

Mary Jane Grant Sign Language Interpreting Services, LLC

From the Community \* For the Community

PO Box 843\* Sanford, Maine 04073

E-Mail: [requests@maryjanegrant.com](mailto:requests@maryjanegrant.com)

Web: [maryjanegrant.com](http://maryjanegrant.com)

Phone: (207) 651 3146 \*Video Phone: 207-213-1325

State of Maine Master Agreement #

18P-1106090000000000268

State of Maine Vendor Code: VC0000167100

CCR-DUNS Vendor#14-526-0548

**2023 Rates and Policies**

<b>Service Category</b>	<b>Hourly Rate for Weekdays (8AM - 5PM)</b>	<b>Hourly Rate for Before/After Hours, Weekends and Holidays</b>
<b>On-Site ASL Interpreting</b> *Site time in addition to round trip travel time incurred* <i>See "Billing Increments Below"</i>	\$75.00/Hour Per Scheduled Interpreter (2-hour minimum, inclusive of round trip travel time)	\$80.00/Hour Per Scheduled Interpreter (2-hour minimum, inclusive of round trip travel time)
<b>Video Remote ASL Interpreting</b> "VRI" VIRTUAL INTERPRETING	\$85.00/Hour Per Scheduled Interpreter (1-hour minimum)	\$90.00/Hour Per Scheduled Interpreter (1-hour minimum)
<b>On-Site Legal Specialist (SC:L) ASL Interpreting</b> <i>(for assignments legal in nature)</i> *Site time in addition to round trip travel time incurred*	\$85.00/Hour Per Scheduled Interpreter (2-hour minimum, inclusive of round trip travel time)	\$90.00/Hour Per Scheduled Interpreter (2-hour minimum, inclusive of round trip travel time)
<b>Video Remote Legal Specialist (SC:L) ASL Interpreting</b> <i>(for assignments legal in nature)</i>	\$90.00/Hour Per Scheduled Interpreter (1-hour minimum)	\$95.00/Hour Per Scheduled Interpreter (1-hour minimum)
<b>On-Site Specialist Interpreting - Deaf Interpreter</b> <i>(Interpreter who is Deaf - please see the second bullet under "Team Interpreting" for more info regarding this service)</i> *Site time in addition to round trip travel time incurred*	\$75.00/Hour Per Scheduled Interpreter (2-hour minimum, inclusive of round trip travel time)	\$80.00/Hour Per Scheduled Interpreter (2-hour minimum, inclusive of round trip travel time)

**Processing Requests:**

- Requests are processed Monday – Friday, 8:00 a.m. – 5:00 p.m. (EST)
- Requests received via the website, email or phone message after 5:00 p.m. will be processed the next business day
- We do not provide emergency overnight services unless contacted prior to 5:00 p.m. weekdays to schedule the service

## **Team Interpreting**

- Appointments confirmed for more than one hour in duration may require the use of two qualified sign language interpreters.
  - Discretion will be used by the agency, depending on the nature of appointment, number of people involved and client's communication needs.
  - For more information regarding using a team interpreters, go to: [Team Interpreting Document](#)
- There may be times when the use of a specialized interpreter, who is Deaf (CDI/DI), is required. In these cases, the Deaf interpreter would team with a non-Deaf (hearing) interpreter to ensure the client's communication needs are met.
  - For more information regarding using a specialized Deaf interpreter go to [Use of a Certified Deaf Interpreter Document](#)

## **Billing Increments**

- For **on-site appointments**, we bill a **2 hour minimum** (INCLUSIVE of travel time).
  - This includes the time spent at the site as well as the total round-trip travel time, although the duration of travel may vary.
  - Should the appointment extend beyond the initially agreed duration, we will bill in additional fifteen-minute increments.
  - Please be aware that the availability of the interpreter to remain beyond the scheduled end time cannot be guaranteed.
  - The travel time is subject to change based on the interpreter's starting location.
  - Our goal is always to assign the nearest, most suitably qualified interpreter for each assignment.
- For **Video Remote Interpreting appointments**, we bill a **60 minute-minimum**.
  - Minimum charge for a 60-minute duration.
  - If the appointment extends beyond the initially scheduled time, additional charges will be applied in increments of fifteen minutes.
  - Please note that we cannot assure the availability of the interpreter to remain on the call beyond the pre-agreed end time of the appointment.

## **Additional Fees**

- A '**Rights of Use Fee**' may be applied for instances where the customer plans to archive the interpreted content for long-term use, such as on a website, or for perpetual access. This fee compensates for the extended utilization of the interpreter's work beyond the initial assignment. It will be assessed based on factors such as the extent and duration of the content's use.
  - This fee is subject to negotiation and agreement prior to the commencement of the assignment, ensuring both parties have a clear and mutual understanding of the terms for extended content use.
- **Negotiable Preparation Time:** For assignments requiring significant preparation, we may negotiate a separate agreement for prep time.
  - This will be billed at a rate agreed upon with the client, reflecting the necessary time and effort.
- **Additional Prep Time Fees:** If extensive prep time is required beyond standard expectations and was not pre-negotiated, we reserve the right to charge an additional fee. Clients will be notified in such instances.

- **Commitment to Clarity and Fairness:** We are committed to clear communication about the preparation needs for each assignment. Our aim is to ensure fair billing practices that reflect the quality of our services.

### **Cancellation Policy:**

- Cancellations approaching the cut off time must be made by emailing us directly at [requests@maryjanegrant.com](mailto:requests@maryjanegrant.com)

We understand that unforeseen circumstances may arise, and you may need to cancel your sign language interpreting appointment. To ensure that we can continue to provide high-quality services to our clients, we have established the following cancellation policy:

- **For appointments confirmed for 2 hours or less**
  - If you cancel your appointment within 48 hours (2 business days) from the start time of the appointment, you will be billed for the 2-hour minimum, per interpreter scheduled.
  - If the confirmed duration is between 2-3:59 hours you will be billed for the actual confirmed duration of the appointment, per interpreter scheduled
- **For appointments confirmed for 4 hours or in duration:**
  - If you cancel your appointment within 72 hours (3 business days), from the start time of the appointment, you will be billed for the confirmed duration of the appointment, per interpreter scheduled.
- **For appointments confirmed for 2 or more consecutive days, for 4 hours or more each day:**
  - If you cancel within 120 hours (5 business days), from the start time of the appointment, you will be billed for the confirmed duration of the appointment, per interpreter scheduled.

During an appointment, if the interpreter is dismissed prior to the end of the contracted time, the fee for the confirmed time plus travel will be billed.

### **Customer-Requested Replacement Assignments:**

- For customer-requested replacement assignments following a cancellation, acceptance is based on our interpreter's suitability for the new task. We ensure:
  - Compatibility of the replacement assignment with the interpreter's skills.
  - No conflicts of interest.
  - Adherence to our high service standards.

We reserve the right to decline replacements that don't meet these criteria.

### **Payment**

- Payment is due upon receipt of invoice. Invoices will be e-mailed. Payment is accepted by check, money order, credit card or direct deposit.

### **Information Security and Confidentiality Policy**

At Mary Jane Grant Sign Language Interpreting Services, LLC, we hold all appointments in the strictest confidence. Our commitment to confidentiality is in strict adherence to the [Code of Professional Conduct Document](#) as set forth by the [Registry of Interpreters for the Deaf](#). Ensuring customer satisfaction is at the core of our business, and we are dedicated to exceeding your expectations.

- **Confidential Handling of Assignments:**
  - Utmost confidentiality for every interpreting assignment.
  - Strict safeguarding of information shared during assignments.
  - Necessary information only shared with appointed subcontracted interpreters.
  
- **Non-Disclosure to Third Parties:**
  - Consumer's information is kept private, not shared without explicit consent, except as legally required.
  
- **Secure Storage of Client Information:**
  - Robust security measures for storing all client information, both electronic and physical.
  - Controlled access to protect client data.
  
- **Handling of Physical Documents:**
  - Secure storage and controlled access to sensitive client documents.
  - Secure disposal methods for documents no longer needed.
  
- **Incident Management Protocol:**
  - Prompt reporting and management of confidentiality or security breaches.
  - Trained team for efficient response and protection of client information.