

# TSHA's Interpreter Referral Program

**Tulsa area:** (918) 832-8742 | **Toll-free/Emergency:** 888-311-3523

**Fax:** (918) 834-4329

TSHA is a non-profit, Tulsa Area United Way partner agency. The toll-free number, (888) 311-3523, is also the emergency/after-hours answering service number and is available 24 hours.

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

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

You may 1) fax your requests using the Interpreter Referral Program fax form, 2) phone in your requests using the numbers listed above, 3) e-mail your request for an interpreter, or 4) complete an online request form available on the TSHA website. ([www.tsha.cc](http://www.tsha.cc))

## ---Rates---

**(TSHA follows Industry Standards)**

### **Regular Rate 8:00 am – 5:00 pm Weekdays**

- A request is made with TSHA between 8:00 AM to 5:00 PM weekdays, and takes place during regular business hours.
- There is an initial \$75.00 booking fee which includes the first 1.5 hours.
- After 1.5 hours, \$50.00 per hour is charged per interpreter.
- Mileage (Currently charged at \$.565 per mile round trip) and parking cost will be added.
- Portal-to-Portal charges may also apply. (See #3 on page 3)
- A late notice fee of \$25 will be billed for assignments scheduled with less than 24 hrs notice.
- Court and legal rates are \$75/hr.

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### **After Hours Rate 5:00 pm – 8:00 am Weekdays, and Weekends/Holidays.**

- A request is made with TSHA during regular hours, and takes place after hours. Evening rates apply to requests scheduled to take place 5:00 pm to 8:00 am weekdays, weekends, and/or holidays.
- There is an initial \$105.00 booking fee which includes the first 1.5 hours.
- After 1.5 hours, \$70.00 per hour is charged per interpreter.
- Mileage (Currently charged at \$.565 per mile round trip) and parking cost will be added.
- Portal-to-Portal charges may also apply. (See #3 on page 3)
- A late notice fee of \$25 will be billed for assignments scheduled with less than 24 hrs notice.
- After Hours court and legal rates are \$90/hr.

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### **Emergency Rate 5:00 pm – 8:00 am - Urgent**

- A request is made outside of regular hours and requires the immediate attention of interpreter services. Example: Emergency room or police.
- There is an initial \$130.00 booking fee which includes the first 1.5 hours. The late notice fee is included in this booking fee.
- After 1.5 hours, \$70.00 per hour is charged per interpreter.
- Mileage (Currently charged at \$.565 per mile round trip) and parking cost will be added.
- Portal-to-Portal charges may also apply. (See #3 on page 3)

## BILLING AGREEMENT

TSHA's policy and procedures follow current industry standards. Nationally certified interpreters will be contacted first, and if none are available, staff will move down the list from highest to lowest assignment qualified certification. \*Rates subject to change without notice.

An initial \$75.00 booking fee for daytime hours, \$105.00 for evening, weekend, holiday hours, and \$130.00 for emergencies which includes the first 1.5 hours, 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.) After the initial 1.5 hours, either day or evening per hour rates will be charged.

**TSHA requires credit card information to be on file before the request for interpreter services is processed.**

1. An additional \$25 will be billed for all assignments scheduled with less than 24 hrs notice.
2. Interpreters' actual mileage will be calculated and reimbursed at the rate recommended by the Oklahoma State Travel Reimbursement Act, the current rate being \$0.565/mile, along with any other actual expenses (parking, tolls, etc.)
3. Portal-to-Portal charges are in effect for any assignment 50 miles or more from the interpreter's home. In addition to their actual mileage pay, the interpreter will be paid their hourly rate for actual drive time.
4. TSHA's cancellation policy is any assignment canceled with less than 24 hours notice will be charged for the entire block of time requested per interpreter or the minimum 1.5 hours, whichever is greater. After TSHA has received a request for interpreter services, the policy is then in effect.
5. Due to the physical, logistical and/or mental demands of the work, any assignment longer than 1.5 hours \*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: \_\_\_\_\_

### Credit Card Information REQUIRED:

Credit Card: (circle one) Visa MasterCard Discover

Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Name on Card: \_\_\_\_\_

#### INVOICES ARE DUE WITHIN 30 DAYS OF INVOICE DATE

If invoice is not paid within 30 days, payment will be made by credit card regardless of preferred method.  
The Customer 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: \_\_\_\_\_

On Site Contact person (if different than requestor): \_\_\_\_\_

Billing name and address: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Additional notes:

Fax requests can only be accepted during TSHA's business hours.  
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 use 1-888-311-3523.

## Frequently Asked Questions

- **Why is it my responsibility to provide an interpreter?**

\* In 1990 the United States congress passed a federal law called the Americans with Disabilities Act (ADA). President George Bush signed this bill into effect and it became the responsibility of businesses to make their services available to the general public. This is called "making an accommodation". For Deaf and hard of hearing individuals, a sign language interpreter is an appropriate accommodation.

Nationwide, numerous lawsuits have been filed against hospitals, businesses, doctors, lawyers, etc. for failing to comply with the ADA. Lawyers are eager to take on these cases because they are easily won.

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

\*TSHA follows current industry standards.

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

\* You may 1) fax your requests using the Interpreter Referral Program fax form, 2) phone in your requests using the numbers listed above, 3) e-mail your request for an interpreter, or 4) complete an online request form available on the TSHA website. ([www.tsha.cc](http://www.tsha.cc))

- **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 is received. Unfortunately, the number of certified interpreters has not kept pace with the rising demand for interpreting services. 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 and leave a message with the answering service, who will make contact with the on call staff person.

- **What situations are considered emergencies?**

\*Emergencies are generally considered to be police, fire, hospital emergency room, or mental health concerns that are urgent in nature AND are called into TSHA after regular hours.

- **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.

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

\*Due to the physical, logistical and/or mental demands of the work, any assignment longer than 1.5 hours \*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.

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

\*In accordance with industry standard, if an assignment is 50 miles or more from the interpreter's home, travel time will be charged.

- **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. This is referred to as block of time.

- **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.

Visit TSHA on the internet:

[www.tsha.cc](http://www.tsha.cc)  
<http://tsha.cc/terps.htm>

You may email invoice questions to Yamy Canales at [ycanales@tsha.cc](mailto:ycanales@tsha.cc)

To contact TSHA interpreter services call (918) 832-8742 or (888) 311-3523.  
Linda Hawkins – [lhawkins@tsha.cc](mailto:lhawkins@tsha.cc)

Brenda Carpenter – [bcarpenter@tsha.cc](mailto:bcarpenter@tsha.cc)

## 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.