

Scheduling Best Practices for ASL Interpreting

Heritage Interpreting | State of Indiana QPA Partner

Section 1 — Why Scheduling Matters

Proper scheduling ensures:

- The right interpreter for the setting
- A smoother experience for all participants
- Higher communication quality

Small details make a big difference.

Section 2 — Book Early for Best Results

Advance notice allows for stronger interpreter matching and availability.

Recommended timelines:

Service Type	Recommended Notice
On-Site	3–5+ business days
Complex/Specialized	5+ business days
Scheduled VRI	3–5+ business days

Earlier is always better—especially for longer or specialized assignments

Section 3 — When Two Interpreters Are Needed

To maintain quality and accuracy:

- Assignments over 1 hour typically require 2 interpreters
- Team interpreting supports:
 - Accuracy
 - Interpreter endurance
 - Effective communication flow

This is standard professional practice across the industry

Section 4 — Set the Interpreter Up for Success

Provide as much context as possible:

- Meeting topic or purpose
- Names and roles of participants
- Agendas or materials (if available)
- Specialized terminology

Preparation improves accuracy and efficiency

Section 5 — Plan for Realistic Timing

Underestimating time creates disruptions.

Best practices:

- Build in buffer time when possible
- Account for delays or extended discussion
- Avoid scheduling back-to-back sessions without flexibility

If the session runs longer than scheduled, additional time is billable

Section 6 — Choose the Right Service Type

Match the service to the situation:

- On-Site Interpreting → Best for most in-person interactions
- Scheduled VRI → Best for planned virtual meetings
- On-Demand → Best for immediate, short needs

Scheduled services provide the highest quality and consistency

Section 7 — Common Scheduling Mistakes

Avoid:

- Booking too late for important assignments
- Using on-demand for planned meetings
- Underestimating duration
- Not providing enough context

Section 8 — Changes & Cancellations

To ensure efficient scheduling:

- Notify Heritage as early as possible of changes
- Late changes may impact interpreter availability
- Cancellation policies apply based on timing

For conferences and large events, additional advance notice is recommended

Section 9 — Partnering for Success

We're here to support you.

If you're unsure:

- What type of service to request
- How many interpreters are needed
- How to prepare

Reach out—we'll guide you.

Contact

admin@heritageinterpreting.com

www.heritageinterpreting.com

800-921-0457 (Yes! You can text this 800 number!)

The majority of our team is Deaf. Email is the preferred method of communication.