



Interpreting
Services

DISCOVERING ABILITIES TOGETHER

Pine Tree Society Interpreting Services

Interpreting Services (formerly Deaf Services) is one of the many programs of Pine Tree Society, a non-profit organization that has been serving Maine people since 1936. Interpreting Services has been offering sign language interpreting services and Deaf awareness trainings for more than 28 years. Throughout this time Interpreting Services has earned a strong reputation of standing as a leader in the field.

All of our professional interpreters follow the The National Association of the Deaf (NAD) - Registry of Interpreters for the Deaf, Inc., (RID) Code of Professional Conduct and practice generally accepted professional standards. In addition, all interpreters are licensed by the Maine Department of Professional and Financial Regulation and are eligible to practice in Maine.

A majority of interpreters in the Interpreting Services' pool possess certification from the Registry of Interpreters for the Deaf or the National Association of the Deaf. This effort to maintain advanced skills demonstrates our program's commitment and the resolve of professional interpreters to continually sustain the high quality of interpreting services provided to customers, for which Pine Tree Society is well known.

Our Services

Pine Tree Society Interpreting Services offers a wide range of services from sign language interpreting to Deaf Culture awareness trainings to meet your needs.

Sign Language Interpreting

Highly qualified, professional sign language interpreters provide a communication link between people who hear and people who are Deaf or hard-of-hearing.

Emergency Communication Services (EM-COM)

Offers Maine's only statewide emergency sign language interpreting service during non-business hours. EM-COM is a vital service for emergency care providers throughout the state including hospital emergency rooms, mental health emergency service providers and police agencies.

Video Relay Interpreting

An innovative, cost-effective service providing sign language interpreting remotely using state-of-the-art Interactive Video Conferencing technology.

Relay Interpreting

Our Deaf and hearing relay interpreting teams meet the needs of Deaf or hard-of-hearing clients who use unique systems for communication.

Deaf Culture Awareness Trainings and Consultations

Offer insightful awareness trainings to prepare you and your staff for interaction with people who are Deaf or heard-of-hearing. Our topics include, but are not limited to: Deaf Culture, American Sign Language, Use of Sign Language Interpreters and Providing Access to Deaf and Hard-of-Hearing patients/clients



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Price List

General Sign Language Interpreting

Table with 2 columns: Service Description and Price. Includes Base Hourly Rate (\$64.00), Night/Weekend Hourly Rate (\$90.00), Last Minute Requests (\$90.00), and Em-Com Emergency (\$150.00).

Legal Interpreting

Table with 2 columns: Service Description and Price. Includes Base Hourly Rate (\$75.00), Night/Weekend Hourly Rate (\$100.00), Last Minute Requests Hourly Rate (\$100.00), and Emergency (\$150.00).

Video Relay Interpreting

For information on how your business or organization can become a Video Relay Interpreting participant with affordable access to sign language interpreters 24 hours a day, seven days a week, please contact Interpreting Services at (207) 885-0536 or interpreting@pinetreesociety.org.

Table with 2 columns: Service Description and Price. Includes Base Hourly Rate (\$64.00), Last Minute Hourly Rate (\$90.00), Weekend/Night Hourly Rate (\$90.00), and Em-Com Emergency (\$150.00).

Videotaped Sessions

Sessions that require interpreting for films, videos, etc. to be duplicated for multiple uses are negotiated on a case-by-case basis. Please contact please contact Doug Newton at (207) 885-0536 or dnewton@pinetreesociety.org for more information.

Trainings

Trainings and Workshops Deaf Culture/Use of Sign Language Interpreters whether live, or using Video Relay Interpreting technology is negotiated on a case-by-case basis. Please contact Doug Newton at (207) 885-0536 or dnewton@pinetreesociety.org for more information.

Policies

General

- Fees are charged based on the contracted time (site time plus estimated travel time at the same hourly rate). For example: if services are requested for one-hour on-site with a half-hour travel time to the site and a half-hour return travel, a total of two hours will be billed.
- There is a one-hour minimum charge for site time as well as a two-business day cancellation policy.
- “No shows” are billed at the contracted amount.

Requests

- Clients must request sign language interpreting services through the Interpreting Services office. We are unable to process requests made through an interpreter.
- Assignment changes must be reported to the Interpreting Services office as soon as possible.
- Requests that are less than one hour will be billed on the basis of a one-hour minimum for site time plus travel time.

Cancellations

- No shows are billed at the contracted time (site time plus estimated travel time).
- Assignments of four (4) to eight (8) hours cancelled with less than five (5) working days notice will be billed at the contracted rate and time. Extended assignments of at least two (2) full business days or longer that are cancelled with less than 10 working days will be billed at the contracted rate and time or as negotiated at the time the request is made. Cancellations for assignments of less than four (4) hours received with less than 2 business days notice will be billed at the contracted amount. Both situations include site time plus estimated travel time.
- During an assignment, if the consumer decides to dismiss the interpreter prior to the originally requested time, the fee for the previously agreed upon time will usually be charged.



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- Clients must directly inform the Interpreting Services office of any cancellations. We are unable to process cancellations made through an interpreter.

Number of Interpreters

As a general rule, the number of interpreters referred will be agreed upon by Interpreting Services personnel and the purchaser in advance and based on the nature of the assignment. Interpreting Services will usually refer:

- One interpreter for requests of one hour or less.
- Two interpreters for requests requiring continuous interpreting for more than one hour or the density of the materials. Also, two interpreters for formal and/or platform settings.
- Additional interpreters as needed for special needs (i.e. deaf-blind, large audience, varying communication needs, use of Deaf relay interpreters, etc.)

Billing Authorization

Pine Tree Society Interpreting Services has received a request from your office for interpreter services. For accounting purposes we need to have written acknowledgements for any first time request. In order to process your request, please submit our **Billing Authorization Form**, signed by the person responsible for budget expenditures stating your office has reviewed the Price List and Policies and agrees to pay for interpreting services as provided by Pine Tree Society. For your convenience the application is provided in this packet.

It is not necessary to be date or person specific. Your application will be kept on file and should be updated annually.

To expedite the processing of your request, you may fax your application to our Scarborough office (Fax 207.885.0076), attention Interpreting Services or email it with a signature to: interpreting@pinetreesociety.org.

Please submit as soon as possible so that we may provide prompt attention to your request. If you have any questions or if our staff can be of further assistance, please do not hesitate to contact us.