

Sign Language Interpreting/Computer Assisted Transcribing Agreement

REFERENCES

- [Professional Sign Language Interpreting RID Standard Practice Paper](https://drive.google.com/file/d/0B3DKvZMfFLdeHZsdXZiN3EyS0U/view) (<https://drive.google.com/file/d/0B3DKvZMfFLdeHZsdXZiN3EyS0U/view>)
- [Typewell Transcription](https://typewell.com/real-time-process/) (<https://typewell.com/real-time-process/>)

SERVICES PROVIDED

The DRC provides qualified sign language interpreters and computer-assisted transcribers for deaf clients in various settings on the Cal Poly campus. Departments may request interpreting/transcribing services from the DRC following the terms and conditions of this agreement.

REQUESTING SERVICES

Service is dependent upon interpreter/transcriber availability and cannot be guaranteed. Providing as much advance notice as possible is essential—**DRC recommends at least three (3) weeks' request notice.**

Requests should be submitted to the DRC by completing the [Interpreter/Transcriber Request Form](https://forms.office.com/r/2dmuzKQZ9E) online (<https://forms.office.com/r/2dmuzKQZ9E>).

CONFIRMATION OF SERVICE

Once DRC schedules the interpreter/transcriber(s), DRC will notify the department to confirm the assignment and provide the department with the service providers' names. In the event DRC is unable to schedule an interpreter/transcriber, DRC will notify the department 48-hours prior to the start time of the assignment, provided the request was made with sufficient notice. At this point, it will be the department's decision whether to reschedule the assignment later. DRC assesses each assignment at the time of the request, considering all aspects of the assignment, including but not limited to: date, time, location, duration, content, language requirements, special requests and interpreter/transcriber availability. DRC will strive to honor a department's request for a specific interpreter or transcriber.

FEES AND PAYMENT

Departments agree to pay for services according to the following rates: \$75.00 per hour/per interpreter/transcriber (includes administrative charges) with a minimum of two hours' commitment. If rates exceed \$75.00 per hour/per interpreter/transcriber, departments will be given advance notice. Typically, this would occur if coverage were contracted out. Contracted out rates are as follows: \$125 per hour plus mileage, portal to portal, and parking per interpreter/transcriber.

DRC will send an invoice to the department once services have been provided. Payment must be submitted within 30 days of the invoice date.

TERMS AND CONDITIONS

- Team Interpreting/Transcribing Teaming is the use of two or more interpreters/transcribers functioning as equal members of a team, rotating responsibilities at pre-arranged intervals and providing support and feedback to each other. Interpreter/transcribers rotate at regular intervals, usually every 20-30 minutes, while providing continuity in the message transmission. Typically, any assignment greater than one hour in length will require two or more interpreters/transcribers. The number of interpreter/transcribers needed for any given assignment will be determined at the time of request. Customers will be billed according to the terms of this agreement for each interpreter/transcriber provided. The health and safety of the interpreter/transcribers is a priority and should not be jeopardized.
- Assignment preparation: If advance preparation is required for the interpreter/transcriber to adequately convey the assignment's message (i.e., preparation for a theater performance), preparation hours will be negotiated at the time of the initial request.
- Cancellation or no show: Two full business days' notice required. Without two days' notice, payment in full is expected, as per the agreement (Example- Day of Assignment: Tuesday, cancel by Thursday at 4:30; Friday, cancel by Tuesday at 4:30.) Any cancellation after 4:30 pm or on weekends and holidays will be considered as an 8:00 am cancellation on the following business day).
- Length of assignment: Department will be billed for a minimum of two hours per assignment. If an assignment continues past the scheduled end time, the department will be billed for additional hours accordingly. All additional hours are billed in ½ hour increments. If an assignment is completed prior to the scheduled completion time and the interpreter/transcriber is released, the department will be billed for the payment in full.