

Interpreting Services at Saint Mary's University

Terms of Service for Freelance ASL-English & Deaf Interpreters

Disclaimer for Use

The information within this document (Terms of Service) was developed specifically for the Saint Mary's University, Interpreting Services. The content may be used to inform the development of documents, websites, terms of services, etc., however Saint Mary's University, Faculty of Science, Interpreting Services, and this Terms of Service must be cited/acknowledged.

This document is reviewed at least annually. It is prepared and overseen by the Interpreting Services Manager. For any questions or concerns, or to ensure you have the most up to date version, please contact: interpreter@smu.ca



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Introduction

This document provides booking and invoicing procedures for the FL interpreters who are booked to work with Interpreting Services at Saint Mary's University. Expectations for service delivery are documented separately in best practice and resources maintained by Interpreting Services.

Definitions

Interpreting Services:	A unit within the University overseen by the Provost & Vice-President Academic and Research Dean and Dr. Linda Campbell (Senior Research Fellow and Full Professor in the Environmental Science department).
Consumer:	The Deaf and non-deaf users of interpreting services
Freelance Interpreter:	The interpreter contracted to work on a per assignment basis – <i>will be noted as “FL interpreter” for the purposes of this document</i>
Manager:	Manages the daily operations of Interpreting Services
Staff Interpreter:	SMU employed interpreter of Interpreting Services

Booking and Invoicing Information

Freelance Interpreters Qualifications

The manager coordinates the FL interpreters booked with Interpreting Services taking into consideration assignment needs, goals, and priorities.

Mandatory criteria for hiring FL interpreters includes:

- CASLI Active membership in good standing (for interpreters working in Canada), or;
- Specific Deaf Interpreter association or chapter Active membership in good standing,
- RID membership (for interpreters working in the USA), or;
- Membership with your national interpreter association (for interpreters outside of North America).

Desired criteria for hiring FL interpreters includes (some exceptions apply):

- Minimum of 3 years of interpreting experience
- Some experience working with Deaf professionals
- Interest in STEM disciplines.

General Booking Details

- Bookings are either by per assignment or block of time (encompassing multiple assignments). At the time of booking you will be made aware of which method is being used
 - Per assignment: can be invoiced with the profession norm of a 2-hour minimum charge.
 - Blocked time: invoice for the multiple assignments as the block of time (inclusive of preparation and interpreting time), not as individual assignments.
- If the assignment finishes earlier than the scheduled end time, the FL interpreter should bill for the entire time booked.
- If the assignment continues longer than the scheduled time, and the FL interpreter is able to continue working, the extended time will be charged in half hour increments at the same hourly service fee rate.

Coursework Booking Details

- The FL interpreter may be booked for full semester coursework and course lab time (if applicable) for consistency of service delivery.
- If the class or lab finishes earlier than the scheduled end time, the FL interpreter will bill for the full time booked.
- If the class or lab continues longer than the scheduled time, and the FL interpreter is able to continue working, the extended time will be charged in half hour increments at the same hourly service fee rate.
- When a test or exam is scheduled, and only one interpreter is needed, usually the staff interpreter will be booked. FL interpreter will be booked if the staff interpreter is unavailable. A minimum of 1-week notice will be provided to the FL interpreter if services are cancelled due to exam.

Invoicing Information

In order to ensure timely payment, the FL interpreter must submit their invoice within 30 days of the assignment. Failure to do so may result in delayed payment or discontinuation of work with Interpreting Services, as determined by the Provost & Vice-President Academic and Research.

Multiple bookings can be included on one invoice and should be clearly identified and delineated. Invoices must include the following information:

- Name and full mailing address
- Date of invoice
- Invoice identification number
- SMU A# (vendor number) if available
- Date of booking(s) –*separate from the invoice date*
- Booking details – *i.e. title descriptor (department meeting, seminar, etc.)*
- Breakdown of costs per booking:
 - Service fee per hour
 - Preparation time fee
 - HST if applicable (with Business / HST number)
 - Travel costs (if applicable)
- For the 'Invoice / Bill to' address use:

Saint Mary's University
Interpreting Services
923 Robie St
Halifax, NS B3H 3C3

Important information:

- If no HST is charged SMU will consider you a small supplier. It is the responsibility of the FL interpreter to clearly indicate that no HST is being charged according to the Canada Revenue Agency guidelines. [More information can be found here.](#)
- You must include your SIN on your first invoice. If you prefer not to disclose your SIN over email, please chat with the manager for alternative arrangements.
- If you wish to receive payment via direct deposit, please complete the '[Application for Vendor Direct Deposit Payment](#)'. See [Appendix A](#) for more information.
- If the off-campus booking requires travel of more than 100km in total, please see [Appendix B](#) for more information.

Service Fees Guidelines

The following tables provide suggested service fee. These suggested rates are based on years of experience and CASLI COI status. Other professional/personal experiences and professional development undertakings are valued. Discuss rates options with the manager.

Please discuss your rates with the manager prior to accepting work and when increases to your rate occur. Rates can be negotiated based on experience and expertise, and work experience with SMU Interpreting Services.

Hourly Service Rates

1) Consecutive / cumulative years of experience working as an ASL-English interpreter.

Years of Experience	Hourly Rate
1-3	\$42.00 - \$44.00
3-5	\$44.00 - \$46.00
5-7	\$46.00 - \$48.00
7-10	\$48.00 - \$51.00
10-15	\$51.00 - \$53.00
15+	\$53.00 - \$55.00+

2) Other considerations.

Other Considerations	Rate
CASLI Certificate of Interpretation (COI)	\$60.00+ per hour

Daily Service Rates

Day rates can be used when booked for conferences, or for a full day blocked booking. The day rate will include all preparation time, and anticipated expenses (mileage, parking, meals) as these expenses will be not paid in addition to the day rate. For out-of-town travel and meal expense details, please see Other Expenses section below. Conference rates include considerations of the additional preparation time necessary, along with on-site physical and mental fatigue that comes with conference interpreting.

Please confirm with the manager your rates in advance. Your day rate information will be used in cost-sharing negotiations with the external event planning organizers.

Years of Experience	Conference Day Rate	Other Day Rates
1-5	\$420.00 – \$460.00	\$330.00-\$370.00
6-10	\$460.00 - \$500.00	\$370.00-\$410.00

10+ or CASLI COI	\$500.00 - \$600.00+	\$410.00-\$480.00+
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Preparation Time Payment Guidelines

Per hour paid preparation time will not exceed the hourly service fee charged. Only charge for the amount of preparation time used without exceeding the guidelines. *Some exceptions will apply and must be discussed with the manager in advance.*

Assignment	Paid preparation time
Per assignment	1 hour

Per Course	Paid preparation time
Per week – course lecture(s)	1 hour
Per week – course lab	1 hour

In the case of assignments that are lengthy or that involve highly technical material (ex. thesis defenses) or course work, the FL interpreter may be asked to attend a preparation meeting with the interpreting team. This meeting can be billed as additional preparation time. The manager will confirm with you in advance that the prep meeting is paid.

Other Expenses

Please note that expenses such as meals, parking, parking tickets, etc. will not be reimbursed unless approved in advance by the manager. This includes expenses related to out of town assignments.

If the booking requires travel of more than 100km in total, please see [Appendix B](#) for more information on mileage reimbursement. Please note that car sharing, when possible, is preferred or the interpreting team will book a rental vehicle through SMU. The interpreting team will discuss arrangements on a case by case basis.

When assignments require travel by means other than car (air, train, bus) and / or overnight accommodation, the manager will work with you on these bookings. Do not make any bookings before getting approval from the manager or the expense will not be reimbursed.

A per diem can be reimbursed for assignments that require overnight stays, in accordance with the SMU Per Diem Rates policy (for current rates check with the Manager). Prior to the assignment the manager will confirm payable expense allowances. When invoicing, include any allowable expenses on the same invoice with your professional services.

Cancellations

Cancellation by SMU

The FL interpreter will be contacted as soon as possible when a cancellation has occurred. This notice will be sent via email and a reply email confirmation from the FL interpreter is expected. In the event the manager does not receive a reply email from the FL interpreter, a text or phone call will be made to ensure the FL interpreter is aware and confirms the cancellation.

- If the assignment is cancelled with less than 48 hours' notice, the FL interpreter will be paid for the assignment time only (not preparation time). The expectation is that the FL interpreter will use the time for professional development purposes. The manager is available to discuss professional development options.
- If the assignment is cancelled with more than 48 hours' notice, the FL interpreter will not be paid for the assignment time or preparation time.

Cancellation by the FL interpreter

- If the FL interpreter needs to cancel for any reason the FL interpreter will not be paid for the assignment time or preparation time. The inability to work the assignment must be communicated to manager as soon as possible.

Weather cancellations

- If the assignment is cancelled with less than 24 hours notice due to severe weather causing the campus or assignment location to be closed, the FL interpreter will not be paid for the assignment.
 - This is based on the SMU [Policy on Unscheduled Closures and / or Cancellations of Classes](#), section 3.9 Employee Compensation, article (b) Hourly paid employees will be paid for time worked during the closure. (*i.e. if the assignment is not conducted, no work is being compensated.*) See [Appendix C](#).
- Campus weather closures are posted on the [University webpage](#) and social media accounts.
- All attempts will be made to reschedule the same FL interpreter if the assignment is rescheduled to a later date.

Other Important Items

Remote Interpreting Equipment

FL interpreters may be booked for virtual meetings and events. Thus, interpreters will be required to have a minimum level of equipment available to them and a space for video remote interpreting. For more information on equipment and technology requirements please refer to the Best Practices – Video Remote Interpreting document available on the SMU Deaf Academics & Interpreters [webpage](#). The manager is available to support you with set up.

Confidentiality Agreement

SMU Interpreting Services unit has a confidentiality agreement in place for all interpreters and CART captioners that work with us. This remains separate from any confidentiality agreement or non-disclosure agreement external partners to SMU may require interpreters/captioners to sign. Please refer to the SMU Deaf Academics & Interpreters [webpage](#) for more information on the purpose of the confidentiality agreement and the agreement document itself.

Agreement to Terms of Service

By accepting work with Interpreting Services the FL interpreter acknowledges receipt of, ability to review, understanding of, and agreement to the above outlined Terms of Service for Freelance Interpreters. Failure to adhere to the Terms of Service or expected performance standards may result in discontinuation of work with Interpreting Services.

The manager is available to answer any questions regarding the Terms of Service; please don't hesitate to reach out.

Feedback on our service delivery and operations is always greatly appreciated. Please pass along any feedback (improvements needed and / or successes) to the manager or the Environmental Science Department administrative support, at: envs@smu.ca. We look forward to working with you!

Appendix A

Application for Vendor Direct Deposit Payment

Please [click here](#) for the fillable form from the SMU website. Send completed form to SMU Procure To Pay Services using one of the following options:

- Mail: Saint Mary's University, 923 Robie St, Halifax, NS, B3H 3C3
- Email: procuretopay@smu.ca
- Fax: 902-420-5180

If you have any questions or you need to update your direct deposit details please contact Procurement Services directly.

Appendix B

SMU Personal Vehicle Rates Policy

When it is appropriate to use personal vehicles for travel relating to University business, a reimbursement rate of \$0.51 per kilometer (effective Aug 22, 2022) may be claimed. Confirm current rate on with the Manager.

How this affects the freelance interpreter?

If the FL interpreter is required to travel for a booking (more than 100km in total), mileage may be charged. Please note that car sharing, when possible, is preferred or booking a rental vehicle through SMU. The interpreting team will discuss arrangements on a case by case basis.

On the invoice, please note the start and end location and total mileage for the assignment. Mileage typically starts from the FL interpreter's residence and ends at the assignment location unless otherwise agreed upon with the manager. An image capture of the mileage is necessary for reimbursement. Please attached a screen capture of Google Maps with your invoice to verify the mileage.

Appendix C

SMU Policy on Unscheduled and / or Cancellation of Classes

For the full policy 'Closure and / or Cancellation of Classes (Policy 5-1002) Nov 5, 2021', please [click here](#).

How this affects the freelance interpreter?

This policy document contains information regarding in which situations SMU would close, and how to learn of an unscheduled closure. Please read the following sections for more pertinent details.

- 3.5 Determining Factors – page 2
- 3.6 Preparedness – page 2
- 3.7 Communications – page 3
- 3.9 Employee Compensation – page 4
- Schedule B – A.1 Source of Information – page 9
- Schedule B – B.1 Timing Considerations – page 9

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