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*Please note: the topics featured in the Table of Contents is not a complete list of all the information provided in this handbook. It is a selection of the most popular topics with links for quick reference.*

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INTRODUCTION

The guidelines set forth in this handbook describe the role and responsibilities of an Educational Real-time Captioner (RTC) employed by Ohlone College. The RTC’s primary function is to facilitate communication between the students, staff and faculty of Ohlone College. This handbook outlines the policies and procedures for RTCs employed by Ohlone. It is every RTC’s responsibility to be familiar with these guidelines and follow them.

RTCs report to the Accommodation Services & Interpreting Department. The office is located in Rooms 7122 and is open Monday through Friday, 8:00 a.m. to 5:00 p.m.; however, the director is available by cellphone/text message anytime 24 hours a day, 7 days a week. The Accommodation Services & Interpreting Department is always open during the day to relax between classes and during break times. The office has a room available for case conferencing, places to store personal items, and the department staff can provide access to the staff lounge, which has a refrigerator, microwave, and filtered water. Computers and telephones are available for checking emails and voicemail messages.

PROFESSIONAL CONDUCT

As it is necessary to have a framework for judging appropriate conduct, Ohlone College Accommodation Services & Interpreting Department refers to the California Court Reporters Association Code of Professional Ethics. RTCs are responsible for knowing and adhering to the Code of Professional Ethics. We ask that the RTCs also adhere to these guidelines. Designed to protect both the RTC and the student, these principles are invaluable to our department. The full Code of Professional Ethics is printed here for your convenience.

CALIFORNIA COURT REPORTERS ASSOCIATION (CCRA)

CODE OF PROFESSIONAL ETHICS

PREAMBLE

The mandatory Code of Professional Ethics defines the ethical relationship the public has a right to expect from a Member. The Code sets out the conduct of the Member when dealing with the Consumer and/or Client of CART (Communication Access Realtime Translation) broadcast captioning services, and acquaints the Consumer and/or Client, as well as the Member, with guidelines established for professional behavior.

The Guidelines for Professional Practice, on the other hand, are goals that every Member should strive to attain and maintain. Members are urged to comply with the guidelines and must adhere to local, state, and federal rules and statutes. It should be noted that these guidelines do not exhaust the moral and ethical considerations with which the Member should conform but provide the framework for the practice of CART and broadcast captioning. Not every situation a Member may encounter can be foreseen, but a Member should always adhere to fundamental ethical principles.

By complying with the Code of Professional Ethics and Guidelines for Professional Practice, Members maintain their profession at the highest level.
REAL-TIME CAPTIONER HANDBOOK: Short-term Peak Pool

CODE OF PROFESSIONAL ETHICS

A Member Shall:

Determine fees independently, except when established by statute or court order, entering into no unlawful agreements with other captioners on the fees to any Client.

Be alert to situations that are conflicts of interest or that may give the appearance of a conflict of interest. If a conflict or a potential conflict arises, the Member shall disclose that conflict or potential conflict.

Guard against not only the fact but also the appearance of impropriety.

Preserve the confidentiality and ensure the security of information, oral or written, entrusted to the Member.

Be truthful and accurate when making public statements or when advertising the Member's qualifications or the services provided.

Maintain the integrity of the CART and broadcast captioning profession.

Abide by the NCRA Constitution & Bylaws.

Keep abreast of current literature, technological advances and developments, and participate in continuing education programs.

Assist in improving the CART and broadcast captioning profession by participating in national, state, and local association activities that advance the quality and standards of the CART and broadcast captioning profession.

As part of the CART and broadcast captioning profession’s commitment to the principle that quality CART and broadcast captioning services should be available to all, members are encouraged to provide pro bono services to increase accessibility. Such participation should be in accordance with the basic tenets of the profession: impartiality, competence, and integrity.

COPE – GENERAL GUIDELINES

SECTION I: CART CAPTIONER

The CART captioner produces accurate, simultaneous translation and display while using computer-aided translation software to faithfully communicate the integrity of the message. This reasonable accommodation is recognized in the Americans with Disabilities Act.

- Remote: when the CART captioner and the Consumer(s) are in separate locations.
- Onsite: when both the CART captioner and the Consumer(s) are located in the same common area
- Client: the individual or entity contracting for captioning services
- Consumer(s): the end user(s) of captioning services.

In providing CART captioning services, a Member shall:

1. Accept assignments using discretion with regard to skill, setting, and the Consumers involved, and accurately represent the provider's qualifications for CART captioning.
2. Establish a clear understanding with both the Client and the Consumer of:
   a. who is hiring the CART Captioner;
   b. whether an electronic file will be provided and the disposition of the electronic file. (Noted in each setting below. See note below about copyright laws.)
3. Acquire, when possible, information or materials in advance to prepare a job dictionary.
4. Know the software and hardware system used and be able to do simple troubleshooting.
5. Cooperate with all parties to ensure that effective communication is taking place. Be aware of the diversity of Consumers requesting captioning services, and be prepared to meet their various requests in a respectful manner.
6. Include in the realtime display the identification, content, and spirit of the speaker, as well as environmental sounds.
7. Refrain from counseling, advising, or interjecting personal opinions except as required to accomplish the task at hand. The CART captioner should remove him or herself from an assignment when the CART captioner believes his or her abilities are inadequate, recommending or assigning another captioner only if that CART captioner has the qualifications required for such assignment.
8. Prevent the display from being visible to others in a confidential setting (i.e., legal discussions, jury deliberations, attorney/client discussions, medical discussions, support groups).
9. Preserve and respect the privacy of a Consumer's personal information. Confidentiality and discretion are required of the CART captioner at all times. A casual word, action, or social media post may betray a Consumer's confidence or violate a Client's or Consumer's privacy. Exceptions to confidentiality include, for example, federal and state laws requiring mandatory reporting of abuse or threats of suicide or responding to subpoenas.

SETTINGS:

EDUCATIONAL:

K-12:

ONSITE

- Understand the reading comprehension limitations of Consumer(s).
- Faithfully, completely, and accurately provide communication access with verbatim as the goal.
- Ensure CART captioning is an appropriate accommodation for learning /reading comprehension levels of Consumer(s).
- Do not help with homework, guide answers, or provide supplies.
- Do not take on the role of parent, advocate, or mentor.
- Maintain confidentiality of Consumer(s) when providing a file.
- Clarify who gives direction: Consumer or school employee (teacher, administrator, hearing itinerant teacher).
- Retain file for a minimum of three months, whether onsite or remote.

REMOTE (including guidelines 1 through 8 above):

- Work with the educational team to ensure that remote CART captioning services are an effective accommodation given the student's age, abilities, maturity level, and the expectations of parents/guardians and the educational institution.
- Notify the educational team if remote CART is not an effective accommodation.
POST-SECONDARY: (SEE NOTE BELOW REGARDING FAIR USE DOCTRINE WHEN CAPTIONING VIDEOS)

ONSITE:
- Notify the Client if CART captioning does not appear to be an effective accommodation for the Consumer.
- Faithfully, completely, and accurately provide communication access with verbatim as the goal.
- Do not help with homework, guide answers, or provide supplies.
- Do not take on the role of parent, advocate, or mentor.
- Do not discuss the Consumer, the Consumer’s hearing loss, absences, progress in class, or any such matters with instructor(s), aides, or other students.
- Accommodate to the extent possible the Consumer’s preferences, which may include: interruptions for clarification, introductions, interactions with other students, and seating preference.
- Do not provide a file to anyone without approval from the Client; this may include the Consumer.
- Retain file for a minimum of three months, whether onsite or remote.
- Stay in role and preserve professional decorum.

REMOTE: (Including guidelines 1 through 9 above)
- Clearly and promptly report audio issues to the Client and so indicate in the CART captioning text for the benefit of the Consumer unless otherwise instructed.

LEGAL:

A legal setting is judicial or quasi-judicial and may include but not be limited to a courtroom, hearing room, jury room, deposition, jail, police station, field stop, arbitration, or mediation.

1. Refrain from working in the dual capacity of official reporter of proceedings and CART captioner at the same time. When no other option exists, the role to be performed is that of the official reporter of proceedings, and all present are entitled to read the display screen of the official reporter, which does not include the content and spirit of the speaker, as well as environmental sounds, that would normally be provided by the CART captioner. Disclosure must be made to the court and all parties, including the person requiring interpretive services, of this limitation with a statement to be made on the record.
2. All conversations with Consumer will be CART captioned.
3. Avoid using the Consumer’s name and comments.
4. The sworn CART captioner will faithfully communicate the spoken word to the best of his or her ability.
5. No file is to be provided unless by order of the Court.
6. If the Consumer is a juror, the CART captioner will attend all deliberations.
7. As any other officer of the court, if the CART captioner has information that affects the proceedings or outcome of the case, he or she is required to report that information to the Court. However, all proceedings in jury deliberations are strictly confidential.

MEDICAL:

A medical setting may include but not be limited to a doctor visit, hospital stay, dentist appointment, therapy session, et cetera, and is governed by the Health Insurance Portability and Accountability Act (HIPAA) and/or applicable privacy laws.

1. Understand and strictly adhere to HIPAA and/or applicable privacy laws.
2. Avoid using the Consumer’s name and comments.
3. No file is to be provided unless by order of the Court.

GENERAL MEETINGS:

1. Perform due diligence to adequately prepare for the assignment.
2. Never participate in the event unless requested.
3. Ensure file is handled per agreement.

PERFORMANCE/THEATER:

A performance CART captioning setting is any venue that involves the live performing arts including but not limited to plays, musical entertainment (opera, concerts, et cetera), and personal performances.

1. Adhere to copyright laws in dealing with obtaining and providing scripts, lyrics, and performers’ material.

NOTE REGARDING FAIR USE DOCTRINE AND COPYRIGHT ACT:

The application of copyright laws to CART captioning is not clearly defined and may depend upon the setting. In most situations, the Fair Use Doctrine under the U.S. Copyright Act (17 U.S.C. § 107) should apply to CART captioning, which allows for limited copying and use of otherwise copyrighted material if the fair use factors are met. The strongest fair use protection should be available in the educational setting, where the captioning and any files are provided as an accommodation under the Americans with Disabilities Act. Application of the Fair Use Doctrine is less certain in other settings, such as live performance/theater, due to the complex application of copyright laws to those forms of intellectual property. The greatest exposure to a copyright infringement claim is likely to be if a CART captioning file is distributed by the Consumer without permission, such as sharing or posting it on blogs, websites, YouTube, social media, et cetera.

It therefore is advisable to enter into a written agreement with the Client and set forth the scope of the CART services to be provided, including whether a file should be provided to the Consumer as part of the accommodation. Ideally, this agreement should state that the CART captioner is legally authorized to perform the requested services and include an appropriate indemnification provision to protect the CART captioner from any claims arising from providing the CART captioning services. In those cases where a file is provided, it is further advisable to seek the Consumer’s written agreement that the file is only for personal use consistent with the ADA, and the file will not be otherwise shared, duplicated, or distributed. Finally, consideration should be given to adding an appropriate disclaimer when captioning video that is provided as a file (indicating that a single copy of the video is being captioned for the personal use of the Consumer as an accommodation under the ADA).

SECTION II: BROADCAST CAPTIONER

The broadcast captioner produces accurate, simultaneous translation and display via the video signal of spoken words while using captioning computer-aided translation software. Common sense and professional courtesy should guide the Member in applying the following guidelines.

In providing broadcast captioning services, a Member shall:

1. Accept assignments using discretion with regard to skill, technical capability, and setting, and accurately represent the provider's qualifications for broadcast captioning. Assign employees/contractors using the same guidelines. The broadcast captioner should remove him or
herself from an assignment when the broadcast captioner believes his or her abilities are inadequate, recommending or assigning another captioner only if that broadcast captioner has the qualifications required for such assignment.


3. Acquire information or materials in advance to prepare a job dictionary.

4. Know the software and hardware system used and be able to do simple troubleshooting.

5. Maintain the confidentiality of employers’ and Clients’ proprietary information (i.e., client names, show names, rates, contract expiration dates, et cetera).

6. Abide by employers’/Clients’ equipment requirements.

7. Provide a transcript of the broadcast only if permission is granted by the hiring party.
CLASSROOM ASSIGNMENTS

Prior to each semester, a call for availability is sent out to the general captioning pool. Please respond to this email with your availability for the upcoming semester. When planning your availability, keep in mind that most college classes are scheduled either for Monday/Wednesday or Tuesday/Thursday pairings.

Assignments to classes are made before the first day of classes each semester and are subject to change. It is the responsibility of the Accommodation Services & Interpreting Department Director to assess the skills of the prospective RTC. Based on this assessment, the following is considered when assigning employees to each class:

1. The RTC's skills, availability, background
2. The student's preferred communication mode and background
3. Difficulty and/or length of the class
4. Student and/or RTC personal preference

When scheduling, the goal is to match the RTC with the needs of the student, teacher, and the subject. If at any time the RTC believes a mismatch has occurred, he/she is to report to the Director.

EDIT TIME AND TRANSCRIPTS

Edit time is calculated 1:1 with classroom time. Transcripts for each day of the assignment should be provided to students within 72 hours of the assignment. If there are any concerns about edit time or sending transcripts contact the Director of Interpreting & Accommodation Services.

ADDITIONAL ASSIGNMENTS

Any additional class-related service needs other than the regularly scheduled class (i.e. field trips, conferences, special events, etc.) should be discussed with the Director. A Request Form must be filled out before an assignment will be approved. The RTC, if requested by the student or instructor, should not go on the assignment if a formal request has not been made in the appropriate manner, or without the Director's knowledge and approval. Assignments that do not have prior approval for the Accommodation Services & Interpreting Department will not be paid.

SUBBING FOR OTHER RTCS

In addition to regularly assigned classes, an RTC may be called to fill in for a co-worker who is unable to cover a particular assignment. RTCs do not need to find their own sub for their absence. Only the Director of the Accommodation Services & Interpreting Department or the Lead RTC may assign a substitute for an assignment. Please refer to Absences for more information.
Uncaptioned Media

Department policy is for providers not to refuse caption media in a classroom. You may provide the instructor with information about what will be difficult to real-time caption and why it is not effective. Inform the Director of Accommodation Services & Interpreting Department about the incident as soon as possible. Please include Class name in your email/text/voice message.

Communication

Accommodation Services & Interpreting uses a variety of modes of communication: voice, VP, text, and email. Text messaging is the most common form of communication during assignments and urgent requests. Email is the most common form of communication for regular scheduling and advanced notice sub requests. All employees of the Accommodation Services & Interpreting Department need to provide the Director with their preferred method for same-day/urgent communication. Please contact the Director to exchange text numbers if texting is preferred.

Due to the variable nature of assignments, information may change such as room, time, or team. Every effort will be made to provide you with the most up-to-date information but there is no guarantee. You should communicate any changes to the assignment to the Director as soon as possible.

All substitute/one-time/special event requests will be sent out to the general pool by email. If you have availability and are interested in the assignment, you should respond to the email. Please note that responding to an email does not mean that you are guaranteed to the assignment until the Director has confirmed it.

ABSENces

PLANNED ABSENces

The Director must approve all substitute requests. Email a substitute request to the Director. You should also communicate with your student regarding your planned absence. If the student has any concerns, please forward their email to the director or give the student the director’s email information.

Please note: at least 10 business days in advance is preferred.

EMERGENCY ABSENces

In case of an emergency or illness, contact the Accommodation Services & Interpreting Department at (510) 659-6271, email kwilmeth@ohlone.edu, or text (recommended). Keep in mind that absences reported outside of office hours are being managed without access to the master schedule. When you report an emergency absence, you must include the following information for at least the first two impacted assignments: Class, Time of assignment, Room number, Team name.

NOTE: EXCESSIVE SUBSTITUTE REQUESTS MAY RESULT IN REASSIGNMENT AND/OR REDUCTION IN THE NUMBER OF HOURS ASSIGNED.
TIME SHEETS

The Director of Accommodation Services & Interpreting handles all billing for the Short-term Peak RTC pool through an electronic reporting tool. Contact the director if you wish to view the electronic version.

The director will send a confirmation of your total hours for the month via email during the last week of each month. If you agree with the total hours reported, there is no need to respond to the email. However, if the total number of hours sent to you does not match your records, you should email the Director as soon as possible to request a review of your timesheet. It is helpful if you include your record of hours for the month in question. Keep in mind timesheets must be submitted to payroll by the first of each month and all corrections must be reported before the 5th in order to be resolved with in the current pay period.

Payday for Short-term Peak/Temporary employees is on the 10th of each month. If the 10th is on a Saturday, checks are available on Friday. If the 10th is a Sunday, checks are available on Monday. You have two options for receiving your paycheck: direct deposit or having a hard copy mailed to your home address. Direct deposit is strongly encouraged. It requires a full pay cycle for the direct deposit processing to take effect. Therefore, your first check will be mailed to your home address.

PAY RATES

Hourly rates are based on experience, training, and certification. (See Appendix A)

PREMIUMS

Occasionally there are parameters of assignments that qualify for an additional premium added to the assignment. You must have pre-approval from the Director of Accommodation Services & Interpreting Department before a premium will be applied to your assignment.

TRAVEL

For assignments that occur on different campuses and the end time of the first and the start time of the next 1-hour or less in difference, 30-minutes of travel time will be applied to your schedule.

PREP

Prep time is on a case-by-case basis and must be pre-approved by the Director of Interpreting & Accommodation Services.
CANCELATIONS AND DROPS

CANCELATIONS
Please report all cancelations with advance notice to the Director of Interpreting & Accommodation Services. The department maintains a 24-hour cancellation policy. If your assignment is canceled with less than 24-hours’ notice, you will still be paid for the assignment.

DROPS
Drops are a normal occurrence in every semester. Once department has been officially notified and has processed the drop on the master schedule, you will be notified. When an assignment drops off your schedule, you will be paid for one additional day as the final day of your assignment. Please note premiums will not apply including edit time.

HOLIDAYS
Holidays are not paid, unless the director has given you a special assignment. Please consult the current year academic calendar for specific dates when the college is closed.

PROFESSIONAL DEVELOPMENT
For professional growth, RTCs are strongly encouraged to join professional organizations and get involved in issues significant to the field of captioning. RTCs are encouraged to attend workshops, classes, or seminars that will help them improve their captioning skills. Information about professional development opportunities will be posted in the Accommodation Services & Interpreting Department. RTCs who learn of workshops or classes not posted are encouraged to bring this information to the Director to share with others.
POLICIES

PUNCTUALITY

RTCs must be punctual. The RTC should arrive with adequate time to set-up equipment. This is especially important on the first day of class or when substituting so you can introduce yourself to the instructor and student(s). If for any reason the RTC will be arriving late to the assignment, the office should be called immediately so the Director can inform the consumers and/or send someone to cover the class.

Travel between assignments is considered when building the master schedule. The Director should be informed as soon as either possible if travel between assignments, by foot or car is an issue. The Director will work with the effected RTCs to resolve the issue.

PARKING

You can park on both Fremont and Newark Campuses in Staff and Student parking areas free of charge with the permit issued to you by the Accommodation Services & Interpreting Department. Please note that Campus Security does not waive tickets for Staff, Faculty, or Hourly employees. Parking enforcement starts on the first day of the semester; you are responsible for resolving all parking tickets you receive while working at Ohlone College. The director has no way to waive a ticket, even if you are running into the building for five minutes to pick up your parking permit. There are meters in Lot P you can use for short runs on campus.

You are responsible for the following:

- Bring your permit with you to every assignment;
- Always prominently display your permit by hanging from your rearview mirror;
- Park in the correct areas;
- Retain your physical permit. Do not destroy it at the end of the academic year. A renewal sticker will be issued in the Fall of each academic year for as long as you remain an active member of the Hourly Captioning Pool.
- If you have forgotten your permit, you must purchase a $4.00 Daily EACH time you park on campus without your permit. Daily permits are valid until 11:59 pm on the day they are purchased and transferable between campuses. For more information regarding parking, visit Ohlone Maps, Directions, Parking & Transportation webpage.
STUDENT TARDINESS

RTCs are expected to wait for a minimum of 15 minutes for any class. If the class is longer than 1 hour, an additional 10 minutes per class-hour of waiting time is expected. For example:

1-hour class: 15 minutes wait time
1-hour 35-minute class: 20 minutes of wait time
2-hour class: 25 minutes of wait time
3-hour class: 35 minutes of wait time

If students have not arrived after the requisite waiting time, you should contact the Director to ask for approval to be released from the assignment. Please be conscientious about disrupting the classroom environment while packing up your equipment.

ASKING FOR CLARIFICATION

If a team has been assigned, the first preference is that you ask your team for clarification. However, sometimes it is necessary to stop the lecturer for clarification if the information is missed or if the RTC falls behind. Remember, it is the students’ right to receive all of the information from the discussion and lecture. The RTC should be polite if he or she must interrupt the instructor. The RTC should sign while asking the instructor a question so the student is aware of what is happening. If the need for clarifications becomes excessive, you should discuss the reasons with your team and the student to strategize how to mitigate specific demands. You should also inform the Director.

CENSORING

In a captioning situation, the RTC never has the right to censor what is being said. Deaf and hearing people should have equal access of the same information, including language or statements that may be considered offensive. All consumers have the right to make decisions based on all given information. RTCs should always caption the meaning and intent of the speaker in a manner that is best understood by the consumers involved, without censoring or omitting information. The RTC will transmit not only the classroom information/lecture content, but also whenever possible, classmates’ comments, asides, and environmental noises.

CONFIDENTIALITY

RTCs are to view all information in a captioning situation as confidential. RTCs are not free to discuss the nature of the class, the student(s) names, the progress of the student(s), or any other information that is part of the captioned communication. If there is a problem that needs attention, or if questions arise about a captioning situation, the Accommodation Services & Interpreting Director should be contacted to discuss the matter. The Director is responsible for scheduling, skill assessment and mediation between faculty, staff, students and RTCs; information shared in order to assist the RTC and the consumers involved if there are problems or ethical questions should remain confidential.

HANDLING QUESTIONS

Questions from the students should always be directed to the instructor. Questions from the instructor should always be directed to the student. The RTC will expressively and verbally transmit questions and never answer the questions themselves.
TECHNICAL/SPECIALIZED VOCABULARY

When captioning a class with unfamiliar vocabulary, it is your responsibility to check-in with the Director and ask for assistance as necessary.

The department maintains a comprehensive resource library for information relevant to classes taught at Ohlone College. You are welcome to use the resources in the office to prep for classes. You can assist in the continual building and maintenance of the library by sharing a copy of all relevant handouts from assignments to the Director. Student access to Canvas is available for any classes you are assigned to if the instructor is using the platform. When making a request for access to Canvas, please include the name of the classes for which you want access.

PREPARATION TIME

Occasionally, RTCs find it necessary to read the material presented in the class to which they are assigned. Preparation time can be claimed on your timesheet for this. You should contact the Director to discuss prep hours and compensation.

FINAL EXAMS

Prior to final exam week, RTCs should check with instructors and students to find out if captioning services are required for the final exam. The week before final exams, the Director will send out a memo to let the RTCs know what their schedules will be for the following week. Regardless of dismissal from the student or instructor, the RTC is required to remain in the classroom until the student is finished with the exam.
USEFUL INFORMATION

OHLCONE COLLEGE CAMPUS MAP

View the Fremont Campus Map.

The Room numbering system at Fremont Campus consist of 4 numbers:

   The first number represents the building number
   The second number represents the floor of that building
   The third and fourth numbers represent the classroom or office number

For example: Room 7223 is located in Building 7, on the second floor, in room 23.

Unique letter codes:

   HH – Hyman Hall
   CD – Child Development Center (Building 19)
   FP – Fremont Portables
   SC – Smith Center

View the Newark Campus Map

The Room numbering system at Newark Campus consist of 4 numbers:

   The first number represents the floor
   The second number represents the wing of the building
   The third and fourth numbers represent the classroom or office number

For example, Room 1310 is located in on the first floor, in the third wing, in room 10.

Unique letter codes:

   NC – Newark Campus
   NP – Newark Portables.
IMPORTANT NUMBERS TO KNOW

Because of the captioner’s high visibility, they are representatives of Ohlone’s Accommodation Services & Interpreting and therefore need to be knowledgeable and able to refer inquiries to the appropriate office(s).

ACCOMMODATION SERVICES & INTERPRETING, DIRECTOR: Kelly Wilmeth, NIC
   Voice (510) 659-6271
   Video Phone (510) 344-5701
   Email: kwilmeth@ohlone.edu
   *email to exchange text phone numbers with the director

LEAD INTERPRETER: Leigh-Anne Elizondo, NIC
   Email: pelizondo@ohlone.edu
   *email to exchange text phone numbers with the lead interpreter

ACCOMMODATION SERVICES SUPPORT SPECIALIST: JoyDawn Olla
   Voice (510) 659-6513
   Email: jolla@ohlone.edu

NEWARK ACCOMMODATION SERVICES TEST PROCTOR: Steven Yuen
   Voice (510) 742-3156
   Email: syuen9@ohlone.edu

VICE PRESIDENT OF STUDENT SERVICES
   Voice (510) 659-6107

CAMPUS SECURITY
   Voice/TTY (510) 659-6111

VIDEO PHONE (VP) PUBLIC TELEPHONE LOCATIONS:
   VRS private phone booth located in the Cafeteria Lobby, Fremont campus
   VRS phone station location in Hyman Hall, first floor, Fremont campus
   VRS phone station location at Newark campus, first floor to the right of the snack bar
Hourly Pay for Real-time Captioners

Rates may change without notice. As of January 2017:

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<th>RATE PER HOUR</th>
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<tr>
<td>LEVEL V</td>
<td>$52.00</td>
</tr>
<tr>
<td>*LEVEL V+</td>
<td>$62.00</td>
</tr>
</tbody>
</table>

*Minimum 10-years of professional work experience required.