



CODA Link, Inc.
Professional Sign Language Interpreters

CODA LINK, INC.

1304 SW 160th Avenue, Suite 340

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Procedures for Requesting Interpreter Services

The guidelines in the Americans with Disabilities Act of 1990 (ADA) for deaf and hard-of-hearing people are clearly defined. It may be necessary to provide a qualified sign language interpreter to ensure effective communication between deaf and/or hard-of-hearing and hearing people. For further information regarding the ADA, please refer to our website www.codalinkinc.com.

WHEN REQUESTING AN INTERPRETER, PLEASE PROVIDE:

1. Date and Time
2. Location of assignment (address) & driving directions/parking
3. Contact person/Telephone number
4. Deaf client's name(s)
5. Type of situation (i.e., medical, meeting, etc.)
6. Agenda, Itinerary or other materials pertinent to the assignment
7. Complete "bill-to" information

Requests should be made at least one week in advance. Requests for specific interpreters are honored as scheduling permits. However, it may be necessary to reschedule appointments to ensure availability of interpreters.

All requests should be made by calling CODA Link, Inc. at 954-423-6893 during regular business hours or anytime online at www.codalinkinc.com. Requests will not be accepted by the interpreter.

HOURS OF SERVICE

Normal business hours are from 8:30 AM to 5:00 PM, Monday through Friday. Interpreting services required before 8:30 AM and after 5:00 PM, will be billed an additional ten dollars (\$10.00) per hour. However, services provided from 10 PM to 6 AM will be an additional twenty dollars (\$20.00) per hour. Different rates apply for Saturdays, Sundays, and Legal Holidays.

CODA Link, Inc. does respond to emergency situations. An emergency is defined by situations that involve police, fire rescue and/or medical. Emergency rates will then apply.

A Last Minute request is defined as an unexpected need for interpreting services that was not previously scheduled 48 hours in advance. CODA Link, Inc. will do its best to accommodate such needs. Last minute requests rates will then apply.

Same Day request is defined as an immediate/unexpected need for interpreting services. CODA Link, Inc. will do its best to accommodate such needs. Same Day requests rates will then apply.



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FEES FOR SERVICES

Fees for interpreting services are based on a two-hour minimum. Services are billed according to the time that was scheduled (**blocked**) and confirmed. Blocked time refers to beginning and end time (including breaks, lunch, etc.) **Please contact our office for a Fee Schedule.**

TRAVEL

CODA Link, Inc. makes every attempt to secure an interpreter within the requesting county. We reserve the right to charge travel (based on nature of request) when the services of an interpreter from outside the county are needed. The rate/travel time will be discussed and agreed upon by both parties prior to confirming the request.

BILLING/COLLECTION

The billing party will be invoiced and **payment is due within thirty (30) days of receipt.** Payment may be made payable to CODA Link, Inc. For your convenience, we gladly accept all major credit cards.

Outstanding balances shall be subject to an interest charge of 18% per annum (1 ½% per month) from the due date until paid. In the event of non-payment, **CODA** Link, Inc. will cease all work. If legal action is necessary, the billing party will be responsible for the outstanding balance, including interest charges and attorney fees plus court costs.

CANCELLATION/NO-SHOW POLICY

The billing party is responsible for 100% of fees for the entire amount of time that was scheduled (blocked) and confirmed if cancellation is less than 48-hours prior to an assignment.

Once an interpreter has been cancelled, they are no longer obligated to CODA Link, Inc. and are free to accept other work making them unavailable. Please refer to Same Day request under Hours of Service.

If the deaf consumer is a “no-show,” the billing party is responsible for 100% of fees for the amount of time that was scheduled (blocked) and confirmed.

If CODA Link, Inc. is informed of the cancellation 48-hours before the assignment, the responsible party will not be billed.



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TEAM INTERPRETING

Assignments that are complex in nature or exceed two (2) hours or more may require the use of two (2) interpreters to ensure effective communication, decrease the incidence of Repetitive Motion Injury (RMI) and interpreter fatigue. The fee will be **double per hour** and the interpreters will relieve each other every 20-30 minutes. CODA Link, Inc. will use our discretion to take this action when deemed necessary. Please refer to the Standard Practice Paper regarding Team Interpreting for more details.

If an assignment exceeds two (2) hours with multiple breaks or hands-on training occurs, team interpreting may not be required. This decision is based on the discretion of CODA Link, Inc.

BREAK PERIOD

Interpreters shall be required to take one 10-minute break per hour.

For an event which includes a working breakfast/lunch/dinner, consideration should be given in providing a meal to the interpreter.



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TERMS OF AGREEMENT

I understand and agree to the terms set forth in this document. By signing this agreement, you are authorizing the request and payment of services provided by CODA Link, Inc.

Service Requester/Authorizing Party (*Print*)

Service Requester/Authorizing Party (*Signature*)

Date

Contact Number

Company name

Street Address (invoicing)

City, State, Zip Code

Donna R. Fernandez

Date

Donna R. Fernandez
Executive Director
CODA Link, Inc.

Does your company require a W-9 from CODA Link, Inc.? Yes No

Please provide email or fax number to send W-9 _____