

Georgia Interpreting Services Network

Customer Information



ABOUT US

Georgia Interpreting Services Network is a not-for-profit organization that provides state-wide sign language interpreting services. We strive to provide clear, complete, and precise communications between deaf and hard of hearing participants. Our services allow for equal access for persons who are deaf and hard of hearing, as defined under Georgia and Federal law. We provide qualified, certified, and professional interpreters throughout the state of Georgia.

AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act encourages any business serving the public to provide appropriate accommodations for people who are deaf and hard of hearing. GISN will assist you in becoming compliant with the ADA. For more information about the Americans with Disabilities Act, please visit www.ada.gov.

SCHEDULING INTERPRETING SERVICES

At GISN, customer service is our focus. We understand your need for quick, uncomplicated communication, accurate transactions, and personalized account management. This focus drives our courteous assignment coordinators when obtaining assignment information, assessing your needs, and scheduling appropriate interpreters. Please keep in mind that advance notice is always appreciated and will help us provide you with the most cost-effective services. We realize, however, that advance notice is not always possible and, in these situations, we will work with you to accommodate your needs as best as possible. Our interpreters are available 24 hours a day, seven days a week, including holidays, to meet your needs.

Any information concerning your assignment is always greatly appreciated; however, the more information that you provide, the better prepared our interpreter(s) will be upon arrival. For the safety of you, your organization, and the deaf participant, all information obtained regarding your needs is kept strictly confidential.

WORKING WITH A SIGN LANGUAGE INTERPRETER

Working with an interpreter is unfamiliar to many people. It can be helpful to know what to expect so that the interaction can be smooth and comfortable. The interpreter will suggest arrangements that are conducive to interpreting, and will know where they will need to place themselves so that the person who is deaf can see both the interpreter and the other participants. The interpreter may have suggestions regarding lighting so that the interpretation (and the signing of the person who is deaf) is visible. Participants can communicate directly with each other. It is not necessary to add "tell him" or "ask her" when speaking. The interpreter will communicate the message in first person, such as saying "I plan to be there" rather than "He says he plans to be there." Participants are encouraged to look at each other, rather than at the interpreter, when they are sharing their message. Everyone involved is encouraged to communicate in his or her typical style. If the interpreter needs to clarify the message or requires more time for the interpretation, s/he will let the consumers know. Our skilled interpreters are highly trained and bound by a Code of Professional Conduct not to impose their own opinion while interpreting or to reveal any information learned while interpreting.

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Rates & Scheduling Policies



FEE SCHEDULE: General Assignments will be those requested more than 24 hours in advance that occur between the hours of 8:00 am and 6:00 pm, Monday through Friday. The base rate for a sign language interpreter is \$70 per hour. There will be additional charges for assignments that are **urgent, after hours, medical, legal, or technical** in nature. An assignment is considered **after hours** if it occurs between 6:00 pm and 8:00 am, Monday through Thursday, or 6:00 pm Friday through 8:00 am Monday. The after hours rate also applies on **national holidays**. For all requests that are received less than 24 hours prior to the scheduled start time of the assignment, an additional \$12/hr. **urgent** rate will apply. Interpreting requests that require tactile interpreting, oral interpreting, or require significant prior knowledge of event material (e.g. computer science classes, etc.) will be considered **technical** assignments and additional charges will apply. Estimates are available by request only and are not a quote of total cost under any circumstances.

Please note that no more than a maximum of two premiums shall apply (or be charged) for any individual assignment.

Base Rate per Interpreter:	\$70/hour
After Hours/Holiday Assignments:	+7/hour
Medical or Mental Health Assignments:	+7/hour
Technical Assignments:	+7/hour
Urgent/Short Notice Assignments:	+12/hour
Legal Assignments:	+14/hour
Tactile:	+7/hour

TWO-HOUR MINIMUM: A two (2) hour minimum charge for interpreting time will be made for each interpreter per day. Fees for cancelled assignments also include meeting this minimum. Please see below for details on cancellations.

TRAVEL TIME: Travel time to and from an assignment is billed at the same base rate as interpreting time on all assignments (currently at \$70/hr.). GISN travel time is non-negotiable. Travel time to and from customers within the metropolitan Atlanta area will not exceed two hours round trip. The metro Atlanta area is defined as any location within Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry and Rockdale counties.

REIMBURSEMENTS: Reimbursement of all mileage, parking, and working meal costs incurred during the course of an assignment will be charged. Mileage reimbursement is set at the current federal reimbursement rate. In lieu of parking and meal costs, customers are encouraged to provide these items to interpreters when possible. Mileage will be billed on all assignments. GISN mileage is non-negotiable. For assignments requiring an overnight stay, reasonable lodging expenses may also apply.

TEAM INTERPRETING: Generally speaking, an assignment lasting more than two hours needs a team of two interpreters. Due to the mental and physical demands of the job, a team approach keeps the quality of the interpreting service at a high level and also prevents repetitive motion injuries for the interpreters, allowing for a longer career. A team of two interpreters may be mandatory for a stage assignment, interpreting for an individual who is Deaf/blind, and any number of other assignments that have atypical demands may require more than one interpreter. This is standard, professional, practice according to the Registry of Interpreters for the Deaf. Customers should be aware that GISN charges for each of the team interpreters for the entire duration of the assignment. Should an issue or need arise outside of the agency's control, GISN reserves the right to approach the customer in order to address any new or unplanned considerations. Example: A team of two interpreters is scheduled for an assignment and at last minute one of the team members has to cancel. In the event of no substitute interpreter being available, GISN may ask the remaining interpreter if they are able to carry the job alone. If the remaining interpreter is able and agreeable to do the job alone, it would mean increased compensation for the interpreter who is carrying the entire workload alone. If an interpreter cancels with short notice it can be difficult to find another interpreter who can alter their schedule with no lead time.

GENERAL CANCELLATION POLICIES: Customers should be aware that if an assignment is cancelled by the requestor less than 48 hours, prior to the scheduled start time of the assignment, the entire scheduled interpreting time will be billed (including premiums, but not including travel time or mileage. GISN.

In the event that you are forced to cancel due to a severe event caused by forces of nature, you will not be billed for the assignment. GISN should receive notice of cancellation from the requesting agency. It is not the responsibility of GISN staff to assume business closure, or review news, website, or social media reports to determine closures. If a report of closure is not reported to GISN staff, interpreters remain in the assignment and receive compensation for service. This can include travel time and mileage if an interpreter shows on site due to lack of communication.

CANCELLATION OF SHORT NOTICE REQUESTS: Requests that are received with less than 24 hours notice that are subsequently cancelled will be billed for the full requested interpreting time.