

# **Communication Services for the Deaf and Hard of Hearing (CSDHH)**

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1175 Revolution Mill Drive Studio 15 Greensboro, NC 27405  
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## **Sign Language Interpreting Policies** (effective 7-1-02)

### **Coordinating Procedures**

**Requesting an Interpreter:** When possible, businesses are asked to request interpreting services with at least 10-business days advanced notice. CSDHH gladly accepts requests with less notice but cannot guarantee our ability to fulfill the request. Requests can be made via phone to 336-275-8878 (voice) or 336-274-1461 (tty). Requests for interpreters with less than 24 hours notice can be made via our Emergency Pager at 336-275-8878 ext 1. Calls made to this pager will be answered 24 hours per day, seven days per week.

When coordinating a request for an interpreting service, CSDHH will ask for the following assignment related information: Date, Day, Time, Address of the assignment, Name of the Deaf or Hard of Hearing person(s), Type of appointment, expected duration of the assignment, name of any interpreter specifically requested by the deaf/hard of hearing person, name and phone number of a contact person at the assignment, name and phone number of the person making the request for the service and specific directions to the assignment. CSDHH will also ask for the following billing information: Name and phone number of Accounts Payable representative and complete billing address.

Assignments expected to last more than 2 hours typically require the use of 2 interpreters. Examples of such assignments include half or full day assignments, meetings with 3 or more deaf/hard of hearing participants, events where the deaf person is the presenter, etc. There is a separate charge for each interpreter. CSDHH will not send 2 interpreters to an assignment without prior approval from the business.

CSDHH will provide to the requester the expected billing rate for the assignment (standard or non-standard rates). If the assignment will involve specialized vocabulary, CSDHH may request written background information or a copy of the agenda prior to the meeting. This information will help the interpreter be more prepared for the assignment.

After receiving the initial request, CSDHH will locate an interpreter for the assignment and assign a job number to the assignment. If the deaf/hard of hearing person has requested a specific interpreter, CSDHH will make every effort to honor the request of the deaf/hard of hearing person. Once an interpreter has been located, CSDHH will call the person requesting the service to provide the name of the interpreter and confirm that all assignment related information is correct. Businesses are asked to contact CSDHH immediately should any assignment related information change after the confirmation call has been received.

**Job Numbers:** Job numbers will always be given to interpreters when an interpreting assignment is confirmed. At the time of confirmation, businesses may request the CSDHH job number to use for internal purposes.

## Assignment Procedures

**Arrival Time:** It is expected of all interpreters working for CSDHH to arrive for assignments on time and ready to interpret. It is the responsibility of the interpreter to plan ahead for any extra time they need to find the place of the assignment so that they are in the correct place and ready to interpret at the set time. Businesses are asked to provide specific directions to the location of each assignment to help ensure that the interpreter arrives in the appropriate place and at the appropriate time.

**Attire:** As stated in the RID Code of Ethics (enclosed), interpreters should use good judgment in choosing attire that is practical and appropriate for an assignment. Clothing should be in line with the expected attire of participants and the nature of the assignment. Businesses may request that interpreters dress in a particular manner to match the expected attire of participants. Examples: obstacle course, white water rafting, political reception, etc.

**Assignment Forms:** In order to receive payment, interpreters must use CSDHH assignment forms filled out in their entirety. Businesses will be asked by interpreters to provide their signature validating both time in and time out. Mileage charges are calculated based on the scheduled start time of the assignment. We urge businesses to record exact times on this form. The interpreter will keep both copies of the Assignment Form and return them to CSDHH after the assignment has been completed. A yellow copy of the Assignment Form will be attached to CSDHH invoices and returned to businesses within 3 weeks following the assignment.

**Client No Shows:** It is required that an interpreter contact CSDHH before leaving an assignment when a client does not show up. Should an interpreter be unable to reach a staff person in the office, a staff member may be reached via pager number 336-275-8878 ext. 1. It is expected that an interpreter stay half the allotted time of the scheduled appointment before asking for the appointment to be declared a "no show" by someone in authority at the assignment. Should the appointment be declared a "no-show," businesses are still responsible for paying for the services as scheduled. Businesses with more than one deaf employee/deaf patient/deaf student have the option of using the interpreter for an alternate purpose for the remainder of the scheduled time.

**Feedback:** CSDHH encourages businesses to provide feedback to CSDHH regarding its office staff, interpreters, etc. Comments regarding interpreters should be addressed to the Director at 336-275-8878 Voice, 336-274-1461 TTY or 336-273-0015 Fax. Comments regarding office staff should be addressed to either the Director at the phone numbers listed above or to the Chairperson of the CSDHH Leadership Committee at 122 North Elm Street Suite M-2 Greensboro, NC 27401.

## Financial Procedures

**Billing Hours:** Standard billing hours for CSDHH are from 8:00am to 6:00pm Monday – Friday. Non-standard billing hours are on weekends, holidays, and from 6:00pm to 8:00am on Monday – Friday. Interpreters working for CSDHH during non-standard hours will be paid at time and one-half the standard rate.

**Rates:** The standard rate for all Interpreting services coordinated by CSDHH is as follows:

**Interpreter fee is \$80.00** for the initial 2-hour minimum. Time after the initial 2 hours will be billed in 15-minute increments and calculated at the rate of \$40.00 per hour. The non-standard rate for interpreters provided by CSDHH is \$120.00 for the initial 2-hour minimum. Time after the initial 2 hours will be billed in 15-minute increments at the rate of \$60.00 per hour.

**Mileage:** There will be a mileage fee for some assignments coordinated by CSDHH. Billing for mileage will follow the rate set and periodically adjusted by the IRS. CSDHH will bill mileage for an assignment if the actual time interpreted is 2 hours and 1 minute or more. If the actual time interpreted is 2 hours or less then no mileage will be billed. CSDHH does not bill for "travel time". The current mileage rate set by the IRS is .575 per mile. Assignments that take place outside of Guilford County will always be billed for mileage, regardless of duration.

**Invoices:** CSDHH will forward an invoice to businesses within 3 weeks after the completion of an assignment. Payment is expected no more than 30 days following receipt of the invoice. A late fee of 1 and 1/2% will be added to invoices not paid within 30 days. Questions regarding invoices can be directed to the Director at 336-275-8878 (voice) or 336-274-1461 (tty).

**Two Hour Minimum Charge:** When CSDHH contacts an interpreter for an assignment, unless otherwise stated, it is expected that the interpreter will be available for the full two hours. If an interpreter accepts an assignment and states they can only stay an allotted amount of time, it is expected that the interpreter will charge for time available only and not the two-hour minimum. Such arrangements will be clarified at the time of confirmation between CSDHH and the business.

**Last Minute Request Fee:** CSDHH does not charge a Last Minute Request Fee to businesses nor does it pay a last minute fee to interpreters who accept assignments at the last minute.

**Cancellation Fee:** If jobs are canceled with at least 48-clock hours notice, there is no bill for either party. Jobs canceled with more than 24 clock hours notice but less than 48 clock hours notice will result in payment for half of time scheduled to interpret. If a job cancels with less than 24 clock hours notice interpreters will receive payment for scheduled time only.

**Reassignment:** Should a job cancel at the last minute and an interpreter be assigned to another job, the interpreter should only bill for one job. In these instances CSDHH will not forward a bill to the canceling business.

**Holiday Rates:** CSDHH will charge non-standard rates for interpreting on holidays. CSDHH holidays for interpreters are as follows: New Years Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Holidays are observed on the day of the holiday only.

**Unforeseen Circumstances:** Businesses are asked to make reasonable efforts to contact CSDHH via pager by calling 336-275-8878 and pressing 1 to page an on-call staff person during unforeseen circumstances, inclement weather, or catastrophic events. Once CSDHH staff has been contacted by the business, options for rescheduling and billing can be discussed. Once a decision has been reached, CSDHH will notify the interpreter of the changes in the assignment.

Following is a copy of the Code of Ethics of the National Registry of Interpreters for the Deaf. Sign Language Interpreters working with Communication Services for the Deaf are expected to adhere strictly to this Code of Ethics.

This information was taken directly from the RID website, [www.rid.org](http://www.rid.org). More information regarding interpreting practices can be found at that website.

## RID's Code of Ethics

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The Registry of Interpreters for the Deaf, Inc. has set forth the following principles of ethical behavior to protect and guide interpreters and transliterators and hearing and deaf consumers. Underlying these principles is the desire to ensure for all the right to communicate.

This Code of Ethics applies to all members of the Registry of Interpreters for the Deaf, Inc. and to all certified non-members.

1. Interpreters/transliterators shall keep all assignment-related information strictly confidential.
2. Interpreters/transliterators shall render the message faithfully, always conveying the content and spirit of the speaker using language most readily understood by the person(s) whom they serve.
3. Interpreters/transliterators shall not counsel, advise or interject personal opinions.
4. Interpreters/transliterators shall accept assignments using discretion with regard to skill, setting, and the consumers involved.
5. Interpreters/transliterators shall request compensation for services in a professional and judicious manner.
6. Interpreters/transliterators shall function in a manner appropriate to the situation.
7. Interpreters/transliterators shall strive to further knowledge and skills through participation in work-shops, professional meetings, interaction with professional colleagues, and reading of current literature in the field.
8. Interpreters/transliterators, by virtue of membership or certification by the RID, Inc., shall strive to maintain high professional standards in compliance with the Code of Ethics.



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for the Deaf and Hard of Hearing

1175 Revolution Mill Dr. • Studio 15 • Greensboro • NC 27405  
Phone (336)275-8878 • VP 1(866)552-3650 • TTY (336)274-1461 • Fax (336)273-0015

**Agreement to Pay for Services**

UPDATE or  NEW

I have read and understand the rates, policies and procedures for requesting and canceling the services of a sign language interpreter as outlined by Communication Services for the Deaf and Hard of Hearing. (2 hour minimum at the standard of \$40/hour and non standard of \$60/hour)  
By signing below, I / we agree to abide by those rates, policies and procedures.

**Business Name:** Yadkin Co. Human Services Agency

Is this a parent company with satellite offices? YES NO (circle one)

If YES, whom should the bill be sent to? Parent Company      Satellite office

**Billing Address:** P.O. Box 548 (where the bill should be sent)

**City/State/Zip:** Yadkinville, N.C. 27055

217 E. Willow Street

**Physical Address (if different than above)**

**City/State/Zip:** Yadkinville, N.C. 27055

**Signature of responsible party:** Trish Hughes

**Printed Name and Title:** Lisa L. Hughes, County Manager

**Phone number** 336-679-4200 **Fax Number** 336-679-6005 **Email:** \_\_\_\_\_

**On Site Contact Person:** Trish Belton

**Accounts Payable contact person:** Trish Belton **Phone #** 336-679-4210 ext. 7602

**Email:** tbelton@yadkincountync.gov

This instrument has been pre-audited in the manner required  
by the Local Government Budget and Fiscal Control Act.

**Preferred billing method:**  **Electronic (PDF)**  **Fax**  **Standard mail** Trish Belton

Accepted by Communication Services for the Deaf and Hard of Hearing

**Signature:** Trish Belton **Date:** 10/1/15

**Printed Name and Title:** Trish Belton

**Tax ID:** \_\_\_\_\_

**For Office Use Only:**

**Date sent:** \_\_\_\_\_ **Date received in office:** \_\_\_\_\_

**Date of completed agreement:** \_\_\_\_\_

**Internal Use Name:** \_\_\_\_\_