



National Sign Language Interpreter Service

**Terms and Conditions**

Thank you for your request for sign language interpreting services. By requesting interpreting services from Activating Change, you and your organization agree to the following terms and conditions:

1. Upon receiving email confirmation of interpreting services, Activating Change shall provide American Sign Language Interpreting as requested by your organization for the agreed upon date and time.
2. While we will make every attempt to fill your request, Activating Change reserves the right to cancel or reschedule interpreting services due to unforeseen circumstances (e.g. interpreter unavailability, emergencies, confidentiality/safety concerns). In such cases, we will notify you as soon as possible, and Activating Change will strive to provide an alternative interpreter or reschedule the service.
3. If you need to cancel your interpreter request/service, please notify us as soon as possible by emailing us at the email address [DeafAccess@activatingchange.org](mailto:DeafAccess@activatingchange.org).
4. Activating Change agrees to provide interpreters who will abide by the rules of personal conduct set forth in the Code of Professional Conduct as defined by the Registry of Interpreters for the Deaf and strict guidelines for confidentiality established by Activating Change. Interpreters will keep confidential all information, including names and personally identifiable information, that is learned during the assignment.
5. To protect the confidentiality of crime victims, please do not include the name(s) or any personally identifiable information in written correspondence with Activating Change or its affiliates. If correspondence from your organization does include the name(s) of victim(s), Activating Change staff will strip the name(s) from records.

6. Activating Change reserves the right to assign a team of interpreters and/or Deaf interpreter(s) (DI) for effective communication. Requests are considered on a case-by-case basis to determine if a team is the most appropriate solution for the communication needs.

②) **Team Interpreting:** The decision to utilize team interpreting involves ethical decision making and consideration of a variety of variables, including length and nature of the request.

②) **Deaf Interpreter:** We utilize Deaf Interpreters (DI) to improve the accessibility to communication for many individuals with various language needs. As a Deaf person, the DI possesses a distinct set of formative linguistic, cultural, and life experiences that enables nuanced comprehension and interaction in a wide range of visual language and communication forms influenced by region, culture, age, literacy, education, class, and physical, cognitive, and mental health.

7. Your organization agrees to indemnify and hold Activating Change or any interpreter providing services on its behalf harmless from any damages and claims whatsoever (including, without limitation, incidental and consequential damages, or damages resulting from inaccuracies or omissions in communications interpreted) resulting from the good faith provision of interpreting.

8. In the event that either organization breaches any of the terms and conditions outlined in this agreement, the non-breaching organization may terminate services immediately by providing written notice.