

TSHA's Interpreter Referral Program
Oklahoma's largest and oldest Interpreter Referral Agency
Serving Oklahoma for more than 30 years!

Tulsa area: (918) 832-8742 * **OKC area:** (405) 228-4064 * **Fax:** (918) 834-4329
Statewide toll-free/emergency: 888-311-3523

Rates and Policies

The following TSHA Personnel are designated to receive requests for interpreter services:

- Linda Hawkins – lhawkins@tsha.cc (Interpreter scheduling)
- Yamileth Canales – ycanales@tsha.cc (Invoice questions)
- Brenda Carpenter – bcarpenter@tsha.cc (Special projects and interpreter scheduling)

You may fax your requests using the Interpreter Referral Program fax form, call your requests to us using the phone numbers listed above, or you may e-mail your request for an interpreter.

---Rates---

(TSHA follows Industry Standards)

Referral Rate (Day Rate) 7:00 am – 5:00 pm Weekdays

Certification Level	TSHA Bill Rate
All Levels	\$45.00 per hour
Court Rates/Legal	\$65.00 per hour

- All assignments are charged a **minimum fee** of 1.5 x the hourly rate per interpreter unless scheduled for a longer period of time.
 - Assignments scheduled for periods longer than the minimum 1.5 hrs are charged the hourly rate after the minimum is met.
 - Mileage of \$.55/mile round trip, tolls and parking will be added.
- A \$25 per interpreter administrative fee will be charged to courts not paying \$65/hr.**

Referral Rate (After-Hours Rate) 5:00 pm – 7:00 am Weekdays, and Weekends/Holidays.

Certification Level	TSHA Bill Rate
All Levels	\$65.00 per hour
Court Rates/Legal	\$65.00 per hour
**Emergency	\$65.00 per hour

- All assignments are charged a **minimum fee** of 1.5 x the hourly rate per interpreter unless scheduled for a longer period of time.
 - Assignments scheduled for periods longer than the minimum 1.5 hrs are charged the hourly rate after the minimum is met.
 - Mileage of \$.55/mile round trip, tolls and parking will be added.
- A \$25 per interpreter administrative fee will be charged to courts not paying \$65/hr.**

**Emergency rates are applicable to requests made after regular work hours and require the attention of interpreter services.

Out of Area travel charge (In addition to regular mileage pay.)

The incentive pay is in effect for assignments more than 50 miles one direction from the interpreter's home. This is the interpreter's hourly rate from the time the interpreter leaves their home until they return back home.

-Rates subject to change without notice-

---Policy and Procedures---

TSHA's policy and procedures follow current industry standards. Nationally certified interpreters will be contacted first. We will then move down the list from highest to lowest assignment qualified certification. *Rates subject to change without notice.

A fee of 1.5 hours minimum will be charged for each interpreting assignment unless a longer block of interpreting time is specifically reserved. (e.g. If an interpreter is requested for an assignment 8:00 am to 5:00 pm, the interpreter will bill for nine hours.)

TSHA requires business or individual credit card information to be on file before the request for interpreter services is covered.

1. Regular and non-emergency weekend/holiday assignments scheduled with less than 24 hrs notice will be billed an additional \$25.
2. Interpreters' actual mileage will be calculated and reimbursed at the rate recommended by the Oklahoma State Travel Reimbursement Act, the current rate being \$0.55/mile, along with any other actual expenses (parking, tolls, etc.)
3. Incentive pay is in effect for any assignment 50 or more miles from the interpreter's home will be subject to a Portal-to-Portal charge. The interpreter will be paid their rate per hour for their time from leaving their home until they return in addition to their actual mileage pay.
4. Any assignment canceled with less than the standard 24 hours notice will be charged for the entire block of time requested per interpreter or the minimum 1.5-hours, whichever is the greater length of time. After TSHA has received a request for interpreter services, TSHA's cancellation policy is then in effect.
5. Due to the physical, logistical and/or mental demands of the work, any assignment two hours long or longer may require two interpreters working together as a team. The interpreter coordinator will make the final decision. Billing will be for both interpreters for the entire block of time.
6. Credit card information is required before the request for interpreter services is covered.

Billing Information: PLEASE PRINT

Company Name: _____ Contact Person's Name: _____

Address: _____ Zip: _____

Attention Name: _____ Title: _____

Phone Number: _____ Fax Number: _____

E-Mail: _____

REQUIRED INFORMATION:

Credit Card: (circle one) Visa MasterCard Discover

Card Number: _____ Expiration Date: _____

Name on Card: _____

Preferred Method of Payment: (Circle one) Invoice Credit Card

INVOICES ARE DUE WITHIN 30 DAYS OF INVOICE DATE

**If invoice is not paid within 30 days of invoice date, payment will be made by credit card regardless of preferred method.
The Client shall assume responsibility for all collection and/or legal fees necessitated by default in payment.**

By signing below you are agreeing that you have read, understand and accept these policies. You accept this as a binding contract.

X _____ (Please sign here if you accept these policies.) _____ (Date)

***When you are ready to initiate services with TSHA, this form must be signed and in our files.**

Today's date: _____

Interpreter Request Form

Fax (918) 834-4329

Date of assignment: _____

Beginning time: _____ Ending time: _____

Company Name: _____

Doctor's Name (if applicable): _____

Address: _____

City: _____ State: _____ Zip: _____

Building name, suite, or room number: _____

Type of assignment: _____

Deaf person's name: _____

Requester's name: _____

Requester's phone number: _____

Contact person (if different than requestor): _____

Billing name and address: _____

E-Mail: _____

Additional notes:

Fax requests can only be accepted during normal business hours. (8:30 A.M. to 5:00 P.M.)
If you should fax a request after close of business, your request will not be received until the following business day.
For emergencies you will need to continue using our
Toll-free telephone number, 1-888-311-3523 v/tty.

Frequently Asked Questions

- **How does TSHA determine its policy and procedures?**

*TSHA follows current industry standards.

- **How do I request an interpreter?**

*Call our office at 918-832-8742 or 405-228-4064 or 888-311-3523

* Visit our web site at www.tsha.cc and follow the link for interpreters.

- **How much notice do I need to request an interpreter?**

*The earlier you notify TSHA, the better. This allows ample time to find the most qualified interpreter for your assignment. As a general guideline, you should try to make the request at least two weeks in advance. A helpful practice is to request an interpreter as soon as you schedule a meeting, event, or appointment.

- **What if I realize at the last minute that I need an interpreter?**

*TSHA will attempt to fill every request that we receive. Unfortunately, the number of certified interpreters has not kept pace with the rising demand for interpreting services, so there will be times when TSHA cannot fill a last-minute or short notice request.

- **What do I do if I have an emergency?**

*You can contact TSHA 24 hours a day, 7 days a week at 1-888-311-3523.

- **What situations are considered emergencies?**

*Emergencies are generally considered to take place at a hospital or involve the police. The Interpreter Coordinator on call will consider other situations.

- **Why does TSHA charge for assignments that have been cancelled?**

*TSHA follows the industry standard, 24-hour cancellation policy. Due to the critical imbalance of supply and demand, if an interpreter accepts your assignment, they have usually turned down other assignments. If your assignment cancels with less than 24-hour notice, the interpreter will have missed the opportunity to accept other work. Our interpreters depend on these assignments for their livelihood.

- **Why do I need two interpreters?**

*Any assignment 2 hours long or longer requires two interpreters. There is a great deal of mental and physical effort involved in interpreting and a very real threat of repetitive motion injuries. The pool of interpreters is such that we can't afford to lose even one to injury. To get a glimpse of the physical demands of the job, imagine holding your arms out in front of you at shoulder level for 2 hours.

- **Why does TSHA charge for travel time?**

*If an assignment is 50 miles or more from the interpreter's home, travel time will be charged. We do this to encourage interpreters to accept assignments in areas that do not have qualified interpreters. Due to the number of requests, interpreters usually have the option of staying near their home and working. We implemented the travel time charge as an incentive to get the interpreters to accept out of the way assignments.

- **Why am I charged for the entire time requested when our assignment ended early?**

*As mentioned before, interpreters usually have turned down other assignments to accept yours. They have blocked off that time and did not accept other work. We refer to this as block of time. Imagine showing up at work only to be told you're not needed and would not be paid for that day.

- **Why does it take so long to receive an invoice for services?**

*Interpreters have 30 days to submit their invoices to TSHA. TSHA bills for interpreter services once each month, on the last day of the month. If an interpreter works for you on January 5, they have until February 5 to turn in their invoice. That charge will then be billed to you on the last day of February.

Rates:

Day Rates (7:00 AM to 5:00 PM)

\$45.00 / hour, Court & Legal \$65 / hour

Evening / Weekend / Holiday Rates

\$65.00 / hour

- Travel is paid at the rate set by the State Travel Reimbursement Act.
- As of July 1, 2011 that rate is \$0.55 cents per mile.

Visit us on the internet:

www.tsha.cc

<http://tsha.cc/terps.htm>

You may email invoice questions to Yamy Canales at ycanales@tsha.cc

To contact TSHA interpreter services call (918) 832-8742 or (888) 311-3523.

Q. What is the ADA?

A. The Americans with Disabilities Act (ADA) is a federal law to stop discrimination against people with disabilities. It applies to:

- Many private and public employers (Title I)
- State and local government agencies (Title II)
- Places of public accommodation (Title III)
- Transportation facilities (Titles II and III)
- Telephone companies (Title IV)
- U.S. Congress (Title V)

In addition to the law itself, the U.S. Department of Justice, the Federal Communications Commission, the Equal Employment Opportunity Commission, the Architectural and Transportation Barriers Compliance Board, and the U.S. Department of Transportation have written federal regulations to explain the requirements of the law. The answers to the questions in this booklet are, in large part, taken from the Department of Justice's (DOJ's) regulations at 28 C.F.R. Parts 35 and DOJ's analysis of those regulations, which can be found at 56 Fed. Reg. 35694 *et seq.* (July 26, 1991) for Title III. Specific requirements for structural accessibility are taken from the ADA Accessibility Guidelines (ADAAG), found in Appendix A to 28 C.F.R. Part 36.

Q. What kinds of “auxiliary aids and services” must be provided to people with hearing loss?

A. The Department of Justice lists the following examples of auxiliary aids and services:

Qualified interpreters, note takers, computer-aided transcriptions services, written materials, telephone handset amplifiers, assistive listening systems, assistive listening devices, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs) and videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments.

28 C.F.R. 35.104; 28 C.F.R. 36.303 (b)(1). This list is not intended to include every possible auxiliary aid or service. People with hearing impairments use a wide variety of techniques to communicate. New methods or equipment might become available as technology advances. The most important thing to consider is what the person needs in order to communicate effectively in a particular situation. *See generally* DOJ Analysis at 56 Fed. Reg. At 35567, 35711-12.

Q. When is a deaf person entitled to an interpreter?

A. An interpreter should be used when the deaf person needs this service to communicate effectively and to get equal access to services. Whether or not an interpreter is needed depends on:

- The deaf person's communication skills;
- The context of the communication;
- The number of people involved;
- The importance of the communication; and
- Whether the information is complex or lengthy.

For example, the Justice Department explains that an interpreter may be necessary in situations involving communications regarding health, legal matters, and finances. *See* DOJ Analysis at 56 Fed. Reg. At 35567, 35712.

Q. Who is a “qualified” interpreter?

A. A qualified interpreter is defined to mean “an interpreter who is able to interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary.” 28 C.F.R. 35.104 (*See also* Fed. Reg. At 35701); 28 C.F.R. 36.104. (*See also* 56 Fed. Reg. At 35553.) The definition recognized that the interpreting skill needed for some types of communication may be higher than for other types of communication. For example, an interpreter in a doctor's office

must be able to interpret complex medical terminology. Similarly, a highly skilled interpreter may be needed for a court proceeding or a theater production.

The Department of Justice regulations to implement Title III provide a comprehensive list of auxiliary aids and services required by the ADA. Qualified interpreters are included in this list of auxiliary aids. The regulation defines “qualified interpreter” to mean “an interpreter who is able to interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary.” This definition focuses on the interpreter’s actual ability to make communication effective in a particular interpreting situation. In certain circumstances, a family member or friend may not be qualified to interpret because of factors such as emotional or personal involvement or considerations of confidentiality that may adversely affect the ability to interpret “effectively, accurately, and impartially.”

Q. Can asking family members or friends of the deaf person to interpret satisfy the obligation to provide effective communication?

A. Generally, no. Family members often do not have sufficient sign language skills to interpret accurately. Even if they are skilled in sign language, a family member or friend may not be “qualified” in certain situations, because of emotional or personal involvement or the deaf individual’s need for privacy. DOJ Analysis at 56 Fed. Reg. At 35553, 35701.

Q. Who pays for the interpreter or other auxiliary aid?

A. Interpreters and other auxiliary aids must be provided free of charge. A deaf person may not be held responsible, directly or indirectly, for the costs of an auxiliary aid. For example, the cost of an interpreter for a doctor’s appointment may not be passed on to a deaf patient through an insurance company. 28 C.F.R. 35.130(f); 28 C.F.R. 36.301(c).

Q. What places of public accommodation must comply with Title III of the ADA?

- (1) Places of public accommodation are facilities that are “operated by a private entity, whose operations affect commerce.” 28 C.F.R. 36.104. The law applies to more than five million private businesses and establishments in 12 different categories. For example, it covers hotels, restaurants, movies and theaters, auditoriums, doctors’ offices, lawyers’ offices, offices of other professionals, hospitals, nursing homes, drug stores, insurance agencies, retail stores, museums, banks, libraries, parks, private schools and colleges, amusement and recreation facilities, exercise spas, and day care centers.
- (2) **Public Accommodation** – The following privately operated entities are considered public accommodations for purposes of this title, if the operations of such entities affect commerce.
 - A. An inn, hotel, motel, or other similar place of lodging, except for an establishment located within a building that contains not more than five rooms for rent or hire and that is actually occupied by the proprietor of such establishment as the residence of such proprietor;
 - B. A restaurant, bar, or other establishment serving food or drink;
 - C. A motion picture house, theater, concert hall, stadium, or other place of exhibition or entertainment;
 - D. An auditorium, convention center, or lecture hall or other place of public accommodation;
 - E. A bakery, grocery store, clothing store, hard-ware store, shopping center, or other similar retail sales establishment;
 - F. A Laundromat, dry-cleaners, bank, barber shop, beauty shop, travel service, shoe repair service, funeral parlor, gas station, office of an accountant or lawyer, pharmacy, insurance office, professional office of a health care provider, hospital, or other similar service establishment;
 - G. A terminal, depot, or other station used for public transportation;
 - H. A museum, library, gallery, and other similar place of public display or collection;

Q. Does the ADA apply only to larger businesses?

A. No. Title III of the ADA applies to all places of public accommodation, regardless of the size of the business or number of employees.

Q. May I pass the cost for the interpreter back to the individual requiring the accommodation?

A. Paragraph (c) of 36.301 provides that public accommodations may not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of measures, such as the provision of auxiliary aids and services, barrier removal, alternatives to barrier removal, and reasonable modifications in policies, practices, and procedures, that are required to provide that individual or group with the nondiscriminatory treatment required by the Act or this part.

A number of commentators inquired as to whether deposits required for the use of auxiliary aids, such as assistive listening devices, are prohibited surcharges. It is the Department's view that reasonable, completely refundable, deposits are not to be considered surcharges prohibited by this section. Requiring deposits is an important means of ensuring the availability of equipment necessary to ensure compliance with the ADA.

Other commentators sought clarification as to whether 36.301(c) prohibits professionals from charging for the additional time that it may take in certain cases to provide services to an individual with disabilities. The Department does not intend 36.301(c) to prohibit professionals who bill on the basis of time from charging individuals with disabilities on that basis. However, fees may not be charged for the provision of auxiliary aids and services, barrier removal, alternatives to barrier removal, reasonable modifications in policies, practices, and procedures, or any other measures necessary to ensure compliance with the ADA.

In addition, 36.301 prohibits the imposition of criteria that "tend to" screen out an individual with a disability. This concept, which is derived from current regulations under Section 504 (see e.g., 45 CFR 84.13), makes it discriminatory to impose policies or criteria that, while not creating a direct bar to individuals with disabilities, indirectly prevent or limit their ability to participate. For example, requiring presentation of a driver's license as the sole means of identification for purposes of paying by check would violate this section in situations where, for example, individuals with severe vision impairments or developmental disabilities or epilepsy are ineligible to receive a driver's license and the use of an alternate means of identification, such as another photo I.D. or credit card, is feasible.

A public accommodation may, however, impose neutral rules and criteria that screen out, individuals with disabilities, if the criteria are necessary for the safe operation of the public accommodation. Examples of safety qualifications that would be justifiable in appropriate circumstances would include height-requirements for certain amusement park rides or a requirement that all participants in a recreational rafting expedition be able to meet a necessary level of swimming proficiency. Safety requirements must be based on actual risks and not on speculation, stereotypes, or generalizations about individuals with disabilities.