

About Interpreting Services

DHHSC provides professional sign language interpreting services using the most highly qualified, certified and experienced interpreters available to facilitate communication between Deaf and Hearing people. Our interpreters abide by the Registry of Interpreters for the Deaf (RID) Code of Professional Conduct.

Interpreting services can be utilized in a variety of ways. Some common settings are medical visits, conferences, and public meetings.

Within our offices, we also provide phone interpreting, document assistance, and deaf-blind interpreting services.

Requesting a Sign Language Interpreter

We have a standard one to two hour minimum for interpreting services depending on the location and contract. After the initial first or second hour, time is billed in half-hour increments. Mileage fees are charged per mile round trip. Contact us for a current fee schedule.

For assignments lasting two hours or longer, two interpreters may be scheduled depending on the situation.

"NO-SHOWS" (appointments rescheduled, cancelled or consumer does not show up) are billed as completed assignments unless DHHSC is notified of cancellation/changes 24 hours in advance.

Requests for interpreting services need to be directed to the Interpreting Coordinators one to two weeks prior to the assignment, if possible. Please be prepared to provide the following information.

- Time, date, and location of the assignment
- Names of people involved, both deaf and hearing
- Name and phone number of contact person
- Nature of the assignment (e.g., medical, interview, etc.)
- Name and address of the agency/person responsible for payment

The Americans with Disabilities Act

According to the ADA section 36.303 "Auxiliary Aids and Services", all public and private agencies are responsible for providing effective communication, which includes interpreting services, in order to ensure equal participation for their clients. Vendor/Agency shall not require a Deaf or Hard of Hearing person to bring another individual to Interpret for them. It is the responsibility of the public or private agency and the consumer (s) involved to arrange for payment of interpreting services prior to the assignment date.

For questions regarding the American's with Disabilities Act, you can contact this toll free hotline at **1-800-514-0301**. You can also find information on the web at **www.ada.gov**.

There is a Disability Access Credit which is available to eligible small businesses. According to the IRS an eligible small business is one that has earned \$1 Million or less or had no more than 30 full time employees in the previous year. For more information regarding the Disabled Access Credit, you can access the IRS tax form 8826 online at **www.irs.gov**.