

DEAF SERVICES CENTER, INC.

Interpreting and Community Resources
5830 North High Street
Worthington, Ohio 43085-3959
(614) 841-1991 Voice/TTY (614) 841-4909 FAX

HOW TO SCHEDULE A SPEECH-TO-TEXT CAPTIONIST

To schedule a captionist, please call Deaf Services Center (DSC) at 841-1991. To ensure that a captionist will be available, please give as much notice as possible. Optimally, at least one week's notice should be given.

The following information will be needed at the time of the request:

- Name of the deaf or hard of hearing person
- Date of the appointment
- Time of the appointment
- Address of where the appointment will occur, including suite number (if applicable)
- Phone number where we will be able to reach you
- Billing address, including an ATTN: to and a suite number (if applicable)
- Pertinent information about the situation, which will assist the captionist in preparing for the appointment
- Your name and title
- Estimated length of the appointment
- Contact person at appointment
- Purchase Order Number or Encumbrance Number (if applicable)

All Deaf Services Center captionists are highly qualified and follow a strict code of ethics, which demands confidentiality and faithful captioning of what is being said by all parties.

Billing will include an **additional charge 50% of the billed time**, to accommodate for the preparation and editing of the assignment. A copy of the notes will be provided the next day.

<i>Speech-To-Text Fee Schedule</i>		
Regular Assignment	\$52.00 / hour	Assignment begins during regular business hours - 8 a.m. to 5 p.m.
After-hours Assignment	\$62.00 / hour	Assignment begins after regular business hours - 8 a.m. to 5 p.m. This includes all weekend, evening and DSC holiday hours.
Last-Minute Assignment	\$62.00 / hour	Assignment is given to DSC with less than 48 business hours notice.

- All rates are quoted as per hour per captionists.
- Please note that any assignment that is two (2) hours or longer in duration may require two captionists.
- For assignments lasting longer than one (1) hour, DSC will bill at thirty (30) minute increments.

Cancellation Policy - To avoid a cancellation fee, 48 business hours notice is required for all assignments 2 or more hours in length. Assignments scheduled for less than 2 hours require 24 business hours notice. The cancellation fee for any assignment that is not properly cancelled is 100% of the total requested time.

Failure of the customer or the customer's client to show up for the scheduled appointment will be billed at the same rate as a cancellation.

Travel Policy - DSC is happy to serve the interpreting needs that are outside Franklin County; however, for all assignments that are outside the county line, driving time and round-trip mileage (\$.505 per mile) will be added to the actual hours of interpreting. The driving time and mileage will be determined from 5830 N. High Street, Worthington to the address of the assignment.