



Christina School District
 Drew Educational Support Center
 Business Service Office

600 N. Lombard Street
 Wilmington, DE 19801
 (302) 552-2662

FAX: (302) 429-4109
 TDD Relay Service: (800) 232-5470
 e-mail: Pathakg@christina.k12.de.us

DATE: September 9, 2015

ISSUED BY: Gaurang P. Pathak
 Manager of Financial Services & Internal Control

SUBJECT: AWARD NOTICE
 Contract No. CHR 2015-16
 American Sign Language Interpretation Services

1. CONTRACT PERIOD

Each contractor's contract shall be valid for a one year period from August 1, 2015 through July 31, 2016. Each contract may be renewed for additional two (1) year period(s) through negotiation between the contractor and Christina School District. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

2. VENDORS

| | |
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| Deaf-Hearing Communication Centre, DHCC. 630 Fairview Road, Suite 100 Swarthmore, PA 19081 Contact: Neil McDevitt Phone: 610-604-0450 Fax: 610-604-0456 Email: nmcdevitt@dhcc.org | |
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3. PRICING

Prices will remain firm for the initial term of the contract.

| Vendor Name | Rate | Additional Information |
|--|--------------|------------------------|
| Deaf-Hearing Communication Centre, DHCC | See attached | |
| | | |

◆ Please initial and send back

Interpreter Service Rates – Effective July 14, 2013

Deaf-Hearing Communication Centre, Inc.



630 Fairview Road, Suite 100 | Swarthmore, PA 19081-2335 | (610) 604-0452 V/TTY | (610) 604-0456 FAX | info@dhcc.org

◆ Services are contingent upon availability. Rates are per interpreter. Rates are subject to change.

| Type of Assignment | Rate/Hr. |
|---|----------|
| Regular Assignments: Any assignment requested with more than one full business day notice that addresses usual situations in areas such as business, government, medical, education. | \$57.00 |
| Specialty Assignments: Assignments such as those listed below requested with more than one full business day notice. | \$77.00 |
| On-Call Emergency Service (EIS): Medical emergency coordinated through EIS outside normal business hours or uses the on-call EIS interpreters. Police emergencies are charged at EIS specialty rate. | \$120.00 |
| Holiday Rate: Regular assignments requested with more than one full business day notice that occur on New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas are double the regular rate. | \$114.00 |

ADDITIONAL CHARGES TO HOURLY RATES

- ◆ The assignment fee is charged at 2 hours and covers time up to the first two hours; additional time will be billed in half hour increments.
- ◆ Specialty assignments include assignments such as legal and recorded. Examples: assignments in a courtroom, lawyer's office or legal nature and assignments voice or video recorded and/or that form part of public record. Also includes intensive tactile assignments with Deaf/blind consumers.
- ◆ Any non-medical, regular or specialty assignment requested with one full business day or less notice is charged at double the rate.
- ◆ Specialty rates are doubled and EIS rates charged at time and a half if assignment falls on one of the above holidays.
- ◆ A Daytime Medical Emergency surcharge of \$50 per interpreter will apply to any last minute, medical assignments requested during business hours with one business day notice or less.
- ◆ A Night Differential of \$5.00 per hour per interpreter will apply to any assignment that takes place between the hours of 12:00 a.m. and 6:00 a.m. Night Differential is doubled on Holidays.
- ◆ DHCC's mileage reimbursement policy is that we charge the current IRS rate in PA. The DHCC rate will change when the IRS rate changes and may change without notice. Travel is charged for each mile the interpreter travels to and from an assignment. Parking, tolls, train fare, cab fare or bus fare will also be charged as incurred by each interpreter. Depending on distance, DHCC may negotiate an additional rate of \$35/hour for travel time.

TERMS OF PAYMENT

Payment is required within 30 days of the invoice. DHCC gladly accepts checks, Visa, MasterCard and AMEX. Payments made after thirty days may be subject to an interest charge with notice.

Please initial here that you understand and accept DHCC's Rates: _____

PLEASE FAX/EMAIL/MAIL THIS COMPLETED FORM BACK TO DHCC

Revised March 2015 2

Freeman L. Williams, Ed.D., Superintendent

10

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Interpreter Service Policies

Deaf-Hearing Communication Centre, Inc.



630 Fairview Road, Suite 100 | Swarthmore, PA 19081-2335 | (610) 604-0452 V/TTY | (610) 604-0456 FAX | irc@dhcc.org

CANCELLATION POLICY

DHCC must pay our contracted interpreters unless they receive proper notice. Notice varies depending on the length of the assignment. **PLEASE REVIEW CANCELLATION GRID ON PAGE 5 TO AVOID CHARGES**

For assignments that are two hours or longer, cancellation of services must be made with two (2) full business days notice in between the date of service and the date of cancellation or payment of contracted hours will be required. For example: An assignment scheduled for Friday would need to be cancelled by Tuesday in order for it to be non-billable. The 2 full business days would be Wednesday and Thursday. Weekends and DHCC office closures do not count as business days.

For non-medical assignments lasting three (3) consecutive days or more, requests to cancel the entire event must be made 5 full business days in advance of the first date of service. If less notice is given, the customer will be charged the full cost of the first two days of service in addition to a \$50 cancellation fee.

For ongoing, non-medical schedules with weekly assignments lasting 4 weeks or more, requests to cancel the entire schedule must be cancelled 5 full business days in advance of the first date of service. If less notice is given, the customer will be charged the full cost of the first two days of service in addition to a \$50 cancellation fee.

CLIENT NO SHOW POLICY

For assignments lasting up to two hours, the interpreter(s) is required to wait a minimum of 20 minutes if the Deaf consumer is not present at the confirmed start time of the job. The customer can discharge the interpreter immediately or request that the interpreter waits until the end of the assignment for the Deaf consumer to arrive. **IF THE CLIENT DOES NOT SHOW FOR AN ASSIGNMENT, THE INTERPRETER/S ARE PAID FOR SCHEDULED HOURS & THE ASSIGNMENT WILL BE INVOICED.**

For assignments more than two hours, the interpreter will check with the customer to find out how long to wait. Customers who would like the interpreter(s) to work whether a Deaf person is present or not, should make this clear at the time the request for interpreting is made. **IF THE CLIENT DOES NOT SHOW FOR AN ASSIGNMENT, THE INTERPRETER/S ARE PAID FOR SCHEDULED HOURS & THE ASSIGNMENT WILL BE INVOICED.**

UNSAFE TRAVEL IN BAD WEATHER CANCELLATION

If a customer notifies DHCC that an event is cancelled or a business or facility closes because of unusually bad weather that interferes with travel safety such as snowstorm or torrential rain, the customer will not be billed. Events of such stature are usually announced on the news and the purpose of cancellation or closure is to avoid travel problems. The customer must contact DHCC to inform us of the cancellation as soon as the office is open.

TEAM INTERPRETING

- ◆ Hearing/hearing Team: It is DHCC's policy to assign two (2) interpreters to work as a team for the duration of complex assignments or those exceeding two hours.
- ◆ Deaf/hearing Team: DHCC uses a Deaf/hearing team; one Deaf interpreter and one hearing interpreter, in all legal and most mental health assignments. These are major life altering situations and there is a critical need for communication and cultural accuracy. Our Deaf interpreters have the most linguistic skill in ASL and the best cultural connection to the Deaf consumer. In addition, certain Deaf consumers require a Deaf/hearing team due to limited language skills even in regular assignments.
- ◆ The need for a hearing/hearing team or a Deaf/hearing team will be confirmed at the time a request is made.

◆◆◆ PLEASE INITIAL HERE THAT YOU UNDERSTAND AND ACCEPT DHCC'S POLICIES _____

PLEASE FAX/EMAIL/MAIL THIS COMPLETED FORM BACK TO DHCC

Revised March 2015 3

Freeman L. Williams, Ed.D., Superintendent

11

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Interpreter Service Policies

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TEAM INTERPRETER NO SHOW POLICY

For assignments that require two hearing interpreters and one interpreter does not show up, the onsite interpreter has two choices:

- ◆ The interpreter can leave since the job is not what was originally contracted. The interpreter is paid by DHCC and the customer is not billed.
- ◆ The interpreter can stay, complete the assignment and be paid time and a half to compensate for the extra effort and risk to physical health. The interpreter is paid time and a half and the customer is billed time and a half. The customer is notified of the situation before the invoice is sent.

AVAILABILITY

DHCC does its best to find interpreters for all assignments; however, we can only provide service based on the availability of appropriate subcontracted interpreters. Proper lead-time of 5 business days or more for regular assignments and 2 weeks or more for legal assignments is recommended.

TRAVEL EXPENSES

See rate page for information about Travel expenses.

EXTRA TIME

Customers are encouraged to estimate the correct length of time of the assignment including any extraordinary time needed prior to the actual start time. (See the following examples.)

- ◆ If your business requires a security check prior to entering the building, add this time to your request time. For example: You have a meeting from 9:00 – 11:00, but the interpreter has to clear security in another building prior to the meeting and this will take 30 minutes. You should book the assignment for 8:30 – 11:00.
- ◆ DHCC realizes that sometimes assignments go over the contracted time period. If the interpreters are available to stay after the end time of an assignment, extra time will be charged in half-hour increments. Interpreters book their own time and may not be able to stay longer due to other commitments. If your meeting frequently runs over the scheduled time, consider extending the end time of your request.

APPROVED REQUESTORS

If only certain individuals within your organization are authorized to request interpreter services, please provide a list of these people on the Payment Authorization form.

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12

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DHCC Scheduling Questions and Answer

Deaf-Hearing Communication Centre, Inc.

630 Fairview Road, Suite 100 | Swarthmore, PA 19081-2335 | [610] 604-0452 V/T/TTY | [610] 604-0456 FAX | info@dhcc.org



First, we require that someone in your organization complete DHCC's payment authorization form and acknowledge our rates and policies. This should be completed before you send an interpreter request. Once DHCC has received the signed rates and policies, you are ready to schedule an interpreter.

How do I request and interpreter for an appointment?

- When a need for a sign language interpreter arises, call or email the Interpreter Referral Department at [610] 604-0452 as soon as the dates, times and locations are known. The coordinators will begin looking for interpreters as soon as they have all the necessary information. If you'd like, we can fax you a request form to copy and use to fax your requests.

How much notice does DHCC need in order to find an interpreter?

- For an appointment happening on only one day, we prefer at least one weeks notice.
- For an appointment happening on two days or more, we prefer at least two weeks notice.
- For large conventions or conferences, we prefer two months notice. It is also helpful if we can receive preparation materials for these - schedules, names of presenters, topics, abstracts, etc.
- For legal appointments, we prefer two weeks notice as there is a limited pool of qualified, legal interpreters.
- DHCC attempts to accommodate all requests, regardless of lead time, even last minute requests.

What information do I need to provide to schedule a DHCC Sign Language Interpreter?

- Name of the Deaf Individual
- Deaf Individual's main mode of communication - American Sign Language, Signed English, etc.
- Nature of the situation
- Exact location of the appointment including location name, street address, nearest cross street, building name, floor number and room number. If the location is difficult to find, please provide directions.
- Start and end time of the appointment. If security clearances or other preparations are necessary, be sure to include this when informing us of the start time.
- Name and phone number of a person who will be on site at the time of the appointment.
- Names of any other people involved in the appointment - doctor's name, officer's name, judge's name etc.
- Any information regarding the content of the appointment - schedules, agendas, order of events, copies of any presentations, etc.
- Requester's name, phone number, faxes number, and email address.
- Specific interpreter preference, if any.
- An emergency contact person and/or main number to the location so we have a specific person to contact in the event of an emergency such as a snow cancellation.

Cancellations: How much notice to I need to give to avoid being charged?

| You must cancel on this day or before | To avoid charges for an appointment on this day or after |
|---------------------------------------|--|
| Wednesday | Monday |
| Thursday | Tuesday |
| Friday | Wednesday |
| Monday | Thursday |
| Tuesday | Friday |

5

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13

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