



Dear Consumer,

Thank you for your interest in Deaf Inter-Link interpreting services. We have assembled a packet of information we hope will be helpful for you. It includes our hours, billing policies, and a “Fact Sheet” describing our interpreting services and staff who work for Deaf Inter-Link.

Deaf Inter-Link currently has twenty-five full-time [staff interpreters](#), along with a large listing of over 40 qualified part-time interpreters to meet all your possible interpreting needs. All of our interpreters are fully licensed and certified by the state of Missouri. Our professional staff is highly trained, qualified, and experienced for a wide variety of interpreting situations.

Our administrative staff works from 8:00 a.m. to 5:00 p.m. Monday through Friday to assist you and answer any questions you may have regarding our services. During evenings, weekends or holidays we have a comprehensive [Emergency Response Team](#) available for your more urgent needs. We are accessible 24 hours-a-day!

The first time you use our services we will need to set-up an account for you in our database. For your convenience, click the following link, fill out the [New Customer Form](#) fax to our office. Once your account has been set-up, you need only fax us a [New Request Form](#) or call our office in advance to request services.

Remember: *Interpreting services are in high demand.
Please allow ample time when scheduling.*

Please feel free to [contact us](#) at (314) 837-7757 for any questions or to set up future interpreting services.

Thank you!

LICENSED, CERTIFIED INTERPRETING SERVICES
Fees and Billing Procedures for
GENERAL COMMUNITY SETTINGS
(See Enclosure, "Missouri State -- Requisite Skill Levels")

- Deaf Inter-Link's Regular Business Hours are Monday - Friday, 7:00 A.M.-5:00 P.M.
 - Deaf Inter-Link's "Graveyard Shift" are from 11:00 P.M. until 7:00 A.M.
 - Deaf Inter-Link observes the following Holidays from 5 P.M. on Holiday Eve to 7 A.M. on next morning:
New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day
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A higher certification and fee is required for special needs or situations: e.g. serious legal, high profile (stage, TV, video), deaf/blind, psych evaluations., hazardous, or when National Certification (RID/NAD) is indicated.

A one-time fee of \$35.00 will be charged for requests outside business hours using the Emergency Dispatching System, OR service requests with less than 48 hours' notice (*two full business days*).

BILLING PROCEDURES:

- We follow Missouri's "Requisite (Minimum) Skill Levels," sending the level listed or higher for each situation. This provides liability protection for all those involved. We will bill for the level of the interpreter that is sent.
 - A two-hour minimum fee per assignment for each interpreter will be required. We will arrange for an interpreter to arrive ten to fifteen minutes before the assignment begins for preliminary check-in, set-up, and orientation time. The "time-clock" for professional services billing will begin upon arrival. We do not assess extra travel time or mileage for service inside St. Louis City and County.
 - Quarter-hour increments will be used to bill for time extending beyond the two-hour minimum fee.
 - Deaf Inter-Link must pay, therefore invoice in full, for each day's scheduled assignments. When we reserve an interpreter's time for you, it prevents him or her from accepting other work for that day. Cancellation, shortened schedule, and/or dismissal of pre-arranged services with less than 48-hours notice (*two full business days*), must be paid as though full services were provided.
 - Reimbursement for individual's parking fees may be requested, if required.
 - Travel outside St. Louis City and County is sometimes requested:
 - *) In addition to the two-hour minimum, we will bill/pay for drive time from St. Louis City/County. If the interpreter uses his or her own vehicle for transportation, we may need to assess mileage fees, as well.
 - *) Accommodations (if assignment extends, or overnight stay is needed) are to be negotiated between the caller requesting service, and the provider at the time of the request, or when the need becomes apparent.
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TEAM REQUIREMENT (if applicable):

To prevent Cumulative Trauma Disorders (CTD), and to comply with OSHA and disability insurance guidelines, we may need to schedule a team of interpreters for presentations or interactive discussions expected to extend beyond sixty minutes. (*Videotapes without captions do not provide a rest-break for the interpreter.*) If a presentation or discussion extends beyond that time, or if there is only one interpreter available, the interpreter must be given a rest break before proceeding (*e.g. 50 min. presentation = 10 min. break, OR 60 min. presentation = 15 min. break*).

Requisite (Minimum) Skill Levels
Missouri Law - 5 CSR 100-200.170

COMPREHENSIVE SKILLS -- LEVEL-5

Medical - Serious

Emergency Room
Complicated surgery
Complicated medical procedure
Life-threatening health problem
Obstetrics

Mental Health - Serious

Mental Hospitals
Psychiatric Hospitals
Psychiatric Units within Hospitals
Crisis Intervention

Legal - Serious

Criminal (Felony)
Juvenile & Family Court
Law Enforcement

INTERMEDIATE SKILLS -- LEVEL-3

Legal - Routine

Law Enforcement Education Program
Correctional Education Program

Nursing, Personal/Medical Care Facilities

Convalescent homes
Nursing homes
Home Health Care services
Hospice

Mental Health - Non-clinical

Any 12-Step or Self-help program
relating to mental health and/or well-being
Treatment Planning Meeting
Residential Care Facility or Group Home

Education - General

Most settings *(see level-2 and restricted)*

Government

Benefits/Services
Public Meetings

Employment - Maintenance

Financial

ADVANCED SKILLS -- LEVEL-4

Medical - Routine

Offices and Clinics of: Doctors of Medicine,
-- Chiropractors, Dentists, Optometrists,
-- Audiologists/Speech Pathologists,
-- Dietitians/Nutritionists
Hospital (Non-threatening)
Visiting Health Care Provider
-- Nurse, Doctor, Therapist

Mental Health - Routine - Clinical

Offices and Clinics of:
-- Psychiatric Social Workers
-- Psychiatrists, Psychologists,
-- Psychotherapists, Counselors

Legal - Routine

Criminal (Misdemeanor)
Civil (Major or Minor)
Legal Consultation/Advice
Correctional

Employment - Actions

Government

Admin. Proceedings/Hearings (Non-Legal)
Social Services - Div. of Youth or Family

APPRENTICE SKILLS -- LEVEL-2

Medical - Community Health Education

Any self-help program relating to health
and/or well-being
Any programs or activities in the community
for the public, offered by hospitals/clinics
and private medical organization that
promotes health and well-being
Alcoholics or Narcotics Anonymous

Mental Health - Transition Service

Independent Living Skills
Job Coaching

Education - Community

Programs/Activities that promote learning

Government

Recreational Programs
Educational Programs

Employment - Vocational Training

Entertainment - Unrehearsed



FACT SHEET

OUR MISSION is to Build a Communications Bridge between the Worlds of Sound and Silence.

THE SYSTEM

- **Simplicity:** One call for qualified, professional interpreters
- **Administrative Staff:** Three full-time office personnel to assist you
- **Scheduling:** Matching of interpreters' skills and certification levels with clients' needs or special requests.
- **E-Mail Paging System:** Thirty-five Moto-Q's for efficient coordination or redirection of interpreters' schedules
- **24 Hour Access:** Provision for emergencies and unplanned needs with nighttime, weekend, and holiday dispatchers, and on-call interpreters

QUALITY ASSURANCE

- **Well-Established:** Providing quality services for the past 20 years
- **Client Satisfaction:** Requested interpreters sent, if available, or replaced if s/he is not satisfactory to the client, provider, presenter
- **Liability Insurance:** Comprehensive Coverage
- **Resource Center:** Audiovisual materials and equipment, including a research library focused on deafness, for upgrading of interpreters' skills
- **Ongoing Training:** Staff meetings, workshops, specialized training and mentoring

INTERPRETING STAFF

- **Full Time Professionals:** Twenty-five highly qualified career interpreters
- **Part-Time Resources:** Over 40 interpreters of varying skill levels in the Metro St Louis Area (We select the most qualified people available.)
- **Education:** Twenty degrees (Associates, Bachelors, and Masters) collectively earned by staff interpreters
- **Training:** Specialized sign vocabulary, interpreting, deaf culture, and professional behavior
- **Experience:** Average of fifteen years of professional interpreting experience per staff interpreter



Tips for Using a Sign Language Interpreter

So you have just learned that you will be interfacing and/or needing to communicate with individuals who are Deaf and do not have a really good understanding of how best to do that or to work with a Sign Language Interpreter. Below are just a few tips to assist you in making the best use of a professional that will serve as an extension to you and meet your communication needs.

General Expectations of Assignments with Interpreters

Positioning: The interpreters should know their position prior to the beginning of the presentation. This position will take into account easy transition visibility between the interpreter and presenter, lighting, and multi media presentations.

Interpretation: The interpreter will use sign language to interpret all that is heard or communicated. Likewise, they will use spoken English when a person who is Deaf is communicating through sign language. At no time is the interpreter joining the discussion.

The Interpreting Team: To reduce the risk of repetitive motion injuries, programs lasting over an hour sometimes require two interpreters in order to present the best possible interpretation of the program. The interpreters will switch from primary interpreter to supporting interpreter every 20-30 minutes.

Throughout the assignment you may notice the interpreter continuing to interpret even after you have paused. Also, the interpreter may not begin signing right away at the exact time you begin speaking. This is normal. This allows processing time crucial to provide an accurate interpretation to the Deaf participants.

Making Presentations with Deaf Individuals in the Audience

To improve your presentation for Deaf members who may be in your audience, here are a few things to consider prior to the day of the program.

Handouts: Any outlines, scripts, handouts, agenda, or reference material need to be provided in advance to the interpreter or one of our Scheduling Coordinators.

Setting Up: Before you begin, inform the interpreter so they may get into position.

Speak Naturally: Avoid changing your speech pattern. Do not speak more slowly, loudly, or over-articulate your words, our interpreters will be able to keep up with you.

Visual Aids: Be specific when drawing attention to visual aides. Avoid phrases such as, "Look at this." "Look at that corner." The interpreter cannot see "this and that". Try to use descriptive phrases such as, "...drawing your attention to the bottom left hand corner." This will help the interpreter and improve the quality of your presentation to the Deaf audience.



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Tips for Interacting with the Deaf - “Do's” & “Don'ts”

“Do's”

- Ask the Deaf person directly what is the best way to interact and communicate with them.
- If you must use pen and paper initially, use short, simple sentences.
- Remember, the Deaf person's grammar may not be perfectly correct nor read well in English.
- Position yourself 3-6 feet from the person.
- Convey your willingness to communicate, and include the Deaf person in the conversation..
- Give clues to the person about your topic, especially as the subject of the conversation changes.
- Be aware of your facial expressions, eye gaze, etc. as well as the Deaf person's.
- Use appropriate gestures and facial expressions and speak at your normal rate.
- Repeat yourself if necessary, and use simple to understand language.
- Allow for more time in the communication process, you are crossing several language barriers.
- Be friendly; they merit the same respect as anyone else.
- Look directly at the person, keeping your hands and face toward the Deaf person you are speaking with, even when they are looking at an interpreter.

“Dont's”

- Don't underestimate a person's intelligence based on their inability to communicate directly.
- Don't assume communication is occurring correctly - nodding doesn't mean “I understand.”
- Don't pretend to understand if you don't. Ask for clarification if you need it.
- Don't exaggerate your words, mouth movements, or yell.
- Don't have objects in your mouth, or cover your mouth while speaking.
- Don't repeat the same word if there is difficulty understanding it. Use a synonym.
- Don't speak to a Deaf person with your back to a strong light, bright window or shiny mirror.
- Don't refer to Deaf people in the third person as if they weren't present - “Tell them/Ask them”.
- Don't tell the interpreter, “Don't say this to the deaf person...”
- If you must discuss something you don't want “heard”, leave the room, or wait until the Deaf person leaves.

To get a Deaf Person's Attention:

- When entering a room, flip the light switch off/on once or twice so they know you are there.
- Ask what how they prefer to be nudged – a rap on a desk; a light shoulder tap; or arm tap.