



LIFESIGNS
SINCE 1986

AMERICAN SIGN LANGUAGE INTERPRETER SERVICE AGREEMENT

LIFESIGNS office hours are from 8:30am to 5:00pm, Monday through Friday
We observe all state holidays

FOR ALL AREAS

DISPATCH OFFICE
(To request an interpreter)

Toll Free: (888) 930-7776
Dispatch Office: (323) 550-4210
FAX: (888) 227-5021
Email: lifesigns@lifesignsinc.org

ACCOUNT SERVICES
(For billing and contract inquiries)

Voice: (323) 550-4242
Videophone: (323) 892-2212 or (323) 892-2228
Email: Accountservices@lifesignsinc.org

FOR AFTER-HOURS EMERGENCIES

(5:00PM – 8:30AM MONDAY-FRIDAY, WEEKENDS & HOLIDAYS)
(800) 633-8883

(Note: This number is for mental health, medical, and law enforcement emergencies only)
Please do not use the emergency number for regular requests or messages

NOTE: ALL LIFESIGNS ONSITE ASSIGNMENTS ARE BILLED AT A 2-HOUR MINIMUM

*Video Remote Interpreting (VRI) and on-demand services are available 24/7 via
www.lifesignsinc.org*

LIFESIGNS, Inc.
2222 Laverna Avenue
Los Angeles, CA 90041
Tax ID: 95-4044564

LIFESIGNS, Inc. is a subsidiary of the Greater Los Angeles Agency on Deafness, Inc. (GLAD)



SPECIFICATIONS AND RESPONSIBILITIES:

1. INTENT

LifeSigns (dba LIFESIGNS, Inc. and hereafter LIFESIGNS) provides communication services to remove communication barriers to both parties involved, also to individuals, businesses and organizations who are covered by Section 504 of the Rehabilitation Act, Americans with Disabilities Act and similar state and federal laws requiring the provision of auxiliary aids and services as necessary to ensure effective communication with deaf, hard of hearing or deaf-blind persons.

Subject to the availability of interpreters, LIFESIGNS agrees to provide communication services upon request to AGENCY. AGENCY agrees to the following conditions, rates and services listed below. The following conditions, rates, and services apply to communication services provided by LIFESIGNS on an as-needed basis.

2. DEFINITIONS

After-hours Emergency: Monday through Friday after 5:00 p.m. and before 8:30 a.m., weekends and holidays.

Business hours: Monday through Friday, between 8:30 a.m. to 5:00 p.m. *excluding weekends and holidays.*

On-call: Emergency medical, mental health or law enforcement requests made after hours.

Emergency Interpreting: Any request submitted less than 72 hours from date of services needed. Also, any time that exceeds the originally requested time will be billed at the emergency rate.

Portal to Portal: For emergency on-Call requests, billing starts from when the interpreter is dispatched and has left their home to your location, and ends when the interpreter arrives back at their home upon the completion of the assignment.

Agency: The entity that is requesting interpreting services. They are the party to be billed and can also be considered the REQUESTOR or CUSTOMER.

3. ON-SITE SIGN LANGUAGE INTERPRETING

LIFESIGNS staff and subcontracting interpreters are certified by either the National Association of the Deaf (NAD) or Registry of Interpreters for the Deaf (RID), OR possess Educational Interpreter Performance Assessment (EIPA) certification. Most certificate holders have completed professional interpreter training and have extensive professional interpreting experience.

ON-SITE TEAM INTERPRETING - LIFESIGNS reserves the right to determine if an assignment based on its length or complexity requires two interpreters rotating at intervals of 20-30 minutes. Generally, assignments exceeding 2 hours or any assignment with continuous non-stop presentations (lectures, presentations even if under 2 hours), meetings, groups and/or legal type meetings where two separate parties are represented with two different sides/points of view will require a team of two or more interpreters.

In these instances, agency will be billed for 2 (or more) interpreters for the same assignment.

ON-SITE AFTER-HOURS (AKA ON-CALL) EMERGENCY INTERPRETING

Emergency requests for true medical, mental and law enforcement situations are given top priority. Interpreters are available every day after-hours (5:00pm to 8:30am) specifically for **true medical, mental health and law enforcement emergencies only**. *Please do not call the After-Hours Emergency Line to make requests or to leave messages for the dispatchers.*

1. If you have an emergency or last minute request during business hours, please call our Dispatch Office at (888) 930-7776.
2. The emergency phone number is 800-633-8883, and is available after business offices have closed. The emergency line is for medical, mental health and law enforcement emergencies only that require immediate services. The Dispatch Operator is not equipped to give responses or answer any questions regarding scheduled jobs.

ON-SITE INTERPRETING FEE SCHEDULE

ON-SITE GENERAL FEE RATE SCHEDULE - for requests made greater than 72 business hours (3 business days) in advance of date of service:

1. **ASL, SEE & Oral:** \$75 per hour with a 2 hour on-site minimum
2. **Tactile (deaf/blind), Tri-Lingual (Spanish, English and ASL), CDI (Certified Deaf Interpreter):** \$80 per hour with a 2 hour on-site minimum
3. **Team Interpreting:** Rates as noted above **times** the number of interpreters (each interpreter is to paid)

ON-SITE EMERGENCY RATES - will be charged for any service requested with less than 72 business hours (3 business days) advanced notice. Emergency rates are as follows:

1. **ASL, SEE & Oral:** \$85 per hour with a 2 hour on-site minimum
2. **Tactile (deaf/blind), Tri-Lingual (Spanish, English and ASL), CDI (Certified Deaf Interpreter):** \$90 per hour with a two (2) hour on-site minimum
3. **Emergency On-Call (after-hours) services:** \$105 per hour. On-call assignments are billed Portal to Portal (see previous definitions). Cancellations that incur enroute will be billed for the 2-hour minimum or the Portal-to Portal time, whichever is longer

DISTANCE INCENTIVE: Due to the distance of assignment locations we may negotiate additional fee as an incentive to entice interpreters to drive the distance.

POLICIES AND PROCEDURES FOR AGENCY ONSITE INTERPRETER SERVICES REQUESTS

Due to the high demand for communication services, LIFESIGNS strongly encourages that **all requests be made with a minimum of 5-7 working days' advance notice**. LIFESIGNS cannot guarantee interpreters for any request made in less than the required notice; however, every effort will be made to secure an interpreter.

When requesting an interpreter, please provide the following information:

1. Date of service needed
2. Time span of service (start time and an approximate end time)



3. Address of assignment (including cross street, room numbers, building, parking location and fees or any other pertinent information)
4. Contact person at the interpreting site and direct phone/cell number
5. Nature of the assignment (1-1 meeting, computer training, medical appointment, new employee orientation, parent/teacher conference, etc.)
6. Billing information (authorized person, attention to whom and PO# if required)

We strongly suggest that you over- estimate the time an interpreter is needed as we cannot guarantee the interpreter's availability after the scheduled time. The interpreter may have other scheduled assignments based on the original requested time and be unable to stay for duration of the assignment. **Assignments exceeding the original time requested will be billed at the emergency rate.**

CONFIRMATION OF INTERPRETER

LIFESIGNS will email confirmation of your interpreter request to the email address on file. **If you do not receive a confirmation that an interpreter has been assigned to your request, it is advisable for you to contact LIFESIGNS to confirm. If you do not receive confirmation of interpreter assignment, and decide to request services through another agency, you must contact LIFESIGNS via email or fax during business hours to cancel your request or you will be billed for the interpreter.** Failure to cancel the request obligates payment to the interpreter. LIFESIGNS makes every effort to provide a courtesy notice via email confirming that the job has been assigned along with the name of the interpreter, dependent on accurate email address (es) being provided.

POLICY ON CANCELLATIONS AND CHANGES

To affect billing, please follow these guidelines:

- Any change or cancellation notification must be received by LIFESIGNS Dispatch **at least 48 business hours prior to the scheduled start time.**
- **All changes or cancellations must be in writing via email or fax during business hours.**

**PLEASE NOTE:
LIFESIGNS BUSINESS HOURS ARE:
8:30am to 5:00pm Monday through Friday
(CLOSED all state and national holidays)**

**Send changes/cancellations to:
FAX: (888) 227-5021 Email: lifesigns@lifesignsinc.org**

1. All cancellations or changes must be made via email or fax during business hours. Cancellations/changes made after business hours and/or during holidays will not be considered until the next business day and may result in incurred costs if not received within timeframes stated above.
2. If the cancellation/change is not made within the specified amount of time, the AGENCY will be billed for the total amount of time requested.
3. Regular business hours do not include weekends and holidays.
4. Please make any cancellations or change via FAX or EMAIL and include the original request with the word CANCELLATION or CHANGE written diagonally across the request.



5. **ALWAYS call our Dispatch Office at (323) 550-4210 or (888) 930-7776 to verify that the cancellation or notice of change was received.**
6. If the request was made by phone please submit via FAX or EMAIL the following information:
 - a. Name of requesting agency or company
 - b. Date, time, location of appointment
 - c. Name of consumer
 - d. Write the words “PLEASE CANCEL REQUEST” OR list the specified change diagonally across the form and include your name and phone number.
 - e. **Note:** If your interpreting request is being paid by a third-party (i.e., insurance company), that party must notify LIFESIGNS of any cancellations or changes.

NO-SHOW POLICY

The event of CUSTOMER/PATIENT/CLIENT’s failure to appear for scheduled appointment will not release the AGENCY from the responsibility of full payment for secured services requested. It is the AGENCY’S responsibility to independently confirm that the CUSTOMER/PATIENT/CLIENT will appear. However, in the event that an interpreter is late for a scheduled appointment, then the fee for services rendered should be prorated to reflect the amount of time that was missed.

4. **VIDEO REMOTE INTERPRETING (VRI)**

LIFESIGNS qualified/certified VRI interpreter will facilitate information between the parties and deaf individuals through American Sign Language using strong internet connection and appropriate audio visual equipment.

LIFESIGNS VRI can be a cost-effective alternative to onsite interpreting when used appropriately. Examples are: for urgent communication needs, i.e. emergencies, one-on-one conversation, with only a few people, meetings of not more than 30 minutes duration, and/or non-complex information. **Please follow these guidelines to determine whether VRI is an appropriate choice:**

When to use VRI?

- While onsite interpreter is on his/her way
- When a deaf/hard of hearing individual is making an appointment at your office
- In a setting where resources or information are provided for the public (help center, information booth, etc.)
- Law enforcement requiring immediate services
- When distance and timing prevents immediate onsite services

When NOT to use VRI?

- Deaf/hard of hearing individual has mental health related appointments or in mental health facilities
- Deaf/blind individuals need tactile or small group interpreting services
- Deaf/hard of hearing individual is in certain position where he/she may not see the monitor clearly
- Deaf/hard of hearing individual is under influence of medication
- The event is long and/or complex in nature
- The environment includes large audience, which the microphone may not pick up sounds
- There is high interactivity involved

- Any legal cases including testimony, cross examination, any sensitive information

For questions concerning whether VRI is appropriate for a situation, please contact:

Dispatch (888) 930-7776 during business hours Monday through Friday, between 8:30am to 5:00pm or via email: lifesigns@lifesignsinc.org.

Requirements for establishing successful VRI service:

- A computer and monitor screen or laptop/tablet set-up in a room or area affording privacy
- A private, quiet location – avoid areas with busy background noise
- Locations with high speed internet or strong Wi-Fi connection
- Camera connected and in focus
- Microphone is connected/turned on and can pick up sounds clearly
- Speakers are connected and loud enough for you to hear

LIFESIGNS qualified/certified VRI interpreters are trained to recognize various modes of communication needs that may arise during the VRI session. If LIFESIGNS VRI interpreter determines that in-person interpreting is needed, an in-person/on-site interpreter may be requested by contacting Dispatch. Onsite interpreting will be subject to the fees as outlined in the FEE SCHEDULE within SERVICE AGREEMENT.

VRI interpreters are available 24/7. Please contact www.lifesignsinc.org for immediate emergency VRI services. A major credit card is required if a VRI account has not been set-up. Please contact LIFESIGNS with any questions: (888) 930-7776 Monday to Friday from 8:30 am to 5:00 pm (PST).

VIDEO REMOTE INTERPRETING (VRI) FEE SCHEDULE:

VRI rates are billed on a per-minute fee basis, as follows:

1. **\$3 per minute** with no minimum **when requested at least 24 hours in advance**
2. **\$4 per minute** with no minimum **when requested with 24 hours or less notice**
3. **Cancellations** made 30 minutes or less prior to start of service will be billed for 15 minutes of service.
4. New and existing customers desiring to use VRI services please contact Dispatch to learn more.
Credit cards for on-demand VRI services required for new customers (under construction at this time).
Please contact Dispatch or visit for more information: www.lifesignsinc.org

ACCOUNT SERVICES

LIFESIGNS uses a fully-compliant online platform: <https://lifesigns.interpreterintelligence.com> which allows our customers to view their invoices online. Upon submission of your service agreement, LIFESIGNS will contact you via email to provide important information concerning your account.

If you have questions related to your invoices, contract/service agreement or other billing-related issues, please contact Account Services during regular business hours:

- Telephone: (323) 550-4242
- Videophone for deaf customers: (323) 892-2212 or (323) 892-2228
- Email: AccountsServices@lifesignsinc.org

REMITTANCE FOR SERVICE



Payment of invoice(s) is required within 30 days of receipt by AGENCY. Cost of service is incurred to AGENCY only when an onsite interpreter is dispatched, or AGENCY cancels as follows:

- Any change or cancellation notification must be received by LIFESIGNS Dispatch **at least 48 business hours prior to the scheduled start time.**
- **All changes or cancellations must be in writing via email or fax during business hours.**

INSUFFICIENT FUNDS/RETURNED CHECKS

Any returned check incurs a \$30.00 processing fee to requestor.

LATE FEES

Invoices in delinquency may incur a late fee to cover administrative costs. A monthly interest rate of 1.5% may be assessed to any invoice that is delinquent beyond the Net 30 payment policy agreed upon in this contract. If a requestor accumulates late invoices, LIFESIGNS may withhold services until the account balance is made current.

COLLECTIONS EXPENSES

All expenses incurred by LIFESIGNS for invoice collections from a third party will be invoiced to requestor. LIFESIGNS will send a certified letter to requestor informing them of an invoice delinquency before proceeding to collections.

INDEPENDENT CONTRACTOR STATUS

The parties hereto are independent contractors at all times and neither shall be considered the employee, agent or partner of the other.

GRIEVANCE PROCEDURES

Suggestions for improving LIFESIGNS are always welcome. At some time during the contractual period, the AGENCY may have a complaint, suggestion or question regarding LIFESIGNS Policies and Procedures or services. Good-faith complaints, questions and suggestions are also of concern to LIFESIGNS.

Please use the following guidelines when addressing concerns:

1. Within one (1) week of the occurrence, please inform the director of LIFESIGNS who will then investigate and attempt to provide a solution or explanation. If the complaint is regarding the director, the AGENCY has the right to bring the situation to the attention of the CEO of the Greater Los Angeles Agency on Deafness, Inc. (LIFESIGNS, Inc. is a subsidiary of GLAD, Inc.).
2. AGENCY may also state the concern in writing and present it to the director of LIFESIGNS.

In order to resolve an issue through grievance procedures, a written statement must contain the following:

1. Provide the specific complaint, suggestion or question.
2. Describe what took place.

3. Furnish date(s) of incidents. Include names and title of individuals who are part of the grievance, suggestion or question.
4. Include all supporting documentation.

TERMINATION OF SERVICES

Either party may terminate this Agreement without cause, effective 30 days after receipt of written notice provided to the other party by the terminating party.

Either party may terminate this Agreement with cause for any material breach of this Agreement upon notice served to the other party specifying the nature of the breach.

INDEMNIFICATION

LIFESIGNS shall defend, indemnify and hold AGENCY, its officers, agents and employees harmless from and against any and all liability, loss, expense (including reasonable attorney's fees), or claims for injury or damages arising out of the loss of the performance of this Agreement, but only in proportion to and to the extent such liability, loss, expense, attorney's fees, or claims for injury or damages are caused by or result from the negligence or intentional acts or omissions of LIFESIGNS, its officers, agents or employees.

AGENCY shall defend, indemnify and hold LIFESIGNS, its officers, agents and employees harmless from and against any and all liability, loss, expense (including reasonable attorney's fees), or claims for injury or damages arising out of the loss of the performance of this Agreement, but only in proportion to and to the extent such liability, loss, expense, attorney's fees, or claims for injury or damages are caused by or result from the negligence or intentional acts or omissions of AGENCY, its officers, agents or employees.

CONTRACT DISPUTES

All disputes regarding this agreement shall be settled in Los Angeles County. If any provision is held by any court to be invalid, void or unenforceable, the remaining provisions shall nevertheless continue in full force.

INSURANCE

LIFESIGNS shall procure at its own cost and expense, and maintain during the existence of this Agreement, the following policies in connection with the performance of the obligations in this Agreement:

- Professional Liability Insurance subject to \$1,000,000 limits
- Errors and Omissions Insurance subject to \$1,000,000 limits
- Comprehensive General Liability Insurance subject to \$2,000,000 limits

AMENDMENTS

This Agreement may be amended in whole or in part by mutual agreement of both parties. Such modifications shall be made in writing and must be signed by each party hereto. All such amendments shall be attached hereto and shall become a part of this Agreement immediately upon full execution of each amendment.

Any provisions required to be included in this Agreement by any applicable law or regulation shall bind both parties to this Agreement, whether or not expressly provided in this Agreement. Either party shall notify the other party of such requirement in writing at least 30 days before the effective date of such law or regulation.

For questions regarding this agreement, please contact our Account Services Office:

- Voice – (323) 550-4242



- Videophone (for deaf customers) – (323) 892-2212 or (323) 892-2228
- Email: Accountservices@lifesignsinc.org

NONDISCRIMINATION

Neither party shall discriminate on the basis of race, color, sex, age, religion, national origin, sexual orientation, pregnancy, marital status, veteran status or handicap in providing services under this Agreement or in the selection of employees or independent contractors.

CONFIDENTIALITY

All parties involved in any services rendered are required to maintain confidentiality in regards to all information seen, heard or observed on any premises or shared from any party when making a request for service. All interpreters dispatched by LIFESIGNS are required to hold confidentiality to the highest standards set forth by the Registry of Interpreters for the Deaf, Inc.'s Code of Professional Conduct. Exceptions to confidentiality are only allowed in cases when a party must be a Mandated Reporter by law or when making a grievance or giving feedback in regards to services rendered or requested.

The Section Below Applies to Medical Facilities and Providers Only

GOVERNING LAW AND PARTIAL INVALIDITY

LIFESIGNS hereby acknowledges that AGENCY is a California Health Care Service Plan licensed pursuant to the Knox-Keene Health Care Service Plan Act of 1975 (the Act) as amended, and both parties shall be bound by the terms and requirements of the Act and regulations promulgated therefore.

Further, LIFESIGNS acknowledges that AGENCY, its providers and its business partners are subject to laws and regulations relating to state and federal public health programs, including Medi-Cal and Medicare programs. The parties hereto agree that they shall comply with all laws and regulations relating to such public health programs.

LIFESIGNS understands and acknowledges that, as part of this Agreement, it will compile and maintain or have access to certain medical information relating to AGENCY'S members and that such information is subject to the California Confidentiality of Medical Information Act and the Federal Health Insurance Portability and Accountability Act (HIPAA) and regulations promulgated thereto. LIFESIGNS agrees that it shall maintain the confidentiality and security of personally identifiable health information relating to AGENCY'S members and shall insure that its subcontractors comply with such laws and regulations.

LIFESIGNS agrees to enter into a "Business Associate Agreement" with AGENCY when and as required by HIPAA and its regulations.

EXPIRATION OF SERVICE AGREEMENT

This Agreement will expire after one (1) year from the date signed by agency.

SUMMARY OF AMERICAN SIGN LANGUAGE INTERPRETER SERVICE AGREEMENT

1. General ASL rate is \$75 per hour (2 hour minimum)
2. Trilingual, CDI & Tactile rate is \$80 per hour (2 hour minimum)
3. Emergency rate for any service request made with less than 72 business hours (3 business days) notice:
 - ASL interpreting: \$85 per hour (2 hour minimum)
 - Trilingual, CDI or Tactile interpreting: \$90 per hour (2 hour minimum)
4. Emergency On-Call rate is \$105 per hour with Portal-to-Portal (2 hour minimum)
5. Team Interpreting – Rates as noted above **times** the number of interpreters.
6. Distance Incentive is due to the distance of assignment locations that we may negotiate additional fee as an incentive to entice interpreters to drive the distance to fulfill your needs.
7. To avoid full charge, cancellations/changes must occur during business hours (Monday-Friday, 8:30 am- 5:00 pm, EXCLUDING holidays and weekends). Notification of cancelled or changed requests must be submitted at least **48 hours** before assignment.
8. A “No-show” of deaf client still requires agency to pay for the entirety of requested hours.
9. Video Remote Interpreting (VRI) - Please follow stated guidelines to determine whether VRI is an appropriate choice. VRI rates are:
 - \$3 per minute with no minimum when requested at least 24 hours in advance
 - \$4 per minute with no minimum when requested with 24 hours or less notice
 - Cancellations made 30 minutes or less prior to start of service will be billed for 15 minutes of service.
 - Credit cards will soon be accepted and required for new customers desiring on-demand VRI services and do not have a LIFESIGNS account. Access: www.lifesignsinc.org.

Note: credit card account will be automatically charged \$100 to cover VRI minutes used; unused minute costs will be refunded back to the credit card.

If you do not receive a confirmation and decide to request services through another agency, you must contact LIFESIGNS to cancel your request or you will be billed for the interpreter.

AUTHORIZING AND BILLING INFORMATION

Desert Sands Unified School District

Company Name or Individual’s Name if Self-Pay

47950 Dune Palms Road, La Quinta, CA 92253

Billing Address, City, State, Zip Code

www.dsusd.us

Website (URL)

E-mail address

N/A

Credit Card Number/expiration date (*Applies to self-paying individuals only*) Name on Card

James Novak, Ed. D.

Assistant Superintendent, Business Services

760-771-8505

PRINT Authorized Person’s Name

Title

Direct Phone Number

Signature of Authorized Person

Date Signed (expires after one year)

LIFESIGNS, INC. - Tax ID: 95-4044564
 2222 Laverna Avenue, Los Angeles, CA 90041
 Email: lifesigns@lifesignsinc.org

