



ADA Policy for the CHI™ Examination Candidates Reasonable Accommodation for Individuals Who are Blind or Have Low Vision

Overview

This policy has been developed based on the Americans with Disabilities Act (ADA) of 1990, Title III and its Final Rule amending 28 CFR Part 36: Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities.

Whenever possible, CCHI is committed to providing reasonable accommodation in its examination processes to individuals with disabilities, in accordance with the Americans with Disabilities Act (ADA).

Appropriate accommodations will be provided to qualified individuals with disabilities to the extent that such accommodation does not fundamentally alter the examination, or cause an undue burden to CCHI or the agency administering the examination.

It is the responsibility of individuals with disabilities to notify CCHI in writing no later than 45 days before scheduling an exam, of the candidate's need for an accommodation and provide all supporting documentation in electronic format.

There are two ways to notify CCHI of the ADA accommodation request:

- If a special need or disability is present at the time of paying for a CCHI examination and before receiving a *Notice to Schedule*, the applicant should choose the "Request Accommodations" option before they select the orange "Pay Fees" button in the online application system. At this time the applicant will be directed to explain the nature of their request and to upload necessary documentation in an electronic format.
- If a special need or disability occurs after the candidate has already received their *Notice to Schedule*, they must complete and submit via email to ADARquest@CCHIcertification.org CCHI's [ADA Accommodation Request Form](#) (this form is in *Appendix E* of CCHI's *Candidate's Examination Handbook* and on the website at <http://www.cchicertification.org/53-about-us/policies/235-ada-procedures>).

Candidates must state the type of accommodation(s) needed, in addition to providing current and appropriate documentation of the disability. The

candidate's request will not be considered complete and reviewed without the *ADA Accommodation Request Form*. This form and accompanying documentation may be submitted to: ADARquest@cchicertification.org.

The documentation provided in CCHI's *ADA Accommodation Request Form* must not be more than three years from the date of the application. It should include correspondence from a healthcare provider who has first-hand knowledge of the disability, describing the nature of the disability and specific recommendations regarding the type of accommodation required to address the disability. The letter should be on the letterhead stationery of the healthcare provider in question, and include his or her title, address, phone number, and original signature. The candidate grants CCHI permission to contact the professionals who submitted documentation in support of a request for accommodation in order to obtain further clarification concerning a request.

Candidates shall not hold CCHI accountable for any lack of appropriate accommodation deriving from the applicant's own failure to notify CCHI of their needs on a timely basis. Once special accommodations have been granted, they may not be altered during the examination.

Accommodations for Individuals Who are Blind or Have Low Vision

The objective of this policy is to provide guidance on the reasonable accommodation to individuals who are blind or have low vision who are unable to read a computer screen (hereinafter "candidate with low vision"). At present, CCHI is offering a human reader (and a note taker if requested), extended time, and omission of the translation question as a reasonable accommodation to these individuals who otherwise meet the eligibility requirements to take the Certified Healthcare Interpreter™ (CHI™) oral performance examination.

CCHI has sole discretion to determine whether a candidate meets the requirements to receive an accommodation. A candidate must submit CCHI's ADA Accommodation Request Form with any required accompanying documentation. CCHI will review all requests and determine whether to grant an accommodation. A candidate who does not file an accommodation request will not be granted an accommodation. If the candidate schedules an examination date and requests an accommodation at the testing center, the candidate will forfeit the examination fee and have to submit a request for accommodations application with a new examination fee prior to being evaluated for an accommodation.

Accommodation Provided:

1. Human reader

A human reader is an individual who can read, write, speak and understand

English with the proficiency and command of the English language at the level of a native English speaker from the United States or is a native United States English speaker.

CCHI offers services of a human reader as reasonable accommodation for candidates who are blind or have low vision. The function of the human reader is to read aloud the information displayed on the computer screen while a blind candidate or candidate with low vision is taking the CHI™ oral performance examination, including the Sight Translation section of the examination.

The Sight Translation section of the examination requires special instructions which are listed below. For this reason, only CCHI-appointed individuals may perform the duties of a human reader. Such individuals must sign CCHI's Security and Conflict of Interest Agreements prior to performing the duties of a human reader. If a CCHI-appointed human reader is also a rater, such individual may not score the candidate's responses. CCHI-appointed human readers may be compensated for this task.

A candidate CANNOT bring their own human reader. CCHI has sole discretion to nominate an individual as a human reader.

2. Note taker

A note taker is an individual who can read, write, speak and understand English and the non-English language in which the CHI™ exam is administered with the proficiency and command of both languages at the level of a native speaker and is a native speaker of one of the two languages.

CCHI offers services of a note taker as reasonable accommodation for candidates who are blind or have low vision. The function of the note taker is to write down and read back the candidate's notes while a blind candidate or candidate with low vision is taking the CHI™ oral performance examination.

The candidate is responsible for telling the note taker what to write down while the candidate is listening to the recorded prompts. The candidate is responsible for instructing the note taker, with an agreed-upon verbal signal or gesture, on when to read the notes back. All notes are left in the examination room and destroyed by the proctor at the time the exam ends.

The note taker may be the same person as the human reader.

3. Time Extension

The time allotted to complete the CHI™ examination without reasonable accommodation is one hour, exclusive of initial instructions. CCHI has determined that **an increase of 40% over the total exam time**, exclusive

of initial instructions, provides a reasonable accommodation for individuals who are blind or have low vision to take the CHI™ examination. Therefore, the total actual examination time for a reader-assisted examination has been increased from 60 minutes (one hour) to **84 minutes** (one hour and 24 minutes).

4. Omission of the translation question

The examination consists of seven vignettes which require audio recording of candidate's responses (4 consecutive interpreting vignettes, 2 simultaneous interpreting vignettes, 1 sight translation vignette), and 1 translation multiple choice question. Candidate who is blind or have low vision, does NOT answer the translation question, i.e. their accommodated exam consists of seven vignettes requiring audio recording of candidate's responses.

Role of the Proctor

A proctor is the individual administering the examination at the designated test center. A proctor CANNOT also serve as the human reader for the same examination administration. However, a test center's proctor may serve as a human reader if a second proctor is available to proctor the examination. One individual cannot perform two roles for the same examination administration.

Introductory Process

Prior to the proctor logging the candidate in to begin the examination process, the human reader and note taker will introduce him/herself to the candidate with low vision and read the corresponding Introductory Statements (Appendices A & B). The human reader will explain the role of the human reader and inform the candidate that the candidate may, at any time during the examination administration, ask the reader to speed up or slow down, to read louder or softer.

If the human reader also performs the functions of the note taker they will also explain those functions. If the note taker is a different person, they explain their functions and practice them after the human reader.

The human reader will read aloud all instructions. Questions that the candidate may have about the instructions must be directed to the attending proctor, as is the current policy for all candidates.

Questions will be read to the candidate in the order they normally appear on the test.

The note taker will write down the comments/notes of the candidate when the candidate says so. The candidate may pronounce their notes in either language. The candidate makes an agreement with the note taker about

how the notes are read back during the candidate's recording of their responses. The candidate may use a verbal signal or a gesture to prompt the note taker to read the notes back. The notes are read in the language the candidate pronounced them. The note taking process is practiced during the Sample Test.

No candidates, either with or without a human reader/note taker, are allowed breaks during the examination.

Candidates may not bring any materials into the examination room or utilize any note-taking devices during the examination process.

CHI™ Examination Process

a. Time Allotment for a Reader-Assisted Examination

The time allotted to complete the CHI™ examination without reasonable accommodation is one hour, exclusive of initial instructions. CCHI has determined that an increase of 40% over the total exam time, exclusive of initial instructions, provides a reasonable accommodation for individuals who are blind or have low vision to take the CHI™ examination. Therefore, the total actual examination time for a reader-assisted examination has been increased from 60 minutes (one hour) to 84 minutes (one hour and 24 minutes).

b. Number of questions on the CHI™ examination

The examination consists of seven vignettes which require audio recording of candidate's responses (4 consecutive interpreting vignettes, 2 simultaneous interpreting vignettes, 1 sight translation vignette), and 1 translation multiple choice question. All candidates, including individuals who are blind or have low vision, must pass to earn the CHI™ certification with the sole exception that a blind or low vision candidate does NOT answer the translation question.

c. Process

A candidate with low vision is responsible for managing the time allotted to take the examination, and must complete the examination within the allotted one hour and 24 minutes. No additional time will be provided. Reading instructions before each exam section (these are not initial instructions) counts towards the total examination time. If the candidate with low vision does not finish within the allotted time, the examination will

automatically be closed and submitted for scoring.

The human reader cannot resolve, explain, or provide assistance other than the task of reading aloud the materials on display, such as instructions and the sight translation section, and press the appropriate “play”, “record”, “next” buttons. The human reader can also answer questions by the candidate with low vision only in the following circumstances:

- to repeat instructions;
- to play an utterance of a consecutive vignette a second time;
- to read texts of the sight translation section a third or a fourth time;
- to stop a recording of an answer if time has not elapsed;
- to verify the remaining time and examination progress displayed on the screen.

The note taker cannot resolve, explain, or provide assistance other than the task of writing down and reading back the candidate’s notes. The note taker writes down only the words spoken by the candidate. The candidate is responsible for telling the note taker what to write down and for instructing, with an agreed-upon verbal signal or gesture, when to read the notes back.

Instructions before each exam section

Reading of the instructions before each exam section (these are not initial instructions) **counts towards the total examination time**. The human reader will read the instructions displayed on the screen. ONLY upon request by the candidate will the human reader read the instructions a second time. When prepared to proceed, the candidate says, “Ready.”

Consecutive interpreting section

The human reader will then press “play” for the oral examination statement. After the statement is played, the candidate may ask for the utterance to be played a second time. The reader may then play the utterance a second time. When prepared to record their response, the candidate says, “Ready”, and the human reader presses the “record” button, and the candidate starts recording their response upon hearing a beep.

Simultaneous interpreting section

When the candidate says, “Ready,” the human reader presses the “play/record” button for the simultaneous vignettes. The candidate starts recording at the same time as listening to the vignette.

Sight Translation section

The human reader reviews the sight translation script prior to the beginning of the exam, without the candidate present. The human reader sits to the side of the candidate away from the microphone on the candidate’s headset. The human reader needs to sit at a distance comfortable for the candidate to hear the reading yet relatively far from the microphone so that the reader’s voice interferes as little as possible with the candidate’s recording.

At the time of the examination, the human reader reads Text A of this section in its entirety. Then the human reader reads Text A by pre-determined segments, pausing for 2-3 seconds after each segment. The candidate may ask for text A to be read two more times either in its entirety or by segments. Only upon such request from the candidate, the human reader may read Text A, as directed, a third and/or a fourth time. When prepared to record their response, the candidate says, "Ready", and the human reader presses the "record" button, and starts reading Text A, at a normal speed, and the candidate starts recording their response upon hearing a beep. In other words, the candidate records their interpretation at the same time as the reader continues to read.

These steps are repeated for Texts B and C.

FEES

CCHI does not charge candidates for the costs associated with providing a human reader and note taker or additional time for examination administration.

Appendix A

The Human Reader Introductory Statement

My function as the human reader is to read aloud the information displayed on the computer screen, such as instructions, and the texts of the Sight Translation part of the examination.

If you have any questions or concerns about the instructions or the examination administration, please direct them to the attending proctor and not to me.

You can direct the following requests to me at any time:

- to speed up or slow down my reading, or to read louder/softer;
- to repeat instructions (keep in mind that as soon as the test starts the time of repeating the instructions will count towards your test time);
- to play an utterance of a consecutive vignette a second time;
- to read texts of the sight translation section a third or a fourth time;
- to stop a recording of an answer if time has not elapsed;
- to verify the remaining time and examination progress displayed on the screen.

I will first read the instructions. There is no limit on how many times you may ask me to repeat them, and the instructions time is not counted towards your total examination time.

I will then read the instructions of the sample test and you will take it in order to familiarize yourself with the test and to check that the equipment is working properly.

I will read the test items in the order they appear on the examination. If you need me to replay an utterance on any of the consecutive vignettes a second time, you **MUST** ask me to do so. Each consecutive utterance can be replayed only two times.

During the Sight Translation section of the examination, I will read the text twice: first in its entirety and then by segments. If you need me to read the text a third or fourth time, you **MUST** ask me to do so and indicate how you need me to read it (by segments or not). Each sight translation text can be read only four times total.

You are responsible for managing the time allotted to take the examination, and must complete the examination within the allotted 1 hour and 24 minutes. No additional time will be provided.

No candidates, either with or without a human reader, are allowed breaks during the examination.

Appendix B

The Note Taker Introductory Statement

My function as the note taker is to write down your comments/notes while you are listening to the exam prompts and read them back to you when you are ready to record your responses.

You may pronounce your notes in either language. I will only write down the words you are saying.

You may use a verbal signal or a gesture to tell me to read the notes back to you. Please tell me if you'd like to use a verbal signal, for example, "read" or show me a gesture that you want to use.

At your signal, I will read the notes in the language you pronounced them.

We will practice the note taking process during the Sample Test.

If you are ready, the human reader [*Instruction to the Note Taker: Use "I" if you perform the human reader's function as well*] can start the instructions part of the examination.