



Sign Language/World Language Interpreting Services Terms of Agreement

As an authorized agent of said company, I agree to the following:

Confirmation of Assignments:

For all assignments the Interpreting Services Interpreter Coordinator will confirm the following information: Date and Time of assignment, Location of assignment, Name of Client, Contact Person and Phone Number, Billing address, Type of appointment, Interpreter preference.

Interpreter Availability:

Rauch Interpreting Services hires interpreters on a sub-contracting basis. When a request is made for an interpreter, Rauch Interpreting Services will make every effort to fill the request.

Number of Interpreters:

The industry standard requires two (2) interpreters for assignments more than two hours in length. The number of interpreters needed for an assignment will be determined by considering factors such as subject matter, number of consumers, communication needs, and any other factors affecting the interpreting outcome of the assignment. Rauch Interpreting Services reserves the right to make the final decision regarding the number of interpreters need for each assignment.

Cancellation/No Show Policy:

Assignments cancelled less than 24 hours in advance will be billed for the entire scheduled time. If the assignment is cancelled less than one (1) hour before the scheduled beginning time, one (1) hour of portal time will be billed in addition to the scheduled time. In the event the client does not show for the assignment, the interpreter is required to wait 30 minutes. After the 30 minute wait time has elapsed the interpreter is free to leave and billing will include scheduled time plus portal. For all assignment, if the interpreter is dismissed early, a bill will be sent for the full time scheduled plus portal.

Confidentiality:

All knowledge and information acquired during the assignment will be considered confidential and the interpreter will adhere to standard Interpreters RID/NAD Professional Code of Conduct (ASL) and HIPAA regulations for the assignment.

Terms of Payment:

Company shall pay Rauch Interpreting Services. Billing will be sent at the end of each month. Payment is due on receipt.

Rate: \$55 per hour, one (1) hour minimum plus portal. Additional time over one hour will be billed in 15 minute increments.

Interpreters provided by Rauch Interpreting Services shall meet the following qualifications:

1. Be fluent in American Sign Language/World Languages and other modes of communication
2. Be licensed by the Kentucky Board of Interpreters for the Deaf and Hard of Hearing (Kentucky ASL assignments)
3. Observe all safety rules and regulations of the assignment location
4. Be professional and ethical during all interpreting assignments

Company Name: _____

Contact Name: _____

Billing Address: _____

Phone

Number: _____

Email: _____

Printed Name: _____

Authorized Signature: _____

Date Signed: _____

**Rauch Interpreting Services
215 E. Spring Street
New Albany, IN 47150**

**By: Dave Calvert
Title: Director of Interpreting Services**

Date: _____