



Lubbock DEAF, INC.
4710 67th St., Suite D
Lubbock, Texas 79414
Voice (806) 795-2345 / (806) 359-1506 On-Call 24/7 (806)786-6131



Policy for NON-SUBSCRIPTION

ONSITE, VRI and OPI Interpreting Services

Effective for fiscal year September 1, 2022 to August 31, 2023

Lubbock Deaf, INC is a non-profit, volunteer organization that provides sign language interpreter scheduling services for deaf and hard-of-hearing, as well as other language speaking consumers. Lubbock Deaf, INC contracts qualified interpreters who are trained to assist in providing effective communication between individuals as required by the Americans with Disabilities Act.

Lubbock Deaf pays the interpreters for their services provided, and in turn, relies on prompt payment by the business or organization involved. Therefore all services are billed NET15 giving your accounting department the ability to process the electronic billing upon receipt either electronically (preferred), or by cash or check when required.

Should your business uses interpreters more frequently, please contact us to see about developing a monthly subscription plan for your business!

In order to assist you, Lubbock Deaf agrees to:

- 1) Provide an appropriately qualified interpreter upon advance notice.
 - a) Advance notice of three (3) working days or more is preferred; however, every effort will be made to fill assignments received on shorter notice.
 - b) Inform the requesting business ASAP if an interpreter is not available.
- 2) Completion of an electronic request form via the requesting Requesting Business's internet portal at www.LubbockDeaf.org or www.AmarilloDeaf.org is required. To remain HIPAA/HITECH compliant, EACH requestor must have their own individual user name and password to access the requesting system. Sharing login and password information is a HIPAA/HITECH violation. **If a completed APPOINTMENT REQUEST form is not completed online, we cannot assign a qualified interpreter.**
- 3) Should a request be made with **LESS THAN 48** hours notice, the requestor is responsible for contacting the on-call interpreter at 806-786-6131 to inform us of the short notice request for our immediate assigning. Without this notification, your request may not be filled on time.
- 4) Contact you prior to an assignment if an appropriately qualified interpreter is not available.
- 5) Accept requests for interpreting services via the internet, 24 hours a day, seven days a week, via our internet based, HIPAA/HITECH compliant requesting portal at www.LubbockDeaf.org or www.AmarilloDeaf.org.
- 6) Accept immediate requests for interpreting services during non-business hours for emergencies by contacting the on-call interpreter at (806) 786-6131.

ON-SITE INTERPRETERS:

- 7) Bill your business/organization for interpreting services as follows:
 - a) Hourly rates for assignments with more than 24 hours advance notice prior to the assignment **\$80.00** per hour with a one (1) hour minimum.
 - b) Hourly rate for emergency/less than 24 hour notice/night/weekend assignments **\$120.00** per hour with a one (1) hour minimum.
 - c) Court Certified Interpreters are provided at a rate of **\$130** per hour with a one (1) hour minimum.
 - d) Court Certified Interpreter emergency/less than 24 hour notice/night/weekend/holiday assignments **\$195.00** per hour with a one (1) hour minimum.
 - e) Emergency/less than 24 hour notice/night/weekend/holiday assignments are defined as:
 - i) Assignments requested with less than twenty-four (24) hour notice
 - ii) Appointments scheduled to occur between the hours of 9:00 pm–8:00 am

- iii) Assignments occurring during the weekend (Friday 8:00 pm to Monday 8:00 am).
 - iv) Assignments occurring on Federally Recognized holidays. (When the government offices are closed, we are closed)
- f) **Reasonable travel time, both to and from the assignment, will be included** in the computation for the hours of service provided.
- i) Travel will not exceed a half-hour in length each way, unless agreed upon prior to the assignment.
 - ii) In the event travel will be outside of Lubbock, Potter and Randall counties, travel will be calculated portal to portal, and will be greater than 30 minutes. Travel will be agreed upon prior to the assignment.
 - iii) Additional interpreting time beyond the one (1) hour minimum will be calculated in fifteen (15) minute increments per interpreter assigned.
- g) If the Requesting Business requests that an interpreter accompany the client to another location, it will be considered part of the original assignment, and billed as such.
- h) In the event of any **cancellation** for which Lubbock Deaf is not notified more than twenty-four (24) hours prior:
- i) For assignments less than or equal to (< or =) 4 hours:
Lubbock Deaf, INC will bill the requesting business the assignment hourly rate, for one-half (½) of the requested assignment time, with a one (1) hour minimum, per each interpreter assigned.
 - ii) For assignments more than (>) 4 hours requested time the requesting business will be billed for 4 hours per interpreter assigned.
 - iii) The same applies if the Requesting Business's representative is a "no show", or if the Deaf client is a "no show".
- 7) Have a background check on interpreters being assigned on file. This will be made available to the company's main representative upon request.
- 8) Have a drug screen on interpreters being assigned on file. This will be made available to the company's main representative upon request.
- 9) Ensure interpreters assigned are current on their vaccinations/immunizations as per state law.
- 10) Lengthy assignments may require more than one interpreter. Multiple interpreters will be assigned at the discretion of Lubbock Deaf, INC. Lubbock Deaf, INC will notify the Requesting Business if this is required prior to the assignment.
- 11) An Additional fee of \$5 will be added should the interpreter be required to provide any PPE including masks, face shield, gowns, or gloves not provided by the requestor.
- 12) Additional required parking fees will be billed to the Requesting Business as required.
- 13) Payment of an invoice is expected **upon receipt of billing. Billing will be sent to the billing email address on file. A \$1.50 fee will be added to USPS mailed invoices.** It is the Requesting Business's responsibility to update their billing information should it change.

VIDEO RELAY INTERPRETATION:

- 14) Video Remote Interpreting (VRI) services are an additional option under the Americans with Disabilities Act. VRI services may be provided via an internet connected device with an installed internet browser. Most offices have laptop computers and iPads that have video (webcam), and audio (microphone) capabilities that satisfy the requirements of VRI so no additional equipment is needed to purchase. Two great features of VRI are reduced transmission of sickness due to the interpreter not being physically in the room, and the Requesting Business does not have to pay travel mileage for the interpreter to go to and from your interpreting location. A basic list of requirements are as follows:
- a) The iPad, laptop, Tablett, or other device must have a stable broadband internet connection
 - i) Provide an internet connection of at least 5mb up and down to ensure effective video quality.
 - ii) **The device must have a microphone and a FRONT FACING camera.**
 - iii) Chrome is preferred because of immediate security patches and updates.
 - iv) Internet Explorer must be updated prior to the assignment.
 - v) Firefox must be installed MORE THAN 24 hours prior to allow it to sync with Mozilla and download it's required updates.
 - b) The webcam should show the entire upper body of the deaf consumer to the interpreter
 - i) allow **BOTH** hands of the deaf consumer to be available at all times to ensure accurate and effective communication, therefore they cannot hold the device and sign effectively.
 - ii) Hold the device approximately 4 feet in front of the Deaf Client and at chest level.
 - iii) Propping the device up on a bed or table is not recommended as the device can sometimes fall and become damaged.

- iv) It is **not recommended** to leave the device with the client if the requesting entity leaves the room.
- v) If audio is distorted, the interpreter can call the requesting entity via an external phone line to ensure effective communication at no extra cost.
- c) The VRI interpreter should be visible to the deaf consumer and not necessarily to the hearing people in the room as sound does not need to be seen, however sign language must be visible. Due to the smaller screen sizes in relation to real life, please try to keep only the deaf client in the video.
- d) The VRI interpreter must be able to hear, and to be heard by the hearing individuals in the room. Please try to speak clearly and keep unneeded noises to a minimum.
- e) Make a request preferably at least 3 business days prior by signing into the Requesting Business's portal and submitting a SCHEDULED INTERPRETER REQUEST.
- f) **SCHEDULED VRI RATES** per call are:
 - i) \$2.25 per minute
 - ii) 30 minute minimum
 - iii) \$5.00 admin fee per call
- g) **ON DEMAND VRI** is available 24/7. To place an ON DEMAND VRI call, sign into your account and click ON DEMAND, select the source language and target language and click PLACE CALL. The next available interpreter will answer as soon as they are available. If you have waited more than 5 minutes for an ON DEMAND interpreter, please call our 24/7 interpreter line at 806-786-6131 to expedite your call, and find out why you are being delayed.
- h) **ON-DEMAND RATES** are slightly higher as interpreters are on stand-by awaiting calls 24/7.
 - i) \$3.00 per minute
 - ii) 30 minute minimum
 - iii) \$5.00 admin fee per call

OVER THE PHONE INTERPRETATION

- 15) Over the Phone Interpretation (OPI) occurs when you are needing an interpreter that speaks another language other than the language predominantly spoken by your business. For example you may need a Spanish speaking interpreter, or you may have a Spanish speaking interpreter and need to ensure the specific lingo and or jargon not used in everyday speaking is interpreted correctly. Just because someone has spoken a language most of their life does not mean that they know the specialized vocabulary used by a licensed or certified interpreter who has been trained in individual fields to be able to guarantee effective communication for you and your business.
- 16) **OPI RATES** are as follows:
 - a) Scheduled \$1.75 per minute
 - b) On-demand \$2.25 per minute
 - c) \$5.00 admin fee per call
 - d) \$0.25 per minute (each) to add a 3rd party caller onto the line.
- 17) If your business has your own platform, our interpreters can join onto your platform as well.
- 18) Any additional special requirements or notifications needed by the Requesting Business must be requested in writing to Lubbock Deaf, ATTN: Contracting, 4708 67th St, Suite D, Lubbock, TX 79414. We will then add those as an amendment to this contract for your Requesting Business.

**This policy is current as of September 1, 2022, and is effective through August 31, 2023.
All previous versions are obsolete.**

 _____(SIGNATURE)
 _____(PRINTED NAME)
 _____(TITLE)
 _____(COMPANY NAME)

**RODNEY O. KING
EXECUTIVE DIRECTOR
Lubbock Deaf, INC**

OPI LANGUAGE LISTING AS OF JULY 01, 2022

AMERICAN SIGN LANGUAGE

SPANISH