

## **Title III of the Americans with Disabilities Act**

Title III of the American with Disabilities Act (ADA) gives rights of equal access to places of public accommodation. For Deaf and Hard of hearing people, Title III requires businesses and agencies to remove many frustrating barriers to communication.

Title III covers a wide range of places of public accommodation, including retail stores and the wide range of service businesses such as hotels, theaters, restaurants, doctors' and lawyers' offices, optometrists, dentists, banks, insurance agencies, museums, parks, libraries, day care centers, recreational programs, social service agencies and private schools. It covers both profit and non-profit organizations.

### **Who decides what type of auxiliary aid should be provided?**

Public accommodations should consult with individuals with disabilities wherever possible to determine what type of auxiliary aid is needed to ensure effective communication. In many cases, more than one type of auxiliary aid or service may make effective communication possible. While consultation is strongly encouraged, the ultimate decision as to what measure to take to ensure effective communication rests in the hands of public accommodation, provided that the method chosen results in effective communication.

A list of auxiliary aids and services required by the ADA for Deaf and Hard of Hearing people includes:

- qualified interpreters
- note takers
- telephone handset amplifiers
- assistive listening devices
- telephones compatible with hearing aids
- telecommunications devices for Deaf persons (TTY)

other effective methods of making aurally delivered materials available to individuals with hearing impairments.

### **Who is a qualified interpreter?**

The term qualified interpreter is defined in the regulation to mean:

...an interpreter who is able to interpret effectively, accurately and impartially both receptively and expressively, using the necessary specialized vocabulary.

The cost of interpreters and other auxiliary aids may entitle a business to an income tax credit, as well as the usual business-related expense deduction. Congress has amended the Internal Revenue Code to provide business tax incentives for removing barriers or increasing accessibility.

**Questions:**

*Why should I hire an interpreter?*

Accurate diagnoses, patient compliance, and informed consent, require that patients receive information in a language they best understand.

*Am I required by law to hire interpreters?*

The American with Disabilities Act (ADA) requires most places of public accommodation to provide effective communication.

**Working with Interpreters:**

Deaf people talk with their hands and face, and they listen with their eyes. Look at a Deaf person when speaking to him/her, not at the interpreter.

● Speak in first person, it is not necessary to say “tell her, ask him.”

● Speak at a normal pace. Pause occasionally if engaged in a lengthy communication.  
● Interpreters of all languages listen to understand concepts and ideas, then interpret.

Names and most medical/legal terminology first must be finger spelled, then described to give them meaning. This requires more time and you may be asked to repeat names or terminology.

Interpreters for Deaf people are bound by a Professional Code of Ethics to interpret EVERYTHING including comments made to other people, “think out loud” and sounds that others in the same room react to such as sirens or doors slamming.

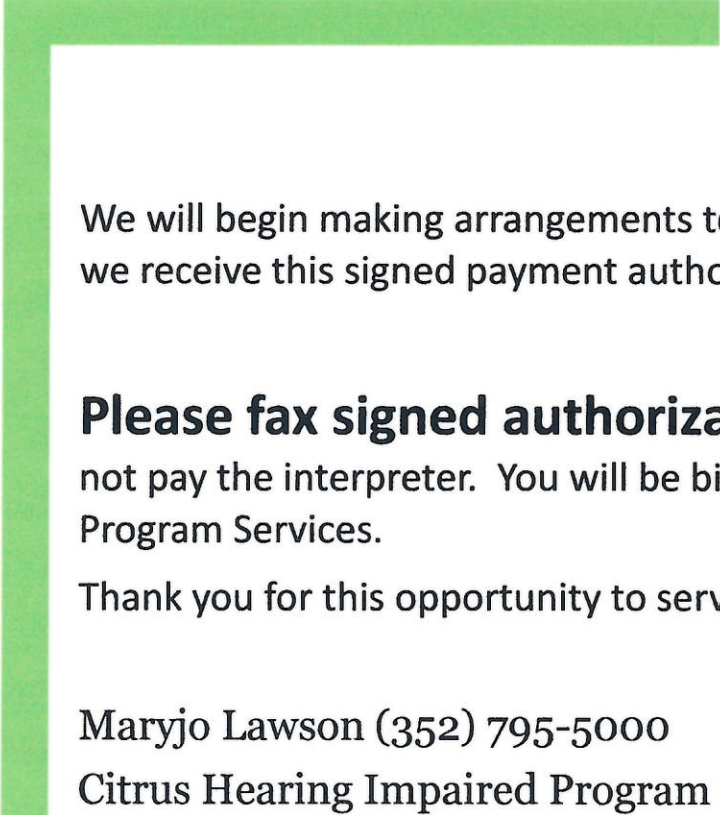
Family members or friends **should not be used** as interpreters, they may not be qualified or able to meet the requirements for providing effective communication. Always have a qualified interpreter present, it is the only to ensure accurate clear communication

Dear Customer:

The following are procedures associated with the provision of interpreting services.

- 1. Request for service:** To request interpreting service, cancel, or reschedule, please call 352-795-5000 between the hours of 8:00AM and 4:00PM. If no one is available to take your call at that time please leave a message with a return phone number and someone will call you back. If the request is an emergency, please follow the instructions on the answering system. We ask requests for interpreting services be made no less then 72 hours before the assignment is needed. We do, however, recognize that not all interactions can be anticipated within that time frame. We will do our best to accommodate your interpreting needs. In order to be assured of interpreting services, we encourage you to give us as much advance notice as possible.
  
- 2. INFORMATION NEEDED:** When requesting an interpreter you will be asked to sign the authorization form and to provide the following information:
  - A. Customer name, phone number, and billing address.
  - B. Time, date, location, and approximate length of assignment.
  - C. Name of the client or consumer who is deaf or hard of hearing and type of setting.
  
- 3. CANCELLATIONS or NO-SHOWS:** Notification of cancellation should be made no less than (2) two business days before the arranged assignment. When given enough notice, the coordinator can be contacted and possibly reassign the contracted interpreter. If cancellation is made less then (2) two business days prior to the assignment, the customer may be charged for the scheduled time.

Billing and payment will be handled by Citrus Hearing Impaired Program Services. Do not pay at the time of services are rendered.



We will begin making arrangements to schedule an interpreter as soon as we receive this signed payment authorization.

**Please fax signed authorization to (352) 795-5080** Do not pay the interpreter. You will be billed by Citrus Hearing Impaired Program Services.

Thank you for this opportunity to serve you.

Maryjo Lawson (352) 795-5000  
Citrus Hearing Impaired Program Services

Dear Customer:

Thank you for your request for sign language interpreting service from Citrus Hearing Impaired Program Services.

By signing below it is understood that you, the customer, authorize payment for interpreting assignments. All bills are due **UPON RECEIPT** and must be paid before 30 days unless prior arrangements have been made with the agency's director or bookkeeper. A late fee of \$10.00 per month will be assessed to any invoice more than 30 days past due.

***You (the customer) will bear all cost of collections to include but not limited to fees charged by collection agencies, attorney fees, court costs, and any other fee charge or cost directly related to the collection of any debt due to Citrus Hearing Impaired Program Service, Inc.***

Billing Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

E-Mail address: \_\_\_\_\_

\_\_\_\_\_  
Authorized Representative (Please Print) Title/Position

My signature indicates that we accept the terms as stated above on both pages, and desire to have Citrus Hearing Impaired Program Services, Inc. provide interpreters upon my request.

\_\_\_\_\_  
Authorized Representative Authorizing Payment (Signature and Date)

**Citrus Hearing Impaired Program Services**