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Wojciechowski, Catherine N. (GC-LI)

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To: cwojciecho@state.pa.us
Subject: Comments for Act 57/92 Regulations

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INDEPENDENT REGULATORY
REVIEW COMMISSION

Ms. Wojciechowski,

Attached are the comments from the Pennsylvania Registry of Interpreters for the Deaf. They have been inserted into the document and highlighted to make it easier to follow.

If you have any questions or concerns regarding this proposal, please contact me at 570-764-3145 or Cindy Allen, PARID Vice President, at 570-575-3860.

Thank you for your assistance in this process.

Sincerely,
Cindi Brown
PARID President

08/22/2006

Text highlighted in red is proposed to be deleted

Text highlighted in yellow is proposed to be added

Text highlighted in green are rationales

Text highlighted in blue are questions

Annex A

TITLE 34. LABOR AND INDUSTRY

PART IX. OFFICE OF THE DEAF AND HARD OF HEARING

CHAPTER 501. REGISTRATION OF SIGN LANGUAGE INTERPRETERS AND TRANSLITERATORS

Sec.

50.1. Definitions.

50.2. Fees.

50.3. Examination

50.4. Registration

50.5. Exemptions.

50.6. Complaints

50.7. Hearings/appeals.

50.8. Request for reconsideration of registration.

50.9. Biennial registration renewal.

50.10. Reactivation of registration.

50.11. Change of address/name/information.

Note: the section numbers above are incorrect

§ 501.1. Definitions.

The following words and terms, when used in this part, have the following meanings, unless the context clearly indicates otherwise:

Act--The Sign Language Interpreter and Transliterators State Registration Act (63 P. S. §§ 1725.1--1725.12).

Department--The Department of Labor and Industry of the Commonwealth.

NAD--National Association of the Deaf, 814 Thayer Avenue, 8630 Fenton Street, Suite 820, Silver Spring, MD 20910. ~~A Nationally-recognized certification~~ A national organization that previously offered a nationally recognized certification test for sign language interpreters and transliterators.

NAD National Interpreter Certification Test--The ~~written and~~ performance examinations previously conducted by the NAD for Level IV or V certification as a sign language interpreter or transliterator.

There was no written test for this examination and the test is no longer offered.

~~NAD-RID NIC~~ The National Interpreter Certification test which is the knowledge, interview and performance examination conducted for National certification as a sign language interpreter or transliterator.

The NAD-RID NIC is one of the RID Generalist Examinations and to have it listed separately is redundant.

Office--The Office for the Deaf and Hard of Hearing within the Department, 1521 North 6th Street, Harrisburg, PA 17102. 717-783-4912.

RID--Registry of Interpreters of the Deaf, Inc. 333 Commerce Street, Alexandria, VA 22314. A Nationally recognized certification organization for interpreters and transliterators. The correct name of the organization is: Registry of Interpreters for the Deaf, Inc.

Suggested definition:

The Registry of Interpreters for the Deaf, Inc. is a national membership organization of professionals who provide sign language interpreting/transliterating services for Deaf and Hard of Hearing persons. RID advocates for the increased quality, qualifications, and quantity of interpreters through three main services:

- Professional Certification through a National Testing System (NTS)
- Professional development through the Certification Maintenance Program (CMP) and Associate Continuing Education Tracking (ACET) and
- Promoting the Code of Professional Conduct through the Ethical Practices System (EPS).

RID considers certification a system rather than just a test. Therefore consider the following in developing the definition

From the RID Bylaws:

Article II. OBJECTIVE

The principal objective of this corporation is to initiate, sponsor, promote and execute policies and activities that will further the profession of the interpretation of American Sign Language and English and the transliteration of English.

From the RID web page:

The Registry of Interpreters for the Deaf, Inc., (RID) is a national membership organization of professionals who provide sign language interpreting/transliterating services for Deaf and Hard of Hearing persons. Established in 1964 and incorporated in 1972, RID is a tax-exempt 501(c)(3) non-profit organization.

RID advocates for the increased quality, qualifications, and quantity of interpreters through our triad of three main services:

- Professional Certification through our National Testing System (NTS)
- Professional development through our Certification Maintenance Program (CMP) and Associate Continuing Education Tracking (ACET)
- Promoting our Code of Professional Conduct through our Ethical Practices System (EPS).

RID Generalist examinations--The written and performance examinations conducted by the RID for certification as a sign language interpreter or transliterator.

There is more than one RID Generalist examination so it should be plural.

Secretary--The Secretary of the Department or the Secretary's designee.

Year--A calendar year.

Day--Any amount of time occurring during a calendar day constitutes one day.

Many sign language interpreting and transliterating assignments are short in duration lasting less than a standard 8-hour business day. This clarification is required so that individuals from outside the Commonwealth providing interpreting services in the Commonwealth know that a 2-hour assignment is equal to 1-day and a 10-hour assignment is also equal to 1-day as long as it falls within the 12am-11:59pm time frame of that calendar day. Those assignments that begin on one day and continue through midnight into the next day should be counted as two separate days since the work is occurring during two separate calendar days. Also, two different assignments both happening on the same day (e.g. one for 2-hours and one for 3-hours) would be counted as 1-day because they both happened during the same 24-hour calendar day.

Supervised internship or practicum--The internship/practicum portion of a Sign Language interpreting program of study held by an accredited college or university; or a formal mentorship program sponsored by RID, Inc.; or its affiliate, Pennsylvania RID; or NAD

RID and NAD do not currently have or sponsor supervised internships or practicums. Pennsylvania RID is currently working to develop a mentorship program that will meet the needs of recent graduates to provide them with the ability to work in limited settings with supervision to hone their skills in order to achieve a level that will permit them to pass one of the Office approved examinations listed in Section 501.3 Examination. The RID CMP program (CEUs and ACET Credits) have very limited direct oversight from RID. These programs do not provide enough support or supervision for interpreters who have not yet achieved the minimum standard to be working independently.

School related activity--any academic or extracurricular activity that is conducted by the school, including classes, tutoring, sports, and minor visits to the nurse where the deaf or hard of hearing student is the deaf client.

The EIPA only assesses the individual's ability to interpret or transliterate with one specific mode (ASL, MCE, or PSE) at a specific level (elementary or secondary). This test does not assess the individual's ability to interpret/transliterate for deaf/hard of hearing adults or children of other ages. Therefore, the definition of school related activity must clearly indicate that a registered interpreter is required for those situations beyond the auspices of the educational interpreter.

Emergency--an unanticipated situation where a delay in getting a registered interpreter or transliterator might lead to injury or loss to the individual needing the services.

An emergency needs to be defined and a process in place so that interpreting referral agencies and, non-registered individuals who want to provide interpreting services, and other businesses are not able to take advantage of the emergency clause. Many times businesses wait until a day or two before an assignment is to take place to call for an interpreter when they have known about the appointment for weeks or even months. Note: emergency rooms are in the business of providing care for unanticipated events. Therefore, emergency rooms should be encouraged to have policies and protocols in place that lead to the procurement of a registered interpreter in a timely manner.

Assignment--One continuous job with a discrete beginning and end or an on-going job that never changes in scope or material. The maximum length of an assignment is 1-year. This may be a college class that meets the same time each week for a semester (e.g. Math 101 Fall 2006); or a weekly or monthly staff meeting; or a specific vocational or job training for the specified time; etc.

There is some ambiguity concerning the how often the form "request for use of a non-registered interpreter" has to be submitted by the deaf individual. This definition clearly states what an assignment is and how long it is in duration. By following this redundant requests will be eliminated.

§ 501.2. Fees.

The Office will charge the following fees:

- | | |
|--|-------|
| (1) Registration | \$100 |
| (2) Biennial renewal of existing registration | \$100 |
| (3) Surcharge for late renewal of biennial registration. | \$50 |
| (4) Reactivation following suspension. | \$100 |
| (5) Registration identification card replacement. | \$10 |

§ 501.3. Examination.

(a) The following examinations are approved as the examination which tests knowledge and proficiency under section 5(a)(1)(iii) of the act (63 P. S. § 1725.5(a)(1)(iii)):

- (1) NAD National Interpreter Certification. (NAD IV and V)
- (2) RID Generalist Examinations.

~~(3) NAD-RID NIC.~~

The NAD-RID NIC is considered an RID Generalist exam. To list it separately is redundant. Note: There was also discussion to leave the specific certifications/exams out of the regulations and have the Office develop a list of approved certifications/exams. Therefore, if/when a new exam/certification is added, there is not a need to go back through the lengthy regulatory process again.

(b) An applicant for any of the approved examinations shall obtain applications directly from and pay the required examination fee directly to the examination provider.

§ 501.4. Registration.

(a) An applicant for registration shall submit all of the following to the office:

(1) Proof of receiving a passing score on any of the approved examinations. This may include proof of current certification by the NAD, or RID ~~or NAD RID NIC~~.

(2) Proof of at least one current certification acceptable for registration under Section 501.3 examinations.

(2) A completed registration application. Applications may be obtained from the office or the Department website _____. (*Editor's Note: The blank refers to the website which will be placed in final-form regulation.*)

(3) The required registration fee under § 501.2 (relating to fees). Checks shall be made payable to the Commonwealth of Pennsylvania.

Only passing the test does not suffice. To remain certified a person must stay current in the field by earning CEUs or their certification lapses. There have been individuals who have ignored the CEUs and allowed their certification to lapse. RID then removes them from its list of certified interpreters. But that individual still retains their original dated certification. This is why it is important to require a "current certification". The field is constantly changing and it is extremely important that the individual providing the interpreting or transliterating services keeps abreast of what is happening.

(b) The Office will issue a paper ~~or~~ and electronic registration to a registrant if the registrant complies with subsection (c) and meets the requirements of section 5(a) of the act (35 P. S. § 1725.5(a)).

(c) The Office may deny an application for registration if one or more of the following apply:

(1) The applicant does not comply with this section.

(2) The applicant fails to meet the requirements of section 5(a) of the act.

(3) The applicant committed a violation enumerated in section 8(a) of the act 63 P. S.

§ 1525.8(a)(8).

Electronic means of issuing a registration is not as dependable as a paper means. Therefore a paper means of issuing a registration should be the standard. Electronic proof of registration is desirable, as it gives the person a printout that can be carried on their person while waiting for the official paper proof of registration. However not all interpreters have ready access to a computer, so the paper proof (a registration card) is highly desirable in the end. This is comparable to what the DOT does with car registrations.

(d) The Office will comply with the procedures contained in § 501.8 (relating to request for reconsideration of registration denial) if an application for registration is denied.

§ 501.5. Exemptions.

(a) An individual engaged in interpreting or transliterating services in a religious setting is exempt from registration under section 4(b)(1) of the act (63 P. S. § 1725.4(b)(1)) if the services are provided either:

(1) During a ~~worship service~~ conducted by a religious entity, or

(2) Exclusively for religious-study purposes for a religious entity or religiously affiliated school.

Clarification requested: (1) What constitutes a worship service? Are funerals and weddings where religious officials preside considered worship services? (2) Does this mean religious schools are totally exempt or do they fall under the exemption for educational interpreters? Is this exemption for Sunday school, Catechism, or Bible study?

(b) An individual who does not reside in this Commonwealth is exempt from registration under section 4(b)(4) of the act in accordance with all of the following:

(1) The individual possesses current certification from a National certifying body acceptable for registration under Section 501.3 Examination.

(2) The individual provides interpreting or transliterating services in this Commonwealth for no longer than 14 days each year.

(3) The individual provides all of the following to the Office before the interpreting or transliterating service is provided:

(i) Written notice of the time, date, nature and duration of each sign language interpreting or transliterating service that the individual intends to provide within this Commonwealth. The interpreter shall use the standard form and submit this information no more than 3 business days after the start of the interpreting or transliterating assignment.

(ii) Proof of current certification acceptable for registration under Section 501.3 Examination.

(4) The Office will provide written notice to an out of state sign language interpreter or transliterator that the individual has provided 14 days of services during the year and that the individual is prohibited from providing any further interpreting or transliterating services within this Commonwealth during the year, unless the individual registers with the Office in accordance with section 5 of the act (63 P. S. § 1725.5).

(5) The Office shall develop one standard form to be used to by all interpreters filing for this exemption. This form shall be available on-line or in paper format by contacting the Office.

There may be national certifying bodies that the Office does not recognize. The requirements for those from outside the Commonwealth should be the same as for those who reside inside the Commonwealth. The Office will have an easier time making sure the proper paper work is filed if there is a standard form for everyone to follow.

(c) An individual engaged in interpreting or transliterating at the request of a client who is deaf or hard of hearing is exempt from registration under section 4(b)(5) of the act in accordance with all of the following:

~~(1) The individual notifies the client that the individual is not registered with the Office.~~

~~(2) The client signs written confirmation that the individual is not registered.~~

(3) The individual providing services shall maintain a copy of the client's signed statement for 2 years.

(4) The deaf client completes the standard form developed by the Office and submits it to the hiring authority/hearing client (no less than 3 days) prior to the start of the assignment (or when the interpreting services are requested by the deaf/hard of hearing individual as some assignment requests are made less than 3-days in advance).

(5) The hiring authority/hearing client agrees to the use of the non-registered individual.

- (6) The individual providing the interpreting or transliterating services informs both the hiring authority/hearing client and the deaf client that they are not registered in accordance with the act and all sign written confirmation of this notice.
- (7) The individual providing the interpreting services shall submit a copy of the signed written confirmation to the Office with in 3 days of the start of the assignment.
- (8) A copy of the standard revocation form developed by the Office is provided to the deaf client and hiring authority/hearing client by the individual providing the interpreting or transliterating services with a written explanation of their rights to revoke the request at any time.
- (9) A form shall only be valid for one assignment and must be re-filed for each subsequent or additional assignment.
- (10) The individual providing interpreting or transliterating services must abide by the RID Code of Professional Conduct.

The original intent of this exemption was to allow a deaf client to exercise their right of personal preference. However, during the past year, interpreters have been using this exemption as a waiver system instead of as a request system. This proposed system will help to alleviate that misunderstanding. This will also allow the state to collect the names of unregistered individuals providing services and use this information to collate statistics that document where the pockets of interpreter shortages exist. This information will allow the appropriate agencies to provide training to these individuals to assist them in meeting the registration requirements. With this documentation the need can be demonstrated to ODHH, the Department of Labor and Industry, OVR, and other agencies in order for them to address the interpreter shortage situation.

These individuals are not required to register (pay a fee) however, they should be required to prove their exemption. ODHH developing a standard form will ensure that the form is understandable to the average deaf person. This will also allow for the process to be standardized and reduce the amount of confusion that deaf people are currently experiencing during this current process. The hiring authority/hearing client is an integral party to the communication and the use of a non-registered individual should be agreed to by them as they can be affected just as much as the deaf client. One form per assignment is reasonable as one form for each on going assignment will lead to unnecessary paperwork for the Office.

(d) An individual is exempt from registration under section 4(b)(7) of the act for a school-related activity if the individual meets all of the following conditions:

- (1) Is engaged in interpreting or transliterating services in a school-related activity for a student.
- (2) Is currently employed by a public or private elementary or secondary school or institution chartered by the Commonwealth.
- (3) ~~Received a score of at least 70% on the EIPA.~~ Complies with the regulations developed by the Pennsylvania State Board of Education.

Interpreting services provided for counseling, legal situations, IEP meetings, and other such services to the deaf/hard of hearing student are required to be provided in accordance with the act and the regulations promulgated by the Office. All interpreting services provided to deaf/hard of hearing adults and children who are not yet of school age shall require a registered interpreter. The EIPA assesses the individual's ability to interpret or transliterate with one specific mode (ASL, MCE, or PSE) at a specific level (elementary or secondary). This test does not assess the

individual's ability to interpret/transliterate for deaf/hard of hearing adults or children of other ages.

This test is not applicable to situations which require interpreting/transliterating for adults because it is specific to modes of communication and the grade level of the student.

There are 3 modes of communication recognized by the EIPA assessment. These can be thought of as a spectrum, with ASL at one end and MCE at the opposite end.

ASL – The individual is competent in American Sign Language.

PSE – The individual is competent in Pidgin Signed English (this lies between ASL and MCE)

MCE – The individual is competent in Manually Coded English (this is a highly English-based sign system that does not resemble ASL)

There are also two grade delineations: Elementary and Secondary. So, an individual who has achieved the appropriate score on the Elementary MCE EIPA would not be qualified for interpreting an IEP meeting for a high school student who communicates primarily in ASL.

Therefore, the definition of school related activity must clearly indicate that a registered interpreter is required for those situations beyond the auspices of the educational interpreter.

Question: Are religious schools (K-12) under the religious exemption or the educational exemption?

(e) An individual is exempt from registration under section 4(b)(8) of the act if the individual provides sign language interpreting or transliterating services to a patient who is deaf or hard of hearing in a physician's office in accordance with all of the following:

(1) At the time the appointment is made, the physician's office shall inform the deaf client verbally with a follow up in writing of all of the following (using the standard packet developed by ODHHS that all physicians are required to use):

- (i) That the deaf client may not receive a registered interpreter unless they request one.
- (ii) That the deaf client has the right to request the physician provide a registered interpreter or **provide (what does 'provide' mean? – need clarification)** their own registered interpreter.
- (iii) That a request for a registered interpreter or transliterator made after the commencement of the office visit may result in a delay of physician services.

(2) The patient signs a written confirmation that the individual providing the interpreting or transliterating services is not registered and that the patient has the right to request or **provide (need more clarification of provide)** an interpreter or transliterator who is registered with the Office. This confirmation shall be completed during every office visit.

(3) The physician's office shall maintain a copy of the patient's signed statement in the patient's health care file.

(4) The individual providing the interpreting or transliterating services shall maintain a copy of the signed statement for two years.

(5) The physician's office shall submit a copy of the signed statement to the Office prior to the appointment.

(6) ODHHS will develop a standard form and require all physicians' offices to use it.

A physician's office is a place where life and death situations can occur and serious situations are faced regularly. Only qualified individuals should be working in the medical setting. Therefore,

if an individual providing interpreting services in the physician's office does not have the qualifications that the state has deemed necessary to register, the deaf person should be informed at the start of the process and given the option to request a state registered interpreter paid for by the physician. The Office should develop this packet that the physician's office will send out as the reading level of the average deaf individual prohibits the understanding of standard medical forms. Having one standard form that all physicians are required to use would allow the Pennsylvania Society for the Advancement of the Deaf, the Office, and other agencies/organizations to educate the deaf/hard of hearing citizens as to what the form looks like, says, and means. This way, when they receive the paper work in the mail, they know what it says and do not need to ask someone to interpret it for them. If this paper work is done on site, the deaf/hard of hearing client does not have the chance to request a registered interpreter without delaying the appointment and the individual on site doing the interpreting may not be competent to interpret the paperwork accurately. As the individual providing the interpreting or transliterating services may be required to prove their exemption by having the proper paper work, the individual should be required to maintain a copy for a minimum of two years.

(f) An individual engaged in interpreting or transliterating during an emergency is exempt from registration under section 4(b)(2) of the act in accordance with all of the following:

- (1) The deaf and/or hearing client(s) is/are in an unanticipated emergency situation where a delay in getting a registered interpreter or transliterator might lead to injury or loss to the individual needing the services.
- (2) All parties are informed that the individual providing the interpreting or transliterating services is not registered and sign a statement to that effect (the standard form developed by the Office).
- (3) The said statement shall be submitted to the Office no later than 3 business days after the start of the assignment.
- (4) The hiring authority must begin to immediately attempt to locate a registered interpreter to replace the unregistered individual as soon as possible.
- (5) The individual providing the interpreting services must keep a copy of this form for a minimum of 2 years.

An emergency needs to be defined and a process in place so that interpreting referral agencies, non-registered individuals who want to provide interpreting services, and other businesses are not able to take advantage of the emergency clause. Many times businesses wait until a day or two before an assignment is to take place to call for an interpreter and claim an emergency when they have known about the appointment for weeks or even months.

(g) An individual engaged in interpreting or transliterating as part of a supervised internship or practicum is exempt from registration under section 4(b)(3) of the act in accordance with all of the following:

1. The intern/mentee must be in an internship or mentorship program approved by the Office.
2. The intern/mentee must complete and submit the standard application form to the Office.
3. The mentor/supervising interpreter must be an interpreter registered with the Office.
4. The intern/mentee must follow the RID Code of Professional Conduct.

The Commonwealth should keep track of all interns/mentees providing services as they have not yet fully developed the skills to have the credentials necessary to register. Interns cannot register and pay a fee because they are exempt, but they should have to prove their exemption to the Office.

§ 501.6. Complaints.

(a) Upon the receipt of a written or videotaped complaint or upon its own initiative, the Office may shall investigate allegations of violations of section 8 of the act (63 P. S. § 1725.8).

English is not the native language of many deaf people. Permitting them to file a complaint in their native language, which has no written form, would prevent misunderstandings caused by communication in their second language. Secondly, the office should not be given the option to not investigate a complaint. All complaints should be reviewed, and those having no merit can be dismissed.

(b) Complaints must contain:

- (1) The name and address of complainant.
 - (2) The name and address, if known, of the individual against whom the complaint is filed.
 - (3) A statement of the facts forming the basis of the complaint or conclusion that there has been a violation of the act.
 - (4) The name of any witnesses and other information that may be pertinent to an investigation.
- (c) Complaints shall be submitted to the Office of the Deaf and Hard of Hearing which may commence an investigation.

The Office for the Deaf and Hard of Hearing is referred to as the Office in these regulations.

§ 501.7. Hearings/appeals.

(a) Actions under sections 8 and 9 of the act (63 P. S. §§ 1725.8 and 1725.9) will be taken subject to the right of notice, hearing and adjudication in accordance with 2 Pa.C.S. (relating to administrative law and procedure). Hearings will be conducted under 1 Pa. Code Part II (relating to the General Rules of Administrative Practice and Procedure) and this section.

(b) The Office will serve the registrant individual alleged to be in violation with an order to show cause under 1 Pa. Code § 35.14 (relating to orders to show cause). The order to show cause will contain notification that the registration individual may be subject to action and the grounds for the action. The order to show cause will contain notification that the respondent is to respond in writing within 30 days after the date of the service of the order or in accordance with another date designated by the Office.

(c) The registrant individual may respond in writing to the allegations of the order to show cause under 1 Pa. Code § 35.37 (relating to answers to orders to show cause). If made, the answer shall be filed with the Office within 30 days after the date of the order to show cause or within another time period specified by the Office.

(d) The Office will provide the opportunity for a recorded hearing on the allegations. The Office will designate a presiding officer to conduct the hearing under 1 Pa. Code §§ 35.185--35.190 (relating to presiding officers).

(e) The presiding officer will prepare and issue a proposed report and order under 1 Pa. Code §§ 35.201--35.207 (relating to proposed reports generally). The presiding officer will serve the proposed report upon counsel of record or to the parties in the hearing. The proposed report will contain the Department address where an appeal may be filed.

(f) A party may appeal the proposed report and order to the Secretary within 20 days of service of the proposed report under section 10 of the act (63 P. S. § 1725.10). Appeals are governed by the following:

(1) A party desiring to appeal to the Secretary shall file exceptions to the proposed report and order within 20 days of service in accordance with 1 Pa. Code § 35.211 (relating to procedure to except to proposed report). The party may seek the reopening of the record to present testimony or evidence by filing a request with the exceptions.

(2) A party may file a written response to the exceptions within 20 days of service of the exceptions. The party may seek the reopening of the record to present testimony or evidence by filing a request with the response.

(3) If a timely appeal is filed, the presiding officer will transmit the proposed report and order and the certified record to the Secretary.

(4) If a timely appeal is filed, the Secretary will issue the final order under 1 Pa. Code § 35.226 (relating to final orders). The Secretary may reopen the record and order additional briefs.

(5) The presiding officer's proposed report and order will be the Department's final order under section 11 of the act (63 P. S. § 1725.11) if a timely appeal is not made under this section.

(g) This section supplements 1 Pa. Code §§ 35.14, 35.37, 35.185--35.190, 35.201--35.207, 35.211 and 35.226.

An individual who is not registered may still commit a violation or be alleged to have committed a violation.

§ 501.8. Request for reconsideration of registration denial.

(a) The Office may deny an application for registration if an applicant does not meet the registration requirements of section 5(a) of the act (63 P. S. § 1725.5(a)) or for the grounds contained in section 8(a) of the act (63 P. S. § 1725.8(a)).

(b) An applicant for registration whose application was denied by the Office may file a request for reconsideration with the Office.

(c) The request for reconsideration must be in writing and include the following:

(1) The applicant's name and address.

(2) The facts supporting the applicant's request for reconsideration.

(3) Supporting documentation demonstrating that the applicant meets the requirements for registration under section 5(a)(2) of the act.

(d) The Office will review the request for reconsideration and issue a written determination containing its decision. If reconsideration is denied, the Office will provide a summary of the reasons in the determination.

(e) If the request is granted, the Office will issue a registration to the applicant if the applicant pays the renewal fee and completes the application under section 5(a)(1) of the act.

(f) An applicant may seek a hearing and appeal the denial of registration under sections 10 and 11 of the act (63 P. S. §§ 1725.10 and 1725.11). The Office and Department will conduct hearings and resolve appeals under § 501.7 (relating to hearings/appeals).

§ 501.9. Biennial registration renewal.

(a) A registrant shall renew the registration biennially to retain the right to continue to provide interpreting or transliterating services, or offer to provide sign language interpreting or transliterating services, or hold himself out as a qualified sign language interpreter or a qualified transliterator or use similar titles or designations under the act.

(b) Registration for a biennium expires December 31 of every even-numbered year.

(c) To renew a registration, a registrant shall submit to the office before the expiration of the renewal period a completed renewal application supplied by the Office along with the required renewal fee and any late or reactivation fees under § 501.2 (relating to fees). The application may be submitted on-line or in paper format.

(d) Biennial registration forms and other forms or literature to be distributed by the Office will be forwarded to the last mailing address given to the Office by the registrant. Failure of the Office to send, or of the registrant to receive, a biennial registration application does not relieve the registrant of the biennial registration responsibility.

The office should not be given the opportunity/option to not send biennial registration and other literature to those who are registered. Interpreters want to be able to submit their application through either a paper or on-line method.

(e) The Office will issue a nontransferable biennial registration card to a registrant who renews registration under this section. This registration card will be issued within 30 days of the receipt of the application and fees.

A registration in the form of a card would be the most functional. Interpreters would like to see the registration issued in a timely manner.

§ 501.10. Reactivation of registration.

An individual may reactivate a suspended registration under section 9(c) of the act (63 P. S. § 1725.9(c)) if the following conditions are met:

- (1) The suspension term certain has fully elapsed.
- (2) The individual has complied with the terms and conditions of the suspension order.
- (3) The individual has not violated the act or this chapter during the suspension term.
- (4) The individual pays the reactivation fee under § 501.2 (relating to fees).b
- (5) The individual complies with the renewal requirements of § 501.9 (relating to biennial registration renewal). Proof of this compliance will be kept on file at the Office.

A provision needs to be made to have this information on file for a specified time frame in case it is needed. The Office seems like an appropriate place to keep this information.

§ 501.11. Change of address/name/information.

A registrant shall notify the Office of any change of name, mailing address or other personal or professional information within 10 business days of making the change.

The law specifies 10 days.

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