



ISLE Policies Agreement for Communication Access Services

ONSITE SERVICES:

- American Sign Language Interpreting
- Real Time Captioning (RTC) or CART
- Computer Assisted Notetaking (CAN)

REMOTE SERVICES:

- Video Remote Interpreting (VRI)
- Real Time Captioning (RTC) or CART
- Computer Assisted Notetaking (CAN)

Requests for services can be submitted using the following methods:

- Online Request Form at www.isleinterpret.com
- ISLE Scheduling Software at isle.usked.com
- Email: requests@isleinterpret.com
- Phone/Text: 808-445-9125 Toll-free Phone: 855-475-3874
- Fax: 855-475-0236
- Videophone: 808-791-0505 (For deaf callers)

Isle Interpret (ISLE) recommends that interpreter/captioner requests be submitted as far in advance as possible with a minimum notice of three (3) business days.

BILLING AND PAYMENT

Services are billed according to the scheduled start and end time of the requests. If the assignment runs past the scheduled end time, the requester will be responsible for the services provided to the actual end time.

ISLE will invoice the requesting agency via email. Invoices are available via US Postal mail upon request. ISLE is responsible to pay interpreters/captions for their services.

Payment is due within 30 days of invoice receipt. Acceptable forms of payment include checks, credit cards, p-cards, and purchase orders. Late payments will be charged interest in accordance with HRS Section 103-10.



NEIGHBOR ISLAND TRAVEL

Compensation for neighbor island assignments begins one hour prior to the scheduled departure time and ends at the scheduled arrival time for the return flight.

- Airfare will be provided by the requesting agency
- Ground transportation charges, accommodations, parking fees, and roundtrip mileage based on the current federal rate will be the responsibility of the requesting agency

CANCELLATION/NO-SHOW POLICY

To ensure timely receipt of cancellation requests, cancellations should be submitted through one of the following methods:

- Send an email to requests@isleinterpret.com referencing the assignment Order number
- For same-day cancellations, please call 808-445-9125

Assignment Length	Notice Required	Charge
4 hours or less	2 business days	No fee assessed
More than 4 hours	3 business days	No fee assessed

For cancellations with insufficient notice and consumer no-shows, the full charge will be assessed.

TEAM INTERPRETING

To protect the occupational safety of interpreters and to facilitate effective communication, assignments exceeding 1.5 hour may require a team of interpreters. For complex assignments, regardless of the length, a team of interpreters may be required. Isle Interpret will work with requesting agencies to determine the appropriate number of interpreters needed. Team assignments are charged per interpreter.

When deemed necessary, Isle Interpret will recommend an intermediary interpreter. An intermediary interpreter is a deaf person qualified to facilitate communication between the hearing ASL interpreter and a deaf consumer who may possess limited language skills. This is considered a team assignment and as such will be charged per interpreter.

INDEPENDENT CONTRACTORS

Interpreters/captioners referred by ISLE are independent contractors and shall not be treated as employees.

We look forward to serving your communication needs!

Isle Interpret, LLC (ISLE)

Hawaii's Leading Communication Access Provider