSION

Improve overall wellbeing of the Illinois Deaf and Hard of Hearing Community through consistent excellence in provision of services as well as community education, leadership and advocacy.

CAIRS VISION

To be the leading and most respected agency in Illinois serving the Deaf and Hard of Hearing Community; one that continually values community collaboration, acts charitably, embraces innovation, adopts best practices and sets new standards of service excellence.

CAIRS PROVIDES HIGH-QUALITY AND EFFECTIVE INTERPRETING

For CAIRS, our priority goal is to provide each of our clients, each Deaf or Hard of Hearing person and every interpreter with a high-quality and effective professional experience. To schedule an interpreter in the Chicago area, please call **312.895.4300** and ask to speak with a CAIRS Coordinator or send a request to info@cairs.net. Beginning December 2008, if you are a CAIRS client you may register and directly submit assignment requests through our new website and improved management system at www.cairs.net. CAIRS Coordinator contact information, CAIRS Rates and Policies as well as our new management system is presented on our website.

Remember, if the requested assignment is short-notice/emergency in nature — please specify that particular fact when speaking with a CAIRS coordinator. CAIRS defines short-notice/emergency assignments as those being requested within two business days or less. In order for CAIRS to best serve its clients and our approximately three hundred registered interpreters, essential information regarding requested assignments must be successfully obtained by CAIRS coordinators. CAIRS coordinators will work diligently with clients to obtain this information.

Therefore, when requesting an interpreter service from CAIRS, please be prepared to provide the core assignment-scheduling information listed below:

- 1) Location, time and date of assignment
- 2) Time duration and interpreting-Intensity of assignment (as evaluated by CAIRS coordinators)
- 3) Name of primary Deaf or Hard of Hearing client (if relevant and known)
- 4) Subject type and topic of assignment (generic, legal consultation or deposition, medical, mental health, technical, etc.)
- 5) If Deaf and Hard of Hearing Community is involved, number of persons participating and roles
- 6) Situational skill level required (if known) and interpreting capability (ASL, PSE, Tactile, Oral, etc.)
- 7) On-site contact person, phone number and e-mail
- 8) Billing contact person and address (if different from contact person)

CAIRS PROFESSIONAL INTERPRETERS

CAIRS American Sign Language (ASL) interpreters are all trained professionals, the vast majority of whom are graduates of an Interpreter Training Program (ITP) located at a regional college or university. CAIRS interpreters are professionals who have been screened by the ISAS (Interpreter Skills Assessment Screening), or are certified by a national organization such as the National Association of the Deaf (NAD) or the Registry of Interpreters for the

Deaf (RID). All CAIRS interpreters are also registered with the Illinois Deaf and Hard of Hearing Commission (IDHHC), as mandated by the Interpreters for the Deaf Act and abide by a strict code of ethics. Moreover, as of January 1st, 2009, all professional interpreters statewide will be licensed with the State of Illinois, in accordance with the 2007 Interpreter Licensing Act. CAIRS fully supports this new legislation and its intent to increase quality of service to the more than 900,000 Deaf or Hard of Hearing individuals residing in Illinois. CAIRS will only employ interpreters who are licensed and uphold the highest standards of the profession. As of December 2008, registered CAIRS clients can choose to submit online surveys rating each CAIRS interpreter. CAIRS reserves the right to no longer employ interpreters who do not meet professional standards.

AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act (ADA) is Federal legislation requiring that "effective communication" be achieved for people with disabilities, often requiring the provision of auxiliary aids or services at no cost to the person with a disability. For persons who are Deaf or Hard of Hearing, the appropriate auxiliary aid or service is often the use of a professional sign language interpreter. Specifically, Title III gives rights of equal access to places of public accommodation for Deaf or Hard of Hearing individuals. Moreover, Title III requires businesses and agencies to remove many frustrating barriers to communication and covers a wide range of places of public accommodation and types of service businesses. Title III applies to both for-profit and not-for-profit organizations. Places of public accommodation must give persons with disabilities equal opportunity to participate in and to benefit from their services. To learn more about the ADA, or a tax credit that you can receive for the expense of the accommodation, contact the Department of Justice (DOJ) at **800.514.0383** or visit www.ada.gov. For more information about your obligations under state and federal law, contact the Midwest Center on Law and the Deaf (MCLD) at **800.894.3653** or visit www.mclld.org.