



COUNTY OF RIVERSIDE
Human Resources Department

SIGN LANGUAGE INTERPRETER REQUEST FORM

Today's Date:		Date of Service:		Start Time:		Finish Time:		
Department and Division:			Requestor's Name:			Requestor's Phone:		
Requestor's Email:			Requestor's Supervisor:			Signature:		
Department Contact Person at Assignment:				Department Contact Phone at Assignment (work cell phone preferred):				
Street Address of Assignment:				Building Name:		Floor:	Suite/Room:	
Cross Streets:			City:			Zip:		
Interpreting Accommodation is for: <input type="checkbox"/> Consumer <input type="checkbox"/> Employee				Name of Consumer/Employee:				
What Type of Interpreter Is Needed (choose one):								
<input type="checkbox"/> American Sign Language		<input type="checkbox"/> oral (speech reading)		<input type="checkbox"/> sign language		<input type="checkbox"/> Pidgin Signed English (or Manually Coded English)		
Describe the Setting for the Assignment (check all that apply):								
<input type="checkbox"/> training		<input type="checkbox"/> job interview		<input type="checkbox"/> lecture				
<input type="checkbox"/> individual (one-on-one)		<input type="checkbox"/> group situation		<input type="checkbox"/> platform/stage				
<input type="checkbox"/> film/video darkened room		<input type="checkbox"/> outdoor						
<input type="checkbox"/> other (please specify):								
Describe the Interpreting Situation (please be specific):								
Send Invoice to (County Department/Agency Name and Address):								
County of Riverside								
County Department/Agency: _____								
Division: _____								
Address: _____								
City, State, Zip: _____								
Attention: _____								
Department Use Only								
Interpreter Name:				Agency:		Date Received:		

A minimum of 72 hours advance notice is required for standard charges. Requests made with less than 72 hours advance notice will be subject to a higher interpreter charge. Email or fax this completed form to one of the County-approved vendors for processing (i.e., Dayle McIntosh, Rise Interpreting or Western Interpreting). **For complete instructions and vendor contact information, or for Video Remote Interpreting (VRI) services, please see Page 2 of this form.**

Sign Language Interpreter Requests Ordering Information

INTERPRETER REQUEST FORM

- Found on Human Resources/Disability Access Office website under the Forms page.
- Department requesting interpreter completes all information in fields as indicated.

SCHEDULING INTERPRETER

- Email or Fax completed form to one of the sign language vendors listed below.
- If the request is within 72 hours of the appointment, it is highly recommended that the vendor be contacted by telephone prior to submitting the Sign Language Interpreter Request Form.
- Be sure to request email and/or fax confirmation that the form was received.

INTERPRETER CONFIRMATION

- Confirmation of the appointment should be sent to the requestor, as soon as an interpreter is available for the time and date requested. (It is also recommended that you calendar a follow-up item to check with the vendor by a particular date.)
- If the vendor is unable to fill the assignment, their staff should advise you at least 24 hours prior to that assignment. You may also request an earlier update, if needed for your particular situation.
- Vendors must be notified in writing (either email or fax) if any request needs to be cancelled.

CANCELLATION

- Dayle McIntosh, Western Interpreting and LanguageLink require notice of cancellation at least 24 hours prior to the scheduled appointment in order to avoid fees (Rise Interpreting requires 48 hours' notice).

BILLING

- Requesting agency/department is responsible for paying interpreter charges and will be billed directly by the vendor. To avoid billing delays, thoroughly complete the billing information at the bottom of the Sign Language Interpreter Request Form.
- Vendors must have at least 72 hours advance notice in order to secure the lowest rate.
- Short-notice requests can be filled at a higher rate, provided that an interpreter is available.

VIDEO REMOTE INTERPRETING (VRI) SERVICES THROUGH LANGUAGELINK

- Interpreting services are also available via live video remote connection. If you are in a department that wishes to utilize video remote interpreting for some of your interpreting needs, you must contact LanguageLink via telephone (see below) for an initial consultation, testing and setup **prior** to requesting an interpreter. Once initial consultation, testing and setup has taken place, the department will be sent instructions from LanguageLink regarding the online process for coordinating an interpreter request. The Sign Language Interpreter Request Form should not be utilized for this service.

VENDORS

DAYLE McINTOSH SIGN LANGUAGE INTERPRETING SERVICES

Agreement #: RIVCO-96167-008-12/15
24031 El Toro Road, Suite 320
Laguna Hills, CA 92653
General Number: 714-621-3300 ext. 600
After Hours: 714-658-4834
Fax: (949) 334-2302
Email: asl@daylemc.org

LANGUAGELINK (VIDEO REMOTE ONLY)

Agreement #: RIVCO-96167-010-12/15
911 Main St. Suite 10
Vancouver, WA 98660
Phone: (800) 208-2620
Contact: Jill Smith (Ext. 405)

RISE INTERPRETING

Agreement #: RIVCO-96167-009-12/15
5005 La Mart Drive
Riverside, CA 92507
General Number: (951) 565-4422, Option #1
After Hours: (951) 565-4422, Option #9
Fax: (951) 335-0064
Email: info@riseinterpreting.com

WESTERN INTERPRETING NETWORK

Agreement#: RIVCO 96167-007-12/15
31805 Temecula Parkway #201
Temecula, CA 92592
Phone: (951) 526-2646
Fax: (951) 541-0406
Email: request@westerninterpreting.net