



## 2017 Service Agreement

### 1. REQUESTING AN INTERPRETER

Requests can be made through SWITS Electronic Scheduling software (SES), by phone, or through the SWITS website. Please be sure to have the following information ready when making a request:

- Company or organization name
- Date and time of service needed
- Consumer name
- Consumer date of birth or related case number
- Provider or interviewer name
- Language needed
- Nature of the appointment
- Address where services are needed \*
- Your name and contact number

To use SES, you must be a registered client of SWITS. For more information, please call (262) 740-2590.

\* Schedulers will assign the closest interpreter available for the appointment. If there are travel restrictions, such as a maximum amount of travel allowed, please notify the scheduler when making the request.

*NOTE: Two interpreters may be scheduled for appointments with a duration of two hours or more at SWITS' discretion. The client is responsible for any interpreter request initiated by a representative of its organization. SWITS is not responsible for verifying whether the requester has authorization to make requests.*

### 2. REQUESTING A TRANSLATION

Requests for translation can be made through the website or by email. All email requests should be directed to the translations department at [translations@swits.us](mailto:translations@swits.us). Please be sure to indicate the language of the original document and the language into which you would like the document translated. Please provide the document or a sample for quotation purposes. Prices for translation vary by language pair, format, and complexity of content.



### 3. BILLING AND PAYMENT OPTIONS

#### On-Site Interpreting

There is a two-hour minimum billed per appointment. All appointments are billed portal to portal at the hourly rate of interpreting. Hence, the hourly rate will be billed from the time the interpreter leaves his/her base, until the time he/she returns. If the duration of the appointment is less than the time scheduled, the scheduled time will be billed.

#### Telephone Interpreting

It is recommended that telephone interpreting appointments be scheduled in advance, when possible. A 15-minute minimum is billed for legal telephone interpreting, and a 10-minute minimum is billed for non-legal. If a telephone interpreter is scheduled and the appointment is cancelled with less than 24 hours' notice, then the minimum is billed. Telephone interpreting is recommended for shorter interactions. Please note that the interpreter may request a recess from interpreting for longer interactions.

#### Video Remote Interpreting

Video Remote Interpreting (VRI) is currently offered **by appointment only**. There is a 30-minute minimum for all Video Remote Interpreting appointments. A VRI account must be established prior to requesting a video interpreter. Please contact SWITS for further software and technical requirements. VRI is recommended for shorter interactions. Please note that the interpreter may request a recess from interpreting for longer interactions.

#### Conference Interpreting

Conference interpreting may be necessary for business meetings, professional seminars, and multinational conferences or events. It is performed by highly qualified interpreters in simultaneous or consecutive mode. Conference interpreting requires the use of specialized knowledge and terminology, and interpreters prepare for events by studying reference materials and vocabulary related to the subject matter. SWITS strongly urges customers to provide any reference materials, presentation slides, or handouts as soon as the request is made so that the interpreter can prepare accordingly.

SWITS recommends conference interpreters for events that require effective communication to a group of people. There is a non-refundable equipment rental fee associated with conference interpreting. The fee is \$200.00 per event day. The equipment includes headsets for the interpreters and the audience. Special rates for conference interpreting may apply to your event. A SWITS representative will notify you of conference rates prior to assigning an interpreter.



**Payment Options**

Acceptable forms of payment include check via mail and credit card online. Credit card payments are accepted online at <http://swits.us>. To inquire about other payment options, please contact SWITS Accounting Department at 262-740-2590 or via email at [accountsmanager@swits.us](mailto:accountsmanager@swits.us).

*\*Payment must be received within 30 days of invoice receipt. A finance charge of 1.5% will be applied after 60 days of non-payment. After 90 days of non-payment, a 3% finance charge will be applied.*

**4. CANCELLATION POLICY**

Cancellations received with at least 24 hours' notice from the start of the scheduled appointment WILL NOT be billed. Appointments cancelled with less than 24 hours' notice are considered short notice cancellations and WILL be billed as described below:

- ✓ If the requested time is 2 hours or less, the minimum charge of 2 hours is billed.
- ✓ If the requested time is more than 2 hours, the requested time is billed.

*NOTE: Cancellations for court trials and conference interpreting requests must be received with 48 hours' notice. If cancellations for court trials and conference interpreting requests are not received with such notice, the scheduled time is billed.*

**5. LEGAL VS. NON-LEGAL ASSIGNMENTS**

Legal assignments include, but are not limited to: court proceedings, attorney-client meetings, investigations by law enforcement, depositions, witness interviews, court-ordered treatment and education programs, real estate settlements and administrative or legislative hearings. Whether or not an assignment is determined to be legal or not is at the discretion of SWITS' management. If SWITS determines that a legal interpreter is necessary or you request a legal interpreter, legal rates will apply.

**6. INCLEMENT WEATHER POLICY**

If a location where an appointment is scheduled to take place is closed due to inclement weather and SWITS is notified of the closure with adequate time, there will be no charge for the appointment. The short notice cancellation fee will be waived in this case only. If SWITS is not notified with adequate time and the interpreter is en route to the appointment, you will be billed. If SWITS is unable to provide an interpreter due to inclement weather, no charges will apply.



**7. INTERPRETER NO SHOW / CANCELLATION**

SWITS understands the importance of reliability and providing interpreters on-site when requested. In the event that an interpreter is unable to go to an already confirmed appointment due to illness, emergency, or any other reason determined to be the responsibility of SWITS or the interpreter, the client will not be invoiced for the missed on-site appointment or the following appointment for which an interpreter was requested.

SWITS will provide a replacement interpreter by telephone or video free of charge at or near the time of the scheduled on-site appointment. The client may reschedule if an on-site interpreter is preferred.

**8. CONFIDENTIALITY**

SWITS understands that the contracting entity may be bound by HIPAA and/or other confidentiality requirements. SWITS agrees all staff understand and will abide by all state and federal privacy and confidentiality laws. All communication during an interpreting session is confidential and will not be further used or disclosed, except as required to carry out any interpretation assignment or as otherwise required by law. Furthermore, SWITS understands and agrees that its interpreters must not retain any written documentation regarding the interpreted session, except as needed for billing purposes. SWITS interpreters and translators must sign a confidentiality and non-disclosure agreement prior to rendering services.



Your Language Company

### ON-SITE INTERPRETING RATES

	Spanish	Languages of Lesser Diffusion	American Sign Language (ASL)
Non-Legal	\$45.00	\$50.00	\$70.00
Legal	\$55.00	\$65.00	\$80.00
After Hours Non-Legal	\$50.00	\$55.00	\$75.00
After Hours Legal	\$65.00	\$75.00	\$90.00

Rates per Hour

Business hours are Monday through Friday, 8:00am to 5:00pm. All assignments conducted outside of these hours, including weekends and holidays, will be billed at the After Hours rates.

NOTE: Conference interpreting rates may apply. A \$200.00 non-refundable equipment rental fee may apply. Please inquire for details.

### TELEPHONE INTERPRETING RATES

Non-Legal	\$2.00
Legal	\$2.50

Rates per Minute

### VIDEO REMOTE INTERPRETING RATES

	Spoken Languages	ASL
Non-Legal	\$2.00	\$3.00
Legal	\$2.50	\$3.50

Rates per Minute

*Handwritten signature and name: Amylin Quach*

Southern Wisconsin Interpreting & Translation Services, Ltd. • P.O. Box 196 • Delavan, WI 53115  
Phone: (262) 740-2590 • Fax: (262) 740-2592  
swits.us



Your Language Company

**All services are available 24 hours a day, 7 days a week.**

By providing a signature below, you agree to the above rates for the year of 2017, unless a written notice of changes is received within 30 days by either SWITS or the organization. SWITS is not responsible for determining whether or not the person signing below has authority to sign this agreement.

**Organization Name:** Racine County Human Services

**Signature:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Billing Information**

**Contact:** Jennifer Bradley

**Phone:** (262) 638-6614

**Address:** 1717 Taylor Ave  
Racine WI 53403

**Email:** jennifer.bradley@racinecounty.com

Date 2.22.17  
Certified to be correct as to form

By [Signature]  
Racine County Corporation Counsel

REVIEWED BY FINANCE DIRECTOR

Alexandra Tillman 2-20-17  
Sign Date

[Signature]  
JONATHAN DELAGRAVE  
RACINE COUNTY EXECUTIVE  
02-22-17

[Signature]  
Wendy M. Christensen  
Racine County Clerk

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SWITS Contact: Anyia Quach  
Operations manager  
[Signature]  
3/22/17