

On-Site Interpreter Services Protocol

Clients receiving services under the Agreement attached hereto agree to this protocol and fee schedule, unless amended in writing between the Parties. This protocol is to be followed when requesting an on-site interpreter from AWW.

I. Administrative Detail

Clients shall provide the following initial information on the attached form:

1. Client name and telephone number
2. Date and time that you will need an interpreter, and total length of assignment
3. The location: address of the assignment including specifics: the name of the building, court or clinic, the floor, room number, etc.
4. The situation: nature and format of the meeting (i.e., medical appointment, platform lecture, staff meeting, civil or criminal court case, docket number, etc.)
5. Number of participants, Deaf, Deaf-Blind, Hard of Hearing, Late Deafened and hearing
6. Special equipment to be used (i.e., microphones, overhead projectors, video, films, etc.)
7. Names of deaf participants
8. Billing information: the name, address, and telephone number to forward our invoice
9. Name and telephone number of the contact person for Client.

II. Requesting Services

1. Client shall submit service requests to AWW as early as possible, because AWW often schedules assignments 1-2 months in advance.
2. AWW will use reasonable efforts to fill your request; however, all requests are subject to the availability of appropriate interpreters.
3. AWW reserves the right to prioritize requests.
4. No request is considered filled prior to being confirmed by the assigned interpreter. AWW reserves the right to substitute interpreters.
5. AWW will ensure notification of the assignment to the Client only no less than ten days prior to the scheduled (or any rescheduled) day of assignment. Should AWW be unable to provide an interpreter for a Client assignment request, AWW shall notify Client within 7 days of the assignment. Client may elect to allow AWW to continue to attempt to fill the assignment, in which case AWW will ensure notification to Client only if AWW has scheduled an interpreter for that assignment. Client shall be responsible for any communication to the Deaf or Hard of Hearing individual regarding interpreted Client activity. For requests submitted less than 10 days prior to the assignment, AWW will ensure notification within 24 hours of the assignment.

6. For cancellations by Client with less than 48 hours notice of a single hour request a \$35 cancellation fee will be charged.
For cancellations by Client for a multiple hour request of two or more hours a \$100 cancellation fee will be charged
7. For no-shows the Client shall be billed by AWW to Client at 100% of the assigned time at the Agreement rate.

III. After Hour Services

1. AWW After Hours Interpreter Service shall provide Client with an interpreter to respond to after hour requests between 4:00 PM and 9:00 AM Pacific Time and on weekends and Federal holidays.
2. AWW cannot guarantee having an interpreter immediately available in all regions at all times. AWW shall provide Client with after-hours contact information for after-hours service requests.
3. The Client shall provide the information contained in Section I of this Attachment One protocol by telephone, fax, or email at the numbers appearing on the front of this protocol.
4. The rate schedule for after hour services is contained in the Rates Section below

IV.

Assignments involving multiple interpreters.

1. AWW reserves the right to determine the number of Interpreters needed to meet the assignment need. Assignments such as non-emergency interpreting situations lasting more than one and a half (1.5) hours, interpreting groups of more than four people, workshops or other public lectures, or videotaped assignments generally require two Interpreters. Interpreting requires constant mental processing between two languages: English and sign language; a team of two interpreters working together helps to assure that all information is presented accurately throughout the assignment.
2. In addition to the contracted rate, Client shall be responsible for mileage from the Interpreters home to the assignment and back; or from assignment to assignment and back to the Interpreters home, whichever is less, at the rate set by <http://www.irs.gov>, and any parking fees. Assignments in excess of 50 (one way) miles will incur a travel time charge of ½ the certified rate of the Interpreter per hour of travel time to be documented with Map Quest or similar online mapping tool.
3. Each assignment has an \$8 admin fee per interpreter request.

V. Miscellaneous

1. It is solely the Client's responsibility to notify AWW in writing by submitting a new Interpreter Services Request Form, attached as Attachment C, immediately upon Client's knowledge of any time, duration or date changes. Client immediate notice of changes shall also include telephone notification to our business office or after-hours number. AWW reserves the right to dishonor any untimely notifications of Client change of assignment.
2. AWW shall not contact the deaf or hard of hearing client regarding new or changed appointments. The Client shall contact the deaf or hard of hearing client to assure that she or he is aware that an interpreter will be available.
3. Client shall retain all records associated with this Agreement for a period of six (6) years from the completion or earlier termination of this Agreement, for which this provision shall survive.
4. Client shall sign an AWW Interpreter Services Confirmation Record after each appointment. Such form shall be provided by the Interpreter on site.