



**Deaf Community Services of San Diego, Inc. (DCS)
Communication Services Department (CSD)
Rates and Service Agreement**

2 hour minimum per interpreter: after 2 hours, half hour increment charges apply on any portion of the hour

Days, Monday-Friday: 7:00 AM to 5:00 PM
\$150.00 for service up to 2 hours
Each additional hour \$70.00 until 5:00 PM

Evenings, Monday-Friday: 5:00 PM to 10:00 PM
\$170.00 for service up to 2 hours
Each additional hour \$80.00 until 10:00 PM

Nights Services, Monday-Friday: 10:00 PM to 7:00 AM
\$190.00 for service up to 2 hours
Each additional hour \$90.00 until 7:00 AM

Weekend Days: 8:00 AM to 5:00 PM
\$170.00 for service up to 2 hours
Each additional hour \$80.00 until 5:00 PM

Weekend Evenings: 5:00 PM to 10:00 PM
\$190.00 for service up to 2 hours
Each additional hour \$90.00 until 10:00 PM

Weekend Nights: 10:00 PM to 7:00 AM
\$210.00 for service up to 2 hours
Each additional hour \$100.00 until 7:00 AM

Holidays: (see Holidays listed below)
\$20.00 per hour in addition to standard rates

Appointments with less than 24- hr notice:
\$50.00 per interpreter one time fee above regular rate

Emergency Medical or Legal Services:
\$25.00 per hour in addition to standard rates

Trilingual Interpreting: (ASL/ English/ MSL/Spanish)
\$25.00 per hour in addition to standard rates

Legal Services:
\$20.00 per hour in addition to standard rates

Parking Fees
Reimbursement at cost

Cancellations:

Requests cancelled with less than **2 business days** advance notice will be billed for the entire appointment or the 2 hour minimum per interpreter, whichever is greater.

Conditions

It may be necessary to assign 2 interpreters to an appointment depending on the nature and length. This enables more effective communication and reduces the risk of injury. The agency will inform the client prior to scheduling the appointment if this case will apply. Any assignment that has group participation or continuous speaking in excess of 75 minutes, e.g., meetings, workshops, classroom lectures, IEP, etc., will require two interpreters for the duration of the assignment. In the event that the interpreter is put in a situation that is physically challenging and they are not able to perform, they have the right to leave the appointment and the client will be billed for the extent of the appointment. If the interpreter elects to complete the appointment alone, then the assignment will be invoiced for the full value of two interpreters.

Holidays:

The holiday rate will be assessed for the following days: New Years, Presidents, Memorial, Independence, Labor, Veterans, Thanksgiving, and Christmas Days.

Legal Services:

Appointments of a legal nature require interpreters trained and experienced with the language, concepts and procedures used in court and other legal systems. Such appointments would include law offices, courts, depositions, jury duty, workers compensation hearings and arbitration hearings.

Payment:

Invoices are due upon receipt. Payments can be made by check or credit card. Late payments will accrue past due fees at a rate of 1.5% per month after 45 days. Invoices unpaid after 90 days will be sent to collections.

Agreement Acknowledgment:

Phone: (____) _____ -- _____

Name of Company: _____ Attn: _____

Billing Address: _____ City: _____

State: _____ Zip: _____ Fax: (____) _____ -- _____ Email: _____

Invoice by mail By email or
 Credit card: Type _____ Number _____ Exp ____/____ CVC ____
 Purchase order # _____

The authorized agent signing below has read and agrees on behalf of the above named to be bound by the rates as stated above.

Signature: _____ Date: _____

3930 Fourth Avenue, Suite 300 San Diego, CA 92103
 ·619 398-2488 (voice) · 619 398-2490 (fax) ·
 Email: scheduler@dcsofsd.org Web www.dcsosfd.org



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Requests:

To reserve an interpreter, submit a request via email or fax. Please contact us for a request form or include the following information on an email to scheduler@dcsofsd.org :

Date / Time/ Address/ Room/ Cross Street/ Parking
Nature of Appointment/ Number of People/ Deaf Client(s)
Contact name/ Phone/ Fax/ Email/ Address
Billing information/ Attention

Helpful Tips:

- When making requests, we recommend doing so at least 2 weeks in advance to make sure we are able to confirm an interpreter. We do accept last minute requests.
- If the appointment has some flexibility, we can recommend dates and times with the best availability.
- There are many qualified interpreters, but often times we get multiple requests that are at or near the same time frames and we have to allow for travel between appointments.
- Be sure to schedule enough time for the appointments. Interpreters will need to leave at their scheduled time. If the interpreter is able to stay beyond the scheduled time, you will be billed in half hour increments.
- Check your dates and time to make sure we have the correct information on the request form.

Interpreters:

The agency recognizes interpreters who are RID, NAD, EIPA and ACCI certified. We encourage the use of interns under the guidance of a certified mentor. Interpreters are matched according to skill, certification, experience, and client request. DCS maintains both staff and contract interpreters. Some interpreters are equipped to serve sign language interpreting requirements for Deaf blind, Oral, and minimal language or home sign.

Other DCS Services:

- Mental Health Counseling
- Independent living
- Literacy
- Lending library

Why DCS?

We are a non profit agency and all of our revenues are used to support services for the Deaf and Hard of Hearing community. Our agency is proud to continually serve the Deaf community's needs in both San Diego and Imperial Counties for over 30 years. We are members of NAD, RID and the California Coalition for the Deaf.