

REGISTRY OF INTERPRETERS FOR THE DEAF, INC.

# **ETHICAL PRACTICES SYSTEM POLICY AND ENFORCEMENT PROCEDURES**

*RID Ethics Department  
Approved by the RID Board of Directors March 14, 2023  
Revised July 15, 2024*

The document enclosed outlines RID's EPS Policy and Enforcement Procedures which requires compliance with the CPC, EPS, objectivity, and fundamental fairness to all persons who may be parties in a complaint of professional misconduct.

## Table of Contents

<b>ETHICAL PRACTICES SYSTEM PHILOSOPHY.....</b>	<b>3</b>
<b>EPS DEFINITIONS.....</b>	<b>4</b>
Consumers .....	4
Professionals.....	4
Integrity.....	4
Accountability .....	4
Harm.....	4
Online professional space.....	5
Certificant .....	5
<b>SCOPE .....</b>	<b>5</b>
<b>PROHIBITED ACTIONS AND BEHAVIORS: CAUSES FOR ACTIONABLE DISCIPLINE.....</b>	<b>7</b>
I. RELATING TO THE INTEGRITY OF MEMBERSHIP AND CREDENTIALS.....	7
II. RELATING TO UPHOLDING TRUST IN THE PROFESSION.....	8
III. RELATING TO ADVERSE ACTIONS .....	11
IV. CRIMINAL CONVICTIONS (Effective Fiscal Year 2025 Membership Renewal) ...	12
<b>EPS ENFORCEMENT PROCEDURES .....</b>	<b>13</b>
Step 1: Filing a Complaint or Submitting a Report of Alleged Violation .....	13
Step 2: The Intake .....	14
Step 3: Complaint and Report Procedures .....	14
Step 4: Respondent’s Right of Review.....	19
Step 5: Appeals Process.....	19
Step 6: Reports, Records, and Publications .....	20
Responsibility for Contact Information.....	21

## **ETHICAL PRACTICES SYSTEM PHILOSOPHY**

RID's Ethical Practices System (EPS) is an essential component of RID's certification program and exemplifies the commitment of RID, Center for Assessment in Sign Language Interpreting (CASLI), and certificants to consumers, the public and to the profession through the competent and professional practice of interpreting.

RID endeavors to assure all members of the public – Deaf, DeafBlind, DeafDisabled, Hard of Hearing, and Late-Deafened (DDBDDHHL) consumers, hearing consumers, communities and organizations that engage in the provision of interpreting services, and those who rely on the services of interpreters to communicate with DDBDDHHL individuals – that RID certificants meet professional standards of conduct. RID's EPS requires that certificants and those seeking RID certification continuously comply with and uphold appropriate standards of professionalism, while demonstrating integrity and accountability in all interpreting settings and interpreting-related activities. RID-NAD's Code of Conduct outlines the baseline of professional standards that all certificants and members throughout multiple points in their journey to certification are expected to uphold.

It is crucial that individuals who do not meet the standards of professionalism, accountability, and integrity required of the profession do not undermine the important achievements of those who do. Violation of these standards is harmful to the profession, its consumers and stakeholders, and will be subject to disciplinary action in accordance with this policy.

The EPS upholds accountability and integrity as essential components to developing and supporting trustworthy relationships between all consumers and interpreting professionals. As such, accountability and integrity are pillars for professional conduct. We acknowledge that accountability and integrity can be perceived and upheld in a myriad of ways by various cultural, linguistic, and (dis)ability communities which have historically been neglected when identifying and addressing alleged professional misconduct. It is the aim of EPS to foster healthy relationships between consumers and professionals in the interpreting community by providing a paradigmatic shift in the understanding of how interpreting professionals should exhibit and embody integrity and accountability.

## **EPS DEFINITIONS**

### ***Consumers***

Those who are impacted by any and all decisions and actions made by interpreters. This includes but is not limited to: Deaf, DeafBlind, DeafDisabled, Hard of Hearing, Late Deafened, CODA and hearing communities.

### ***Professionals***

Entities and individuals that provide interpreting services. For purposes of this policy, the terms *interpreting services*, *professional practice*, and *interpreting engagement* include facilitating communication between of sign language communications and spoken language, and also include interactions the interpreter has preparatory to or in connection with providing or having provided sign language interpretation to DDBDDHLD consumers or of DDBDDHLD communications.

### ***Integrity***

Behaviors that demonstrate trustworthiness, honesty, respect, authentic self-reflection, considering the intent and impact of the practitioner's actions, willingness to be held accountable by consumers and colleagues, and uphold professional standards prior to, during, and after interpreting encounters and when engaging in conduct relating to or impacting professional activities.

### ***Accountability***

An interpreting professional's disposition and behaviors that demonstrate willingness to be responsible for their actions, be answerable to consumers, their colleagues and RID and to report, explain or give response to any action that is called into question as causing or perpetuating harm to the consumer or the interpreting profession.

### ***Harm***

Any prohibited action during interpreting encounters or professional practice activities and that negatively impacts the consumer and/or interpreting professionals and/or damages the integrity of the profession.

The EPS expects continuous compliance by interpreters in their conduct while actively interpreting, preparing to interpret, representing themselves as an interpreter in professionally constructed spaces both in person and in digital spaces, as well as promoting themselves as a member of the profession.

### ***Online professional space***

A space where interpreting-related business is conducted (e.g. solicitation of interpreting services), interpreting-related content is shared, or where the majority of participants are interpreting professionals engaging in interpreting-related discussions. This includes spaces where interpreting professionals and/or their work products and/or actions taken while in the course of their interpreting duties are posted, shared, or discussed.

### ***Certificant***

A RID certified interpreter. The EPS defines a “certifying” interpreter as any interpreter who has applied for RID certification or has otherwise taken steps to seek RID certification, including by applying for or taking a CASLI examination.

## **SCOPE**

Registry of Interpreters for the Deaf (RID) is the national certifying body of sign language interpreters and is a professional organization that fosters the growth of the profession and the professional growth of interpreting. As interpreters, we are to acknowledge the relationships we work in, and are accountable to our commitment(s) to fostering healthy relationships. We have a responsibility to acknowledge the impact our work has on consumers and make the situation(s) workable, and to mitigate harm with minimal impact. In doing so we bring connectedness and commitment between human beings while maintaining professional integrity with respect, honesty, trust, authenticity, and equity.

The imperative of integrity and accountability by RID members who seek or hold certification as well as the values of the DDBDDHLD communities, collectively provide the standards of the highest quality of interpretation services throughout all areas of the profession. This includes professional conduct within interpreting and outside of interpreting-related settings.

All RID members and all RID certified and certifying candidates and holders (including CASLI applicants and examinees) are subject to professional standards as outlined in this Policy. This Policy requires compliance with the CPC, EPS, objectivity, and fundamental fairness to all persons who may be parties in a complaint of professional misconduct. The associated Policy and the Enforcement Procedures are not intended to address all aspects of the personal conduct of a RID member or certificant, if unrelated to their role or conduct as an interpreter. When feasible and appropriate, RID members, candidates for certification, and certificants may pursue other corrective steps within the

relevant institution or setting and discuss any perceived violations directly with all persons involved. However, all reported violations or filed complaints of professional conduct will be reviewed by the Ethical Practices System, with no limitations on the timeframe in which the alleged violation occurred.

RID may impose disciplinary sanctions on any individual who violates this Policy, whether it is during the application process for RID membership, while holding membership, applying for RID certification, possessing any RID recognized credential, or applying for or taking a CASLI examination. RID retains the right to take disciplinary action for behaviors that clearly caused negative impacts on consumer(s), interpreting professionals, or damages the integrity of the profession during interpreting encounters or professional-related activities even if the behavior is not specifically listed under RID's Ethical Practices System. Sanctions may include, but are not limited to:

- the assignment of remedial education,
- non-public or public reprimand and warning,
- suspension and/or revocation of RID membership or eligibility for RID membership,
- suspension and/or revocation of certification or eligibility for RID certification,
- temporary or permanent ineligibility to take CASLI examinations, or
- other disciplinary action as determined at the discretion of RID.

Disciplinary actions may be reported to any state licensing authority, the federal government, the certificant's employer, and other interested parties, including individuals seeking information about the certificant's credentials, in accordance with procedures outlined in this policy.

This Policy represents some, though not necessarily all, of the behaviors that may trigger review under RID's Ethical Practices System. RID retains the right to take disciplinary action under this Policy even if the interpreter's membership expires or the interpreter retires from practice, provided that the violation triggering the disciplinary proceeding occurred when the interpreter held RID membership or certification, was seeking certification, applying for or holding any other RID credentials, or applying for or taking a CASLI examination.

This EPS policy will be periodically reviewed and subject to revisions, based on evolving industry standards, and advancements in technology. These changes will be in effect, via attestation of receipt, at each RID membership renewal juncture, and effective immediately as individuals apply for certification through RID or apply for or take CASLI examinations.

## **PROHIBITED ACTIONS AND BEHAVIORS: CAUSES FOR ACTIONABLE DISCIPLINE**

To be eligible to hold membership in RID or participate in Center for Assessment of Sign Language Interpreters (CASLI) testing programs, and to hold RID certifications, an individual must continuously comply with all of RID and CASLI's standards, policies, and procedures as set forth in this Policy, the Code of Professional Conduct and, as applicable, the Policy and Procedures Manual (PPM). The following sections outline prohibited behaviors under this Policy and enforcement procedures.

### **I. RELATING TO THE INTEGRITY OF MEMBERSHIP AND CREDENTIALS**

1. Misrepresentation of Membership and Credentials
  - a. Making false, knowingly misleading, or deceptive statements, or providing false, knowingly misleading or deceptive information or documents in connection with applying for RID membership or regarding the prerogatives and ramifications of that membership.
  - b. Misrepresenting professional credentials (i.e., education, training, experience, level of competence, skills, exam scores, and/or certification status).
  - c. Obtaining or attempting to obtain eligibility, certification, or recertification of any RID credentials by deceptive means.
  - d. Assisting another in misrepresenting or falsifying membership or credentials, not limited to submitting or assisting another person to submit any document which contains a material misstatement of fact or omits to state a material fact.
  - e. Using Fraudulent Credentials
    - i. Manufacturing, modifying or duplicating documents including but not limited to submitting or assisting another person to submit any document which contains a material misstatement of fact or omits to state a material fact.
    - ii. Use of RID and CASLI marks and logos including trademarked material, without authorization.
    - iii. Impersonating a certified interpreter or providing interpreter services using another's certification identification number.
    - iv. Presenting membership status as equivalent to certification.
2. Certification Maintenance Program (CMP) Infringement
  - a. Noncompliance with CMP protocols for seeking CEUs.
  - b. Noncompliance with CMP sponsor responsibilities and procedures.

- c. Committing fraud in the CMP process (e.g., attending two or more simultaneous CEU-bearing events, impersonating another interpreter in CEU-bearing events, abuse of membership cycle to avoid CEU submission, etc.).
  - d. Failure to report known violations or intentionally assisting another in committing fraud in the certification maintenance process.
  - e. Misrepresentation as a CEU sponsor or as hosting a CEU-bearing event.
3. Dishonest Actions Impacting CASLI Testing
- a. Integrity of Testing Materials
    - i. Disclosing, recording, reproducing, or distributing examination content or otherwise compromising the security of a CASLI examination.
    - ii. Possessing and/or using unauthorized material, including but not limited to streaming, recording, screen capture, or other unpermitted electronic devices during a CASLI examination.
    - iii. Having or seeking access to proprietary exam materials before the exam.
  - b. Testing Procedures
    - i. Violating the published examination procedures for the examination or the specific examination conditions authorized by CASLI.
    - ii. Impersonating an examinee or engaging someone else to take the exam by proxy.
  - c. Test Products
    - i. Cheating on a CASLI examination.
    - ii. Making false, knowingly misleading, or deceptive statements, or providing false, knowingly misleading, or deceptive information or documents in connection with an application for CASLI's examinations or certification renewal.

## **II. RELATING TO UPHOLDING TRUST IN THE PROFESSION**

1. Confidentiality Transgressions
- a. Failing to maintain the confidentiality of information gained through or as a result of providing interpreting services whether such breach of confidentiality occurs prior to, during, or after an interpreting engagement.
  - b. Sharing information that breaches the privacy of the consumer(s).
  - c. Profiting from the use of assignment-related information for professional or personal gain.
  - d. Not following protocol for reporting within a specific agency or entity.



2. Misconduct via Online Professional Spaces.
  - a. Digital Civility
    - i. Recording and distributing content expressly prohibited by its creator, e.g., without express permission recording an interpreted scenario unbeknownst to the parties involved, recording of consumers involved in the respective interpreted event, refusal to remove the recording as requested by the personnel or stakeholders involved in the event.
  
3. Actions Taken During Interpreting-Related Activities
  - a. Gross incompetence, unprofessional conduct, or unethical professional conduct in professional practice.
  - b. Knowingly accepting assignments without adequate prior training or skills.
  - c. Exceeding one's scope of practice as defined by law or certification.
  - d. Knowingly accepting an interpreting engagement that the interpreter is aware is beyond the interpreter's knowledge, ability, or skills to perform in accordance with the standards of practice, or continuing with such an assignment without disclosing the interpreter's skill limitations.
  - e. Knowingly accepting assignments for which one is not culturally and linguistically apt to provide services.
  - f. Knowingly accepting or continuing an interpreting engagement for which the interpreter has an undisclosed conflict of interest.
  - g. Refusing to use the language and modality(ies) as requested by consumer(s), other than because the interpreter has declined the engagement.
  - h. Falsely, misleadingly, or deceptively purporting to have professional expertise beyond scope of practice and/or training.
  - i. Failing to limit professional activity to interpreting during an interpreting engagement, such as by advising consumers on the substance of the matter being interpreted, sharing or eliciting overly personal information in conversations with the consumer, or inserting personal judgments or cultural values into the interpreting engagement.
  - j. Failing to meet standards of practice for rendering an interpreted communication accurately, without material omissions or additions, and failing to convey the content and spirit of the original message.
  - k. Discriminating against anyone in the provision of interpreter services on the basis of race, sex, gender identity or expression, sexual orientation, religion, national origin, age, or disability. Discrimination does not include declining an interpreting engagement because it is beyond the

interpreter's knowledge, ability, or skills to perform in accordance with the standards of practice.

- l. Practicing while impaired (e.g. due to mind-altering substance use)
  - m. Exhibiting gross incompetence, unprofessional conduct, or unethical conduct in connection with providing interpreting services or the individual's professional practice as an interpreter that raises a substantial question as to that individual's honesty, trustworthiness, or fitness as an interpreter in other respects.
4. Negligence in Recommending or Utilizing Necessary Resources\*
- a. Failure to acknowledge that additional necessary accommodations are required to provide accurate message equivalence, including but is not limited to recommend a more qualified interpreter(s) (e.g., Deaf interpreters, heritage language interpreters, interpreters with setting-specific cultural competence), notetaker(s), language facilitator(s), Captioning Access Real Time (CART), assistive technologies, etc.).
  - b. Failure to acknowledge when multiple interpreting teams (e.g., Deaf, multilingual, heritage language, ProTactile, etc.) are needed given the complexity and nature of the interpreting task.
  - c. Failure to recommend to appropriate personnel the availability of resources for consumer(s), which may include interpreters representing mutual intersectionalities of the consumer(s) or event, the most effective situational interpreting services possible (e.g., Deaf, multilingual, or heritage language interpreters), the most effective and readily available community-based services.

\*It does not constitute a violation of this Policy to proceed with an interpreting engagement if the interpreter recommends additional resources to the parties and explains why, the consumer expressly declines the recommendation, and the interpreter has the knowledge, ability, and skills to convey the essential aspects of the communications in accordance with the standards of practice.

5. Disrespect for colleagues, consumers, organizational stakeholders, and students of the profession
- a. Engaging in violent, threatening, harassing, obscene, profane, or abusive communications with RID or CASLI or their agents.
  - b. Failing to comply with established policies or regulations at the venue where the interpreting assignment is, including failing to show respect for cultural norms or failing to comply with safety regulations.

- c. Failing to cooperate with or respond to inquiries from RID or CASLI related to the individual's own or another's compliance with RID's or CASLI's standards, policies, and procedures and this Policy, in connection with CASLI certification-related matters, RID membership-related matters, or disciplinary proceedings.
  - d. Violating appropriate boundaries between the interpreter and any party involved in the interpreted encounter.
6. Dishonesty while Conducting the Business of Interpreting
- a. Obtaining or attempting to obtain compensation or reimbursement by fraud or deceit in connection with professional practice.
  - b. Engaging in negligent or deceptive billing or record keeping in connection with professional practice.
  - c. Promoting, implying, encouraging/overriding autonomy of consumers in the provision of communication access (including for the purpose of placing oneself in a favorable position for future assignments).
  - d. Engaging in fraudulent business practices, such as 'double-dipping'.
  - e. Charging more than the advertised fees for interpreting assignments in the expected scope and duration.

### **III. RELATING TO ADVERSE ACTIONS**

1. Misusing the Disciplinary Procedures
- a. Making false, knowingly misleading, or deceptive statements, or providing false, knowingly misleading or deceptive information or documents in connection with any EPS proceedings.
  - b. Bringing an EPS complaint for an improper purpose, such as to harass or impose costs on the respondent, or where the complainant knows that the facts are contrary to the allegations in the complaint.
  - c. Changing residence to avoid prosecution, loss of license, or disciplinary action by a state licensing agency.
  - d. Failing to adhere to the outlined protocols and procedures as outlined in this document.
2. Effective Fiscal Year 2025 Membership Renewal, failure to report certain adverse findings or conduct will also violate this Policy:
- Failing to Report
- a. Failing to report known or perceived prohibited behavior or activities by another RID member or a CASLI applicant. .
  - b. Failing to report a conviction related to the performance of the individual's duties as an interpreter or honesty, trustworthiness, or fitness as an

interpreter (see Criminal Convictions, below), within 30 days of the conviction.

- c. Failing to disclose to RID any disciplinary actions taken by a state licensing board against a candidate/certificant, including but not limited to revocation, suspension, voluntary surrender, probation, fines, stipulations, limitations, restrictions, conditions, censure or reprimand, or denial of licensure, within 30 days of the adverse action.

### 3. Retaliation

- a. Retaliating against a consumer for making a complaint or against any individual for participating in good faith in any EPS proceedings, by blocking or impeding the individual from obtaining interpreter services from an interpreter other than the subject of the EPS complaint.\*

\*This provision does not compel an interpreter to provide direct interpreter services to another individual, provided that declining an assignment is not for discriminatory or otherwise prohibited reasons. However, interpreters who own agencies or manage or act as schedulers within interpreting agencies may not decline to assign interpreters to consumers for a retaliatory reason.

## IV. CRIMINAL CONVICTIONS (Effective 2026 Membership Renewal)

EPS holds that interpreting is a trust and reputation-based profession. Therefore, many criminal offenses may potentially affect the interpreter's suitability to practice in a number of ways and be detrimental to the trust and safety required to facilitate effective language access. This section details when an interpreter's criminal conviction may be relevant to their eligibility for certification, periodic certification renewal, and CASLI examinations.

RID will engage in an individualized assessment for each disclosure submitted.

**Criminal convictions will not automatically disqualify an interpreter from RID membership eligibility for CASLI examinations, or RID certification, or automatically result in disciplinary sanction.** This disclosure will initiate information-gathering by RID, as the organization cannot adopt a policy of deliberately excluding knowledge of offenses that may be relevant to the trustworthiness of a member or certificant affecting the safety or welfare of consumers, fellow colleagues, and RID stakeholders. Convictions of this nature include but are not limited to convictions involving crimes of a sexual nature, stalking or harassment, actual or threatened use of a weapon or violence, prohibited use, sale, distribution or possession of a controlled substance other than marijuana, and fraud.

1. Disclosure - As required by this Policy, each RID current member, professionals submitting for RID membership renewal, CASLI testing candidates, and RID

credential holders must identify and explain whether s/he/they was or is the subject of any of the following matters within 30 days of notification of the matter or at the time of membership renewal or testing application (whichever occurs sooner). Failing to timely report such matters to EPS is a violation of this Policy.

- a. Prior criminal felony, misdemeanor, and other criminal convictions.
- b. Current and pending criminal felony, misdemeanor, and other charges, including complaints and indictments, or matters in which the court has deferred adjudication.
- c. Government agencies and professional organizations' pending investigations or adverse actions relating to the member/candidate/credential holder, including disciplinary and complaint matters, within ten (10) years prior to the date of their initial membership or certification application or certification maintenance application, if not previously disclosed to RID.
- d. Pending legal proceedings or government investigations or adverse judgments against the member/candidate/certificant, related to their interpreting business or professional activities, including civil complaints and lawsuits.

## **EPS ENFORCEMENT PROCEDURES**

### **Step 1: Filing a Complaint or Submitting a Report of Alleged Violation**

1. **Complaint:** A complaint is a formal declaration to the EPS that a consumer, interpreting professional or interpreting entity (a "respondent") has allegedly experienced or witnessed intentional or unintentional harm that is a violation of EPS policy. Complaints stating an alleged violation of this Policy may originate from any consumer, interpreting professional, or entity within or outside RID.
2. **Report:** A report is the submission of documentation of an alleged violation of EPS policy for which there is no named complainant. EPS may initiate a report ("self-initiated report") based on information from any internal or external source indicating that a person subject to this Policy's jurisdiction may have committed acts that violate this Policy (e.g., public information concerning a RID member such as court judgments or media releases that indicate a potential violation of this Policy).

All complaints and reports must be submitted to EPS with a signed statement authorizing RID to release this complaint and all other supporting material provided or that may be provided in the future to the subject of the complaint, members of EPS, attorneys and others as deemed appropriate by RID or as required by law.

## Step 2: The Intake

1. Complaints: EPS staff may schedule an intake meeting with the complainant. The intake may be completed in the language preferred by the complainant, including but not limited to ASL, ProTactile, written or spoken English. EPS staff will collect all documentation relevant to the alleged violation.
2. Reports: EPS Staff will gather available documentation on the alleged violation.

## Step 3: Complaint and Report Procedures

1. Review: RID EPS has the sole discretion to determine which complaints and reports should be pursued, how they should be pursued, and what action, if any, should be taken, in accordance with the Disciplinary Policy and Procedures.
2. The outcome of a complaint or report may or may not be made public.
3. Possible Actions upon initial review:
  - a. No Further Investigation Warranted - Dismissal: The EPS may dismiss a case due to the following reasons:
    - i. Jurisdiction: The EPS has no jurisdiction over the Respondent (e.g., because the person is not or was not a member, candidate for certification, CASLI candidate, and/or had a lapsed certification at the time of the alleged incident).
    - ii. No Violation: The EPS finds that the complaint, even if proven, does not state a basis for action under the Policy (e.g., a simple complaint that someone was unpleasant or rude on a single occasion).
    - iii. Withdrawal of complaint: The complaint was withdrawn, and the EPS has not initiated its own complaint.
  - b. Further Investigation Warranted: In all instances other than dismissal of a complaint for lack of jurisdiction or because the allegations do not constitute a violation of the Policy, the respondent will be provided notice of the complaint and an opportunity to respond.
4. Investigation
  - a. The EPS will give notice of the allegations to the respondent and will send questions or requests for information to be answered by the complainant and/or respondent. EPS staff will collect documentation and evidence relevant to the complaint or report.
  - b. The respondent and complainant shall have thirty (30) calendar days from receipt of the notice of the investigation to respond to any EPS questions or requests. Responses may be sent in the language preferred by the

complainant and/or respondent, including but not limited to ASL, ProTactile, written or spoken English. The complainant and/or respondent may submit supporting documentation, including witness statements.

- c. Failure of the respondent to participate in and/or cooperate with the investigative process of the EPS shall not prevent the continuation of the enforcement process, and this behavior itself may constitute a violation of the Policy.
  - d. EPS may impose an administrative suspension of the respondent's membership and/or certification for failure to cooperate with requests for information. This suspension will remain in effect until a final determination is made.
  - e. The EPS may obtain evidence directly from third parties without permission from the complainant or respondent.
  - f. Timeline: The investigation will be completed within a timely manner, based on the case and the required procedures necessitated by the evidence to be collected and assessed. The respondent or their designee receives notification that an investigation is being conducted, unless the EPS determines that special circumstances warrant additional time for the investigation. All timelines noted herein can be extended for good cause at the discretion of the EPS, including the EPS's schedule and additional requests of the respondent. The EPS shall notify the respondent and the complainant in writing if a delay occurs or if the investigative process requires more time.
5. EPS Self-Initiated Reporting Process
- a. The EPS will review, using the process described in "Investigation", any information received from internal or external sources that may warrant a complaint against an individual who is or was a RID member at the time of the alleged conduct. The EPS may also initiate a complaint based on information about fraudulent use of credentials, irregularities in connection with exams, or other violations relating to RID or CASLI.
  - b. EPS will consider the findings of fact or conclusions of another official body, such as state licensing boards and committees, other certification bodies (e.g. BEI), and local, state, and federal governing bodies.
  - c. The EPS will decide whether to act on the basis of the official body's findings or conclusions and open a self-initiated report. On the basis of the information provided, the EPS will determine whether the findings of the official body are also sufficient to demonstrate a violation of the Policy and therefore warrant sanctions.

## 6. Disclosure of Information

- a. After a final public disciplinary sanction has been imposed, RID may notify interested parties of the decision and the underlying facts thereof as deemed appropriate by RID. Such notification may be given to any state licensing authority, the federal government, the respondent's employer and other interested parties, including individuals seeking information about the individual's certification or membership status on RID's website or through other means. RID may also report or disclose administrative suspensions imposed on interpreters who have not responded to requests for information related to an EPS disciplinary proceeding.

## 7. Decision

- a. EPS has a role in educating and guiding its members toward appropriate professional conduct in all aspects of their diverse professional and volunteer roles.
- b. If the EPS determines that the respondent has engaged in professional conduct that constitutes a violation of the Policy, it may take private and/or public actions.
- c. Records of all decisions by the EPS will be maintained internally by RID headquarters.
- d. All parties involved are immediately informed of the decision of the resulting actions/sanction(s) and plan for carrying out the sanction(s) as decided by the EPS.
- e. Possible Resulting Actions/ Sanctions:
  - i. Non-public Reprimand and Warning
    1. The EPS will send a letter to the respondent outlining the violation with a warning that the record of the complaint and sanction will be maintained by RID headquarters. The complaint may be utilized in any future proceeding as evidence of a pattern of harm and professional disregard.
  - ii. Public Reprimand and Warning
    1. Publication of the respondent's name, violation(s), date of the decision, and sanctions in RID VIEWS and RID Website and,
    2. Notification sent to the respondent's
      - a. Respective state or local licensing entities
      - b. Employer of record.
  - iii. Supervision
    1. Supervision is defined as a colleague who is monitoring the process and completion of the consequences as prescribed by the EPS.



2. This assigned supervisor will provide support or coaching, as outlined by the EPS, and provide progress reports along with any further identified action steps needed, based on the observations seen over the course of the supervisory relationship.
  3. The respondent must be responsible for meeting with the supervisor at regular intervals to demonstrate progress and may be responsible to pay the supervisor's time at fair market value.
- iv. (Re)Education
1. Assigned number of hours of topic-specific (re)education. The exact nature and type of education will be assigned by the EPS. All education plans must be approved and monitored by the EPS, and the EPS will require documentation of satisfactory completion of the required (re)education. This may include:
    - a. Courses/Seminars/Workshops. A specific number of hours focused on the development of ethics, accountability, language enhancement, soft skills, team interpreting, business practices, etc.
    - b. Behavior training courses, such as anger management courses or time management courses. Individual one-on-one counseling sessions may be accepted by RID in lieu of courses.
    - c. Reflective and critical analysis in writing/video. This analysis will:
      - i. Demonstrate an understanding of the impact of the violation(s)
      - ii. Demonstrate an understanding of the 'harm' and the impact of the harm on consumers, team interpreters, colleagues, and/or stakeholders
      - iii. Demonstrate an understanding of the risks and possible outcomes that the action(s) caused
      - iv. Describe a plan of how to avoid repeating the violation in the future.
  2. The respondent may not earn CEUs for any portion of the (re)education.

- i. Revocation of CEUs
  1. This is applicable, should the respondent be found in violation of the Certification Maintenance Program (CMP) protocols and procedures. The exact amount of the CEUs revoked will be at the discretion of the EPS. The revocation could include all of the respondent's current-cycle accumulated CEUs.
- ii. Prohibition from Presenting at RID CEU-bearing Events
  1. Loss of eligibility to present, lead, facilitate, and/or co-facilitate a RID CEU-bearing event or activity.
  2. The duration of this prohibition will be at the discretion of the EPS.
- iii. Public Letter of Apology
  1. The respondent will be required to submit a bilingual (ASL/English) public letter of apology for the found violations. This letter will be published in the RID VIEWS and RID website.
  2. The letter will be archived on the same page as the publication of EPS violations on the RID website.
- iv. Suspension of Certification and/or Membership
  1. The duration of the suspension will be at the discretion of the EPS. The EPS may set conditions on lifting the suspension.
  2. Notification of suspension may, as applicable also be sent to:
    - a. State or local licensing entities
    - b. The respondent's employer
- v. Revocation of Certification
  1. The duration of the revocation will be at the discretion of the EPS. If revocation is non-permanent, the EPS will specify the conditions the respondent must meet if the respondent seeks to reestablish eligibility for certification.
  2. Notification of revocation will also be sent, as applicable, to:
    - a. State or local licensing entities
    - b. The respondent's employer
- vi. Temporary or Permanent Revocation of Eligibility for CASLI Examinations
  1. The duration of the revocation will be at the discretion of the EPS Review Board. If revocation is non-permanent, the EPS will specify the conditions the respondent must meet if the

respondent seeks to reestablish eligibility for CASLI examination.

vii. Revocation of Membership

1. The duration of the revocation will be at the discretion of the EPS Review Board. If revocation is non-permanent, the EPS will specify the conditions the respondent must meet if the respondent seeks to reestablish eligibility for membership.
2. This may include barring eligibility for membership indefinitely.
3. Notification of revocation will also be sent, as applicable, to:
  - a. State or local licensing entities
  - b. The respondent's employer

#### **Step 4: Respondent's Right of Review**

- a. Response—Within thirty (30) calendar days of the date of the notification letter of the EPS's decision and any sanction, the respondent may request review by informing the EPS in video or written form that they want to contest the EPS's decision and/or sanction and request to initiate the review process. If the respondent does not submit a timely request for review, the decision by the EPS shall become final.
- b. Action Following a Final Determination

Upon a final determination (either because no review was requested or the after decision by the EPS Review Board), the EPS will notify all relevant parties and impose the sanction and the case will be monitored until the sanctions are complete and the respondent submits satisfactory proof of completion of the imposed corrective action.

#### **Step 5: Appeals Process**

- a. The respondent may request review of the decision and/or sanction within 30 days of the date of notification of the EPS decision by written letter or video letter. The grounds for the request for review shall be explained by the respondent via a written document or video that includes a detailed statement as to the reasons for the appeal. The complainant will also be notified of the request for review.
- b. The EPS Review Board is convened upon written or video request by the respondent. The EPS Review Board shall consider the evidence in the record and any new information or submissions by the respondent and the complainant. The EPS Review Board may request additional information, ask for clarification through EPS staff to determine professional misconduct issues arising from the

factual matters in the case, even if those specific issues were not raised by the complainant. The EPS Review Board may also choose to apply principles or other language from the Policy not originally identified by the EPS. The EPS Review Board may affirm the decision, reverse or modify it, or remand it to the EPS for review if its written procedures were not followed.

- c. Appeals shall generally address only the issues, procedures, or sanctions that are part of the EPS findings. However, in the interest of fairness, the EPS Review Board may consider newly available evidence that is directly related to the original complaint.
- d. The parties in the appeals process are the respondent and the EPS Review Board.
- e. The EPS Review Board and staff shall initiate the appeal process as follows:
  - i. Notification of Parties - The EPS staff will inform the EPS Review Board immediately upon receipt of a formal written or video request for an appeal.
  - ii. The EPS Review Board members shall convene quarterly, or by request of EPS staff after receipt of a formal written or video appeal request. EPS staff shall be present and available to address questions.
- f. Decision
  - i. The EPS Review Board shall conduct a review of the prior decision.
  - ii. The decision of the EPS Review Board shall be by majority vote.
  - iii. The EPS Review Board shall have the power to (a) affirm the decision, (b) modify the decision, or (c) reverse the original decision, both as to the finding of a violation and the determination of the appropriate sanction.
  - iv. Within thirty (30) calendar days, the EPS will notify the respondent, the original complainant, and any other parties deemed appropriate of the decision. The decision of the EPS Review Board shall be final.
  - v. The official record of the EPS Review Board and its decision shall be maintained by RID in perpetuity.

## **Step 6: Reports, Records, and Publications**

- a. All notifications referred to in these Enforcement Procedures shall be in writing.
- b. The investigative case files shall include the complaint and any documentation the EPS relied on upon initiating the investigation. At the completion of the enforcement process, the written records and reports that state the initial basis for the complaint or report, material evidence, and the disposition of the complaint shall be retained by the EPS indefinitely.

- c. Final decisions will be publicized only after any appeal process has concluded. Public sanctions will be published in official publications of the RID and EPS indefinitely.
- d. Modification  
The EPS reserves the right to (a) modify the time periods, procedures, or application of these Enforcement Procedures for good cause consistent with fundamental fairness in each case and (b) modify its Policy and/or these Enforcement Procedures, with such modifications to be applied only prospectively.

**Responsibility for Contact Information:**

RID members/candidates/certificants and applicants for CASLI examinations are solely responsible for ensuring that their RID account includes the interpreter's current mailing and email address. If the interpreter does not receive notice(s) from the EPS related to disciplinary review or administrative or disciplinary action due to the interpreter's failure to notify RID in a timely manner of a change of mailing or email address, that lack of notification shall not be considered as the basis for review or reconsideration of any administrative suspension or disciplinary decision in the matter.