




The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header @ 1

 List View


General Information [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 1467650

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0403

Vendor ID: VS0000046645 

SO Doc ID: DBS2500000001

Legal Name: Linguabee, LLC


Published Date: 7/19/24

Alias/DBA:

Close Date: 8/6/24

Total Bid: \$200,000.00


Close Time: 13:30

Response Date: 08/06/2024 

Status: Closed

Response Time: 12:42

Solicitation Description: Remote Video Interpreters for WVSD

Responded By User ID: Linguabee 

Total of Header Attachments: 1

First Name: Ryan

Total of All Attachments: 1

Last Name: Shephard

Email: rfs@linguabee.com

Phone: 8555855859



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Solicitation Response

Proc Folder: 1467650
Solicitation Description: Remote Video Interpreters for WVSDB
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-08-06 13:30	SR 0403 ESR08052400000000866	1

VENDOR
VS0000046645
LInguabee, LLC

Solicitation Number: CRFQ 0403 DBS2500000001
Total Bid: 200000
Response Date: 2024-08-06
Response Time: 12:42:39
Comments:

FOR INFORMATION CONTACT THE BUYER
Joseph E Hager III
(304) 558-2306
joseph.e.hageriii@wv.gov

Vendor Signature X	FEIN#	DATE
---------------------------	--------------	-------------

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Remote Video interpreters	2500.0000	HOUR	80.000000	200000.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments: See Proposal for full breakdown of costs

Extended Description:

Quantities are estimated and for bid purposes only.



Secured Bid
CRFQ-0403-DBS2500000001-1



West Virginia School for the Deaf and Blind (WVSDB)
Remote Video Interpreter Services

August 6, 2024





Prepared By:
Ryan Shephard
Founder, Queen Bee
7765 Wadsworth Blvd. #746453
Arvada, CO 80006

855.585.5859
Ryan@linguabee.com
www.linguabee.com

DUNS: 08-050-6976
Federal Tax ID: 81-3659491
CA: 202010910203
NAICS Code: 541930

Table of Contents

Table of Contents	2
Cover Letter	4
Background	6
 About Linguabee.....	6
Range of Services	6
Specialized Interpreting Services	6
Contact Information	7
Qualifications.....	7
 Experience.....	7
Key Products	7
Key Benefits/Added Value.....	7
Unique Qualities	7
Ability to Scale	8
Ability to Perform	8
 Customer Service/Dispute Resolution	9
Quality and Compliance Enhancement	9
Staffing.....	10
 Organizational Chart.....	10
 Project Team	10
Operations	11
Contract Manager.....	12
 Assurances	12
 Professional Interpreters.....	13
Hiring Process	13
Employees/Subcontractors	13
Skills	14
Certification.....	14
Functional Responsibilities	16
 Privacy and Confidentiality Policies	16
Handling of Sensitive/Confidential Information.....	16
 Privacy Legislation and Confidentiality	17
Policies and Process	17
 Capacity and Timelines	17
Getting Started	17
Technology Capabilities	17
Continuity in Interpreter Assignments	17

 Service Request Policies/Notice Requirements	18
Requesting Service	18
WVSDB Expectations.....	18
Hours of Operation	18
Advance Notice	18
Unfilled Requests	18
Emergency & Short Notice Requests	19
Minimum Engagement	19
Cancellation Policies	19
Fee Schedule	19
 Cost of Services.....	19
Cutting Interpreter Costs	19
Invoicing	20
Payment Methods	20
Appendix	22
References	22
Resumes	23
Required Forms.....	26
 Addendum Acknowledgment Form.....	26
 Code of Professional Conduct	27

Cover Letter

August 6, 2024

State of West Virginia
Department Of Administration
Purchasing Division
2019 Washington St E
Charleston WV 25305

Attention: Mr. Joseph E Hager III, Bid Clerk

RE: CRFQ-0403-DBS2500000001-1

Submitted electronically via <https://prd311.wvoasis.gov/>

Dear Mr. Hager:

Linguabee, LLC is thrilled to express its interest in providing the work outlined in this solicitation. We thank you for this opportunity to respond to West Virginia School for the Deaf and Blind's CRFQ-0403-DBS2500000001-1 for providing sign-to-voice and voice-to-sign Remote Video Interpreter Services.^(Spec.1.) Our services offer Deaf and hard of hearing students, faculty, staff, visitors, guests, and others meaningful and equal access to WVSDB meetings, events, and classroom services, programs, activities, benefits, and information on an as-needed basis.^(Spec.1.) Our interpreters are highly trained and experienced, ensuring effective interpreting and voicing for communication and access to academic and co-curricular lectures, discussions, instructions, and other information for WVSDB and special events

With decades of experience, we have honed our expertise in delivering exceptional communication access services. Our team is highly skilled and trained in meeting the unique needs of our clients. Whether it's providing interpreters for educational purposes, medical consultations, emergency situations, legal proceedings, corporate meetings, government conferences, or social service programs, we have the knowledge and proficiency to ensure effective communication.

Make your request and secure certified virtual sign language interpreters by email, phone call, fax, text, webchat, or Octoo, our unique interpreter scheduling service hub. Our portal streamlines the process, ensuring prompt and reliable service delivery and comprehensive reports at your fingertips. Our providers, like busy bees in the hive, are culturally and linguistically competent, highly qualified, and certified by the Registry of Interpreters for the Deaf (RID) and/or other qualifying agencies.

We are willing and eagerly prepared to provide the services requested in the solicitation with:

- Language access approaches that seamlessly complements WVSDB's communication compliance efforts as required by law
- An easy-to-use and efficient provider request platform where assignments can be entered and managed by the WVSDB at its convenience

- Fulfillment of requests with maximum flexibility, even last-minute and emergency scenarios
- Complete transparency with real-time updates to your requests
- Exceptionally responsive customer support that sets us apart from other agencies, delivering service that exceeds customer and consumer expectations

Our proposal confirms Linguabee meets and exceeds the minimum standard qualifications. The proposal that follows will demonstrate Linguabee is capable, has the available personnel (e.g. trained and specialized interpreters), the financial resources, and can provide the services listed in the RFP without delay or shortcomings. Linguabee agrees to comply with all requirements upon award of a contract. Further, I am the authorized signatory and the main contact for this project.

Linguabee also recognizes all documents submitted with this proposal will become a matter of public record.^(GT&C.31.) We are genuinely excited to share our passion for communication access services with the WVSDB , and we eagerly anticipate the opportunity to serve the WVSDB as an experienced and all-encompassing partner, achieving success together. If you have any questions, require clarification, or wish to discuss anything further, please do not hesitate to contact me.

Thank you for your valuable time and kind consideration.



Ryan Shephard
Founder/Queen Bee
7765 Wadsworth Blvd. #746453
Arvada, CO 80006
855.585.5859 (phone, text, fax, videophone)
Ryan@linguabee.com

Please note: Sections of Linguabee's technical response have corresponding RFP numbers (like 6.1.1.1.) noted as superscripts and in bold for ease in identifying compliance with specific requirements.

Background

About Linguabee

Linguabee was created in response to the high demand for communication access solutions. With American Sign Language (ASL) being the second-most used language in the U.S. right behind Spanish, the need for effective communication has never been more critical. We started our journey in Denver in 2011, expanding to serve clients throughout Colorado, and now extending our reach across the nation to more than 950 buzzin'-happy customers.

Linguabee brings extensive experience in delivering communication access services across diverse settings, from one-on-one interactions to large-scale events. We also provide services for higher-education, complex interactions, community events, business meetings, job interviews, public gatherings, conferences, and unique communication scenarios. Our comprehensive range of services ensures effective communication access in various contexts.

Linguabee was **established in 2011** and now with the leadership and team in place, we have **decades of combined experience** in providing communication access services, consulting, and expertise to a variety of sectors and industries.

Our previous experience, financial capability, capacity, and expertise of our interpreters and staff highlight our potential to successfully provide the services requested.

Range of Services

Our expertise spans medical, legal, and educational environments, including higher education and K-12 schools. Linguabee provides a wide range of communication access services, including on-site and remote ASL interpretation, specialized communication/language services, virtual interpretation and translation, sight translation of English documents, and video services like voice overs, sign overs, captioning, and subtitles. We also offer accessible video content for emergency notifications, educational testing, and public service announcements. Additionally, we provide supplemental materials, workshops, and webinars for interpreters, covering topics such as the ADA, interpreter roles, and Deaf culture in the workplace. Our comprehensive services facilitate effective communication and promote inclusivity.



Specialized Interpreting Services

Linguabee's specialized sign language interpreting services facilitate communication between individuals using English and ASL in the instances when specialized interpreting services are needed, the subject matter is highly technical, or requires the sign language interpreter to have specific training and knowledge.

Examples of specialized services include, but are not limited to, **legal, medical, DeafBlind, Trilingual (English/Spanish/ASL), large conferences and media events, theatrical performances, and more.** Furthermore, our interpreters possess technical expertise in fields like **engineering, sciences, and mathematics, making them well-equipped for specialized assignments.** They are also proficient in providing services to consumers with cognitive and linguistic challenges and are comfortable and competent in sight translation of written English documents.

Contact Information

Linguabee, LLC Headquarters

7765 Wadsworth Blvd., #746453

Arvada, CO 80006

Phone: 855.585.5859 (phone, fax, text, videophone)





Qualifications

Experience

Linguabee stands ready to meet the communication access requirements and objectives outlined in this solicitation, backed by our strong capacity to deliver exceptional services. With our extensive community of interpreters, advanced technological platform, and scalable infrastructure, we possess the size, experience, and resources to ensure comprehensive coverage and efficient service delivery.





Key Products

We take pride in matching each member of the Deaf community with the ideal interpreter and/or captioning services. We provide extraordinary service with the following:

-  **Onsite Interpreting**
-  **Virtual/Remote Interpreting**
-  **Remote Captioning Services/CART**
-  **ASR (Automated Speech Recognition) at no charge**

Key Benefits/Added Value

Customers get these benefits by using Linguabee:

-  **Make requests anytime, 24/7**
-  **Get the most qualified interpreters**
-  **Receive better communication to solidify our alliance**
-  **Experience our legendary customer support**

Unique Qualities

Linguabee's unique qualities and differentiators set us apart from our competitors. While many language access agencies may highlight similar qualifications, it is the combination of our distinct factors that truly makes us stand out:

- **Collaborative Approach:** We prioritize collaboration and actively engage with our clients to ensure their needs are met. By **actively listening** and providing tailored solutions, we foster strong partnerships and deliver exceptional customer service that

exceeds expectations. Linguabee will work closely with the WVSDB 's disability services offices to coordinate services and address any challenges.

- **Extensive Specialization:** Linguabee's interpreters hold not only general certifications but also **specialized certifications** in various domains such as education, legal, and medical. This specialized expertise ensures accurate and effective communication access across diverse industries and settings.
- **Industry Connections:** Our **strong affiliations** with professional associations and organizations in the language services industry and the Deaf community keep us connected to the latest industry trends, best practices, and advancements. This allows us to continuously enhance our services and deliver the highest quality of communication access.
- **Culturally Attuned:** Linguabee's commitment to **cultural competence** is reflected in our understanding and appreciation of Deaf culture, communication needs, and the lived experiences of Deaf individuals. This perspective informs our approach to delivering effective and respectful communication access services.
- **Proven Track Record:** Linguabee has a **track record of success** in achieving organizational objectives, driving growth, and delivering exceptional customer service. Our satisfied client base and positive testimonials are a testament to our **commitment to excellence**.
- **Master-Level Proficiency:** Linguabee interpreters possess **exemplary expertise and mastery** in the field of interpreting, ensuring accurate and effective communication access across various domains consistent with industry standards. Our team's extensive experience, specialized certifications, and proven track record reflect our commitment to delivering top-notch interpretation services that exceed the expectations outlined in the requirement.

Linguabee distinguishes itself as a language access agency that not only meets the industry standards but **goes above and beyond** to deliver exceptional communication access services tailored to our clients' needs and add value to the WVSDB .

Ability to Scale

Linguabee has a strong brand on a national level and diligently recruit interpreters when attending conferences, sponsored local and statewide events, webinars for sign language interpreters and the Deaf Community, and through other processes. In addition, our team keeps an eye out for newly licensed interpreters. We go that extra mile to ensure consistent, compliant delivery of services in partnership with the WVSDB .

Ability to Perform

We have the ability to prioritize the WVSDB as a customer and the capability to provide ASL/English interpreting service onsite during regular business hours, evenings and nights, on weekends and holidays when requested. We match an interpreter with the client's needs for the duration of their assignments for an hour, a day, or semester. Linguabee affirms our ability to meet the WVSDB 's requirements by:

- ✿ **Meeting Deadlines:** It's important to note we do not decline work for our customers. Instead, **we quickly prioritize finding a suitable solution for every request**. Within

four hours of receiving a request, our customers can expect an email confirmation from us, reassuring them their request is being addressed promptly. We communicate the expected response time for interpreters to accept or decline assignments. This enhances transparency and helps the WVSDB plan accordingly. We are committed to delivering high-quality interpreting services tailored to the unique needs of the WVSDB .

- ✿ **Time Management:** Linguabee has a flat management structure allowing the WVSDB to quickly access the company's management team. This structure and online scheduling platform enable Linguabee to make quick decisions and deliver services quickly and efficiently at scale across multiple geographic locations while keeping costs under control. We offer flexible request options, allowing the WVSDB to make changes and **last-minute requests with ease**. Plus, our **user-friendly interpreter request platform, Octoo**, enables quick and efficient assignment entries, ensuring a smooth process for scheduling interpreters. Through our platform interpreters can be prioritized as preferred and lists are easily created and edited. Linguabee is capable of providing services for multiple students and staff in different locations, based on student and staff needs.
- ✿ **Performance Metrics:** Our high fulfillment rate of **90%** for assignments indicates efficient operations and customer satisfaction and **0.5%** of interpreter no-shows highlighting our diligence in finding interpreters to fill the services the WVSDB requires. In addition, our interpreters provide near 100% reliability in terms of being present and ready to work at the assignment's designated start time.
- ✿ **Continuous Monitoring and Improvement:** Linguabee maintains quality assurance measures to ensure accuracy and consistency in interpretation and translation services. Linguabee values open and ongoing two-way dialogue with the WVSDB to proactively resolve questions and issues if, and when, they arise.

We are confident the detailed information we have provided thoroughly demonstrates the feasibility of our proposed approaches, ensuring we will successfully meet and exceed the expectations outlined in this RFP.

✿ **Customer Service/Dispute Resolution**

Linguabee is dedicated to ensuring satisfaction for all customers, including Deaf consumers and service providers. Individuals affiliated with the WVSDB, such as students, staff, and faculty, have the right to file complaints and grievances.

If any complaints or grievances are received, Linguabee will promptly respond and provide details of the incident within the requested time frame.

Quality and Compliance Enhancement

We will continue to rigorously uphold high standards of quality and compliance, ensuring all services are in line with the latest regulations and best practices in the industry. This includes regular audits, feedback loops with clients, interpreters, and end users, and adaptive measures to continuously improve service delivery.

The WVSDB has the right to file complaints. We welcome details to help us improve processes and service provision. Monitoring the quality of work provided, the interpreter's performance,

and making sure every consumer and customer receives the best possible service is our number one priority.

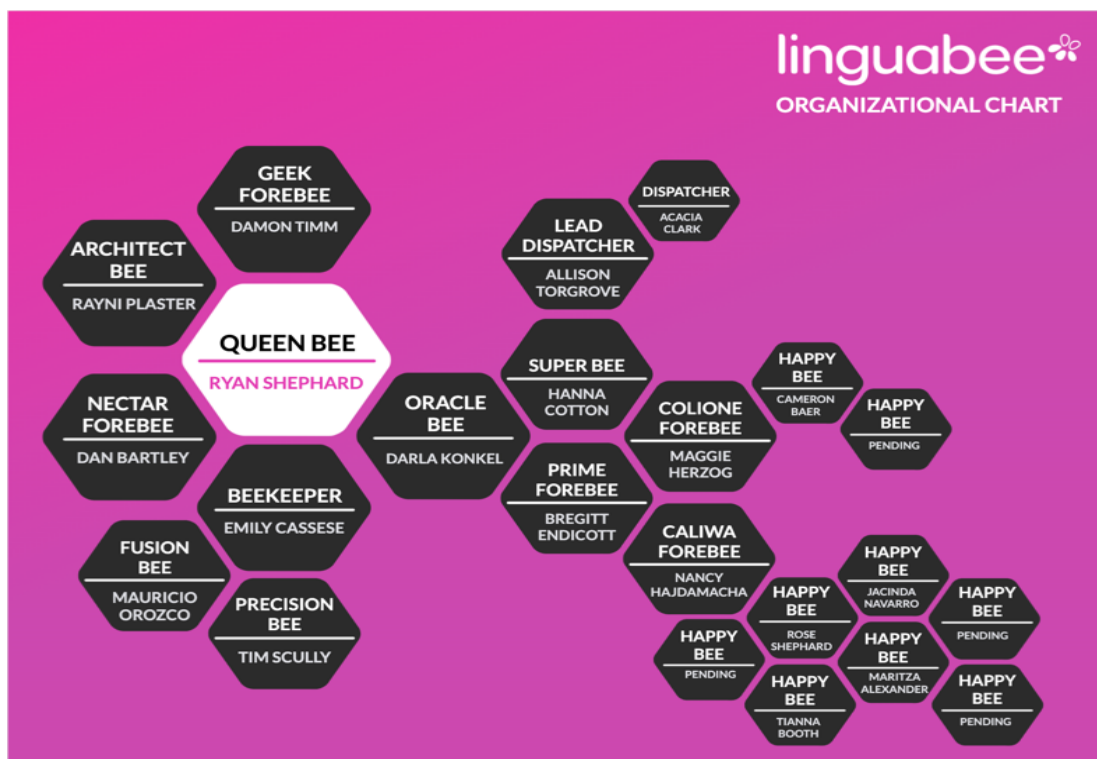
At any time, the WVSDB is encouraged to report any unusual circumstances directly to Oracle Bee, Darla Konkell, who will be your main point of contact. Afterward, the Linguabee Management Team directly reviews and prioritizes any necessary actions including discussions with the provider to review protocols and best practices. It is our goal to produce the finest service experience in the industry.

If the quality of our service does not meet the client's expectations, the service charge will be waived.

Staffing

Organizational Chart

Our commitment to meet the WVSDB 's accommodation requirements is reinforced by our rapid response capabilities, flexibility to adapt to changing circumstances, and widespread geographic reach. In addition to **23 full-time employees**, Linguabee has a **robust interpreter network** with a **substantial pool** of more than **2,500** remote providers. Our extensive team of qualified providers ensures comprehensive coverage and allows us to meet the demands of any assignment, **no matter the size, complexity, or number of interpreters needed.**



Project Team

The day-to-day operations of the WVSDB 's contract will be overseen by our experienced team members who hold relevant certifications and have demonstrated expertise in contract management and service delivery.

Ryan Shephard, Founder/CEO/Queen Bee

Email: Ryan@linguabee.com

As CEO/Queen Bee, Ryan oversees the entire operation and performance of Linguabee. He is responsible for contract compliance, performance management, personnel matters, and overall company operations. Ryan brings a wealth of experience in interpretation and business administration, having received his education at Gallaudet WVSDB. Ryan holds certifications as a CDI and CLIP-R (Conditional Legal Interpreting Permit - Relay). His expertise includes Deaf, DeafBlind, legal, medical, and educational interpreting.

We understand the critical role of a collaborative relationship with the WVSDB and pledge to uphold this by ensuring continuity of personnel throughout the project. Our team is committed to being fully available and engaged throughout the duration of the project to meet the WVSDB's needs and expectations.

Scheduling Contact Information

Nancy Hajdamacha, Happy Forebee

Nancy@linguabee.com

Accounting & Technical Support Email: Support@linguabee.com

Operations

Our qualified staff will ensure seamless execution of the contract requirements while maintaining open communication channels with the WVSDB to address any needs or concerns promptly. Resumes of key personnel working with the WVSDB are attached.

Staff Name	Title	Experience
Ryan Shephard	Founder/Queen Bee	10 years of operating an agency, BA in interpreting, certified
Nancy Hajdamacha	Happy ForeBee (Scheduler)	Scheduling for 10+ years
Emily Cassese	Compliance Bee	Comprehensive experience in contract development and management experience
Damon Timm	Geek ForeBee	10+ year of software engineering experience
Rayni Plaster-Torres	Architect Bee	13+ years of experience. Overseeing operations, guiding strategy, ensuring smooth coordination for Linguabee's success.

Contract Manager

REQUEST FOR QUOTATION
Remote Video American Sign Language Interpreter(s)

- 11.1 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Nancy Hajdamacha

Telephone Number: 855.585.5859

Fax Number: 855.585.5859

Email Address: Nancy@Linguabee.com

Cell Number: 855.585.5859

Assurances

Linguabee certifies: (GT&C.32.-38.)

- It is not a subsidiary or involved in a corporate partnership.
- It is not currently for sale or involved in any transaction to expand or to become acquired by another business entity.
- Linguabee has not been involved in any past or pending litigation, or claims filed, against it that may affect our performance under any awarded contract.
- Linguabee has never been and is not currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity.
- It has no relationship existing by relative, business associate, capital-funding agreement, or other such kinship between Linguabee and any WVSDB employee, officer, or Board member.
- Its submission is not the result of collusion or any other activity that would tend to influence the selection process directly or indirectly.
- Linguabee has not performed any pre-proposal work related to the scope of work in the RFP.
- Linguabee has the policies, protocols, and procedures to ensure full compliance with all provisions of any awarded contract.
- To abide by applicable federal, state, county, local laws, ordinances, rules, procedures, guidelines, regulations, and safety protocols.
- It agrees to and can provide the Scope of Work of this solicitation.
- All required licenses, certificates, insurances, and permits are or will be valid at the time of contract award and will be kept valid for the duration of the contract.
- There are no exceptions or variants to the proposed contract.

- Neither proposer, its employees, nor any affiliated firm providing goods and services contemplated by this solicitation has prepared the plans, specifications, or requirements for this solicitation, or has any other actual or potential conflict of interest.
- No employee, subcontractor, agent, or volunteer performing services for the WVSDB has been convicted of a serious or violent felony, a sexual offense, a controlled substance offense, or any other offense endangering children or are otherwise deemed inappropriate.

Professional Interpreters

Linguabee will only place an interpreter in an environment we know would lead to a successful outcome for the client. Our interpreters have provided services to post-secondary, higher education institutions with great success.

Interpreting Service Standards

Linguabee's interpreters strictly adhere to the Registry of Interpreters for the Deaf Code of Ethics, ensuring the highest professionalism in both attire and communication. Our team is competent in Deaf culture, demonstrating respect and courtesy in every interaction, and is committed to providing unbiased, accurate, and effective services. They maintain confidentiality and neutrality, adapting their interpretation style to the diverse needs of Deaf consumers in various unscripted educational and technical settings.

Hiring Process

Linguabee actively recruits highly qualified interpreters through various channels including professional conferences and our website. Our strong brand presence and reputation in the industry simplify the recruitment of top-quality interpreters, allowing us to attract a diverse and proficient talent pool. This enables us to quickly scale our services and ensure comprehensive coverage for any assignment.

Our hiring process is stringent, starting with a video submission to assess signing proficiency. Applicants must be over 18 and provide references, proof of interpreting training, credentials, and undergo a detailed criminal background check. ^(GT&C.40., Spec.3.1.8) This is followed by an in-depth interview conducted in sign language, ensuring candidates meet our high standards of professionalism and ethical practice.

Candidates should have a bachelor's degree in interpretation, deaf studies, or a related field, with preferred additional qualifications in specialized areas such as legal, medical, or educational interpreting. We value extensive experience, particularly in diverse settings like educational institutions. We require at least three years educational interpreting experience. Our screening includes verifying educational transcripts, certification copies, and professional references. Linguabee's commitment to quality is evident in our rigorous selection process, preparing our interpreters to deliver exemplary service in every situation.

Employees/Subcontractors

All Linguabee's providers are subcontracted, freelance interpreters. Linguabee has written policies and procedures for all employees and subcontracted personnel for

identification purposes using primary source verification. Our quality control standards are for all employees and subcontractors alike.

Skills

In addition to ASL and English, our interpreters are familiar with other **communication methods such as English Sign Language also known as Sign Exact English (SEE), Pidgin Signed English (PSE), Cued Speech, Oral Interpreting, Tactile Interpreting, and Trilingual (Spanish, English, ASL) Interpreting.** The majority of Linguabee's interpreting pool have attended interpreter training programs. Highly experienced interpreters with experience may substitute interpreter training with proper verification.

Certification

Our certified interpreters hold various licenses and certifications defined and recognized by prestigious certifying agencies such as Registry of Interpreters for the Deaf and National Association of the Deaf. We can provide the most qualified interpreters for each assignment, ensuring effective communication and support for all WVSDB needs.

We ensure that all Sign Language Interpreters comply with the experience requirements and are proficient in a variety of content subject areas as stipulated in the solicitation. ^(Spec.3.1.3.) Any interpreter with an EIPA credential will meet or exceed the minimum score of 3.5.

Our interpreting pool holds the following types of certifications: ^(GT&C.7., Spec.3.1.1.)

- National Interpreter Certification (NIC)
 - NIC Generalist (III)
 - NIC Advanced (IV)
 - NIC Master (V)
- Registry of Interpreters for the Deaf (RID)
 - Certificate of Interpretation (CI)
 - Certificate of Transliteration (CT)
 - Comprehensive Skills Certificate (CSC)
 - Master Comprehensive Skills Certificate (MCSC)
 - Reverse Skills Certificate (RSC)
 - Oral Transliteration Certificate (OTC)
 - Certified Deaf Interpreter (CDI)
 - Oral Interpreting Certificate: Comprehensive (OIC:C)
 - Oral Interpreting Certificate: Spoken to Visible (OIC:S/V)
 - Oral Interpreting Certificate: Visible to Spoken (OIC:V/S)
 - Conditional Legal Interpreting Permit-Relay (CLIP-R)
 - Specialist Certificate: Legal (SC:L)
 - Specialist Certificate: Performing Arts (SC:PA)
- National Associate of the Deaf Certification (NAD)
 - NAD V (Master)
 - NAD IV (Advanced)
 - NAD III (Generalist)
- American Consortium of Certified Interpreters (ACCI)
- Educational Interpreting Performance Assessment (EIPA)

Credentials

In response to the evolving landscape of professional credentialing, Linguabee wishes to address the transition from physical certification cards to digital credentials. Our interpreters, who hold certifications from respected organizations like the Registry of Interpreters for the Deaf (RID), now receive digital credentials through Credly, an established online platform.

RID, in collaboration with Credly, has made this transition to better serve professionals in the field. These digital badges, reflecting our interpreters' certifications, contain verified metadata that describes their qualifications, and the rigorous process required to earn them. These digital badges can be easily shared in email signatures, digital resumes, and on social media platforms like LinkedIn.

While physical certification cards are no longer issued, Linguabee interpreters maintain their certifications, which can be digitally verified through Credly.

We remain committed to the highest standards of professional qualifications in the field and are actively engaging with RID to ensure that interpreters' credentials are readily accessible and verifiable. You can verify RID's policy here: <https://rid.org/certification/credly-digital-credentials/>

Due to the number of available remote interpreters and the lack of assignment-related details, documentation is not included in this response. ^(Spec. 3.1.1) Copies are always available upon request and before performing assignments for the WVSDB.

Linguabee has interpreters throughout the United States and we will use West Virginia interpreters when possible and ensure they meet local registration requirements. However, some interpreters may live outside West Virginia as we prioritize providing the best qualified interpreters. ^(Spec. 3.1.9., 3.1.10.)

Functional Responsibilities

- Interpreters at Linguabee are **highly proficient** in American Sign Language (ASL) and English, ensuring effective communication for a diverse range of consumers, and in accordance with industry standards.
- Linguabee's interpreters **will adhere to the Registry of Interpreters for the Deaf (RID) Code of Ethics, maintaining a high level of professionalism, both in attire and communication**, with the least amount of distraction possible.
- Linguabee expects our interpreters to have competency and awareness of Deaf culture, its norms, sensitive issues, and conduct themselves in a **respectable and courteous** manner, aligning with professional norms, providing an approachable and positive experience. They will also support students rights to advocate for themselves. (Spec.3.1.5.)
- They maintain strict compliance with the Code of Professional Conduct, accurately **conveying messages** while upholding the intended meaning and context of the communication, **remaining neutral**, utilizing appropriate best practices, and **maintaining confidentiality**.
- Linguabee interpreters **do not counsel**, advise, or interject their personal opinions.
- Our interpreters will provide **accurate** (reflect the meaning correctly), **effective** (provide the intended effect on the reader), and **impartial** (unbiased) services, which comes with adequate preparation and experience. (Spec.3.1.6.)
- Interpreters are skilled in interpreting unscripted educational environments and have expertise in various **academic and technical** disciplines. Linguabee interpreters have specialized knowledge of vocabulary and educational content. (Spec.3.1.4.)
- They are adaptable and capable of **adjusting their interpretation style** to suit the individual needs of Deaf consumers, ensuring effective communication.
- Certified interpreters must maintain their credentials and skill levels through the processes required by their certifying body. (Spec.3.1.7.)
- **Punctuality** is crucial, as interpreters check in at least 15 minutes before interpreting sessions to ensure on-time, seamless communication. Linguabee providers will be reliable, present, and ready to work at the designated start time of each assignment.
- They will accompany the student for the **duration** of in-person or virtual services or until the session has officially concluded.
- They maintain open channels of communication with staff, faculty, counselors, and others **responding promptly and professionally** to address any unforeseen matters.
- Interpreters hold a bachelor's degree or higher and includes appropriate training and have at least three years of interpreting **experience in educational settings**. (Spec.3.1.2.)

Privacy and Confidentiality Policies

Handling of Sensitive/Confidential Information

Linguabee prioritizes the security and confidentiality of sensitive information. We have established robust internal standards and procedures to handle privileged data and customer requests with utmost care. Access to assignment information is restricted to authorized personnel, ensuring limited information sharing.

Our providers are bound by strict codes of ethics that emphasize maintaining confidentiality. This confidentiality forms the foundation of our client relationships, fostering trust and reliability. All our providers undergo thorough training in their discipline and are committed to creating a

safe and secure environment for our clients. We work exclusively with ethical professionals who uphold the highest standards in their field.

Privacy Legislation and Confidentiality

Linguabee's professional interpreters follow the RID Code of Professional Conduct (above) and are inherently compliant with privacy laws like FERPA (Family Educational Rights and Privacy Act) and HIPAA (Health Insurance Portability and Accountability Act). The RID code emphasizes confidentiality, impartiality, and professionalism, which align with the requirements of FERPA and HIPAA regarding the protection of sensitive information. Therefore, by adhering to the RID code, the firm ensures compliance with privacy legislation in interpretation and translation services. Interpreters can be asked to take additional training when required.

Policies and Process

Capacity and Timelines

Getting Started

Once the green light is given to begin the provision of services, Linguabee needs basic information from the WVSDB to establish an account in our system. The expected information appears in the online scheduling tool to ensure proper assignment including contact and information, the type of setting, and details of the assignment. Services are secured in an efficient and easy to accomplish format.

Once the WVSDB's preferences and needs are known, Linguabee will immediately screen and place qualified and professional interpreters to meet those requirements. The WVSDB will be in control by reviewing potential interpreters to ensure a fit for the client and the agency prior to placement. We monitor services so issues can be immediately addressed.

Remote Interpreting

For video interpreting, Linguabee utilizes user-friendly web-based platforms, allowing smooth communication between individuals connected through the internet using web cameras and/or videophones. We support various platforms, including **Microsoft Teams, GoToMeetings, Skype, Google Classroom, Webex, Zoom**, and more.

Technology Capabilities

Linguabee boasts a nationwide network of off-site interpreters who deliver seamless interpretation services via the internet. **Each interpreter is mandated to maintain internet connections with speeds conducive to smooth and accurate interpretation.**

Continuity in Interpreter Assignments

Linguabee is committed to providing consistent and effective communication access by making all reasonable efforts to assign the same professionals to each class, ensuring continuity in language provision. We recognize the importance of specific interpreter preferences and will try to accommodate student requests whenever possible.

Service Request Policies/Notice Requirements

Linguabee's policies always make requests for service an uncomplicated process and we maintain the high standards you expect.

Requesting Service

Linguabee offers a range of convenient channels through which service requests can be submitted. These include **traditional methods** such as **email, phone calls, and fax**, ensuring accessibility across different communication preferences. Additionally, Linguabee accommodates requests **via SMS/text messaging**. For streamlined and efficient service coordination, clients can utilize Octoo, our **dedicated interpreter request platform**. With these diverse options, Linguabee prioritizes accessibility and ease of use for all users.

WVSDB Expectations

To facilitate quality service performance, the WVSDB can implement several steps. Firstly, providing accurate and **detailed information about the assignment, including its location, timeframe, purpose, and any specific requirements**, enables us to allocate suitable interpreters. Additionally, ensuring that interpreters have access to relevant materials such as textbooks, handouts, presentations, and other resources beforehand enhances their ability to deliver accurate interpretation by fostering content understanding.

Moreover, it's essential to recognize and respect the professionalism of interpreters by allowing them to maintain their roles and adhere to ethical standards, without being involved in interactions beyond their scope as interpreters. Lastly, fostering open communication channels between the WVSDB and the vendor promotes collaboration and enables timely resolution of any issues or concerns that may arise during the interpretation process.

Hours of Operation

The WVSDB can expect an immediate response from Linguabee if reached via email, SMS/text, live on our website, and phone within five minutes between the hours of **7:00 A.M. to 6:00 P.M., Mondays through Fridays**. Non-emergency inquiries outside normal business hours can expect a response within a few hours. A representative will answer **EVERY call – 24 hours a day, 7 days a week**, for emergency situations or because you want to speak to a live person right away.

Advance Notice

It is the standard to place a request for services at least **three weeks in advance**. However, we acknowledge circumstances will arise where three weeks' notice will not always be possible. When requests are made less than three-week's notice, the opportunities for finding a provider with the right fit diminishes. Nonetheless, our online scheduling platform allows us to act quickly and find qualified providers as quickly as possible.

Unfilled Requests

Linguabee is committed to providing reliable service to the WVSDB and its students. In the rare event that we are unable to secure an interpreter or fulfill a scheduled assignment, we will immediately inform the WVSDB and the requester. Alternatively, if an interpreter is unavailable, the requester has the option to **switch to a remote video interpreting or a**

CART service as an alternative solution. We provide virtual interpreting solutions through various web-based platforms, enabling smooth communication through the internet.

Emergency & Short Notice Requests

Requests placed for services with less than two (2) full business days' (48 hours) notice from the start of an assignment will be considered short notice.

Minimum Engagement

We charge a **two hour minimum**. Time in excess of the initial rates is charged in 30-minute increments. WVSDB assignments are considered billable two (2) full business days (48 business hours, not including weekends) prior to any assignment.

Cancellation Policies

If a scheduled interpreter cancels due to sickness or any other reason, it is our emergency policy to promptly provide a **replacement at no additional cost** to the WVSDB . If, in rare circumstances, we are unable to find a replacement, we may subcontract for services, and this will be communicated with the WVSDB .

For cancellations from the WVSDB without at least forty-eight (48) hour (2 full business days, excluding weekends) advance notice via telephone or email, the assignment will be billed as fully booked.

In the case of termination or cancellation of an agreed-upon schedule of services lasting four weeks or more, the WVSDB agrees to pay Linguabee a termination fee equal to two full weeks of services or fees for the remainder of the scheduled services, whichever is less.

Provider Teams

Using a team is standard practice in the industry. There are many factors influencing whether a team should be utilized with the most common reason being the complexity and length of an assignment to prevent long-term injury and physical and mental exhaustion which may compromise accuracy. Typically, assignments over one hour in length require a team, depending on the situation. Linguabee will negotiate these situations in advance.

Fee Schedule

Cost of Services

While Linguabee may not always offer the lowest price, our commitment lies in delivering exceptional service sets us apart. Our competitive advantage stems from our access to a vast network of highly skilled interpreters, our top-rated scheduling application, Octoo, and our meticulous strategic planning, including a comprehensive SWOT analysis.

Cutting Interpreter Costs

There are actions the WVSDB can take to reduce service costs.

- **Booking late:** Requesting services within 72 hours can lead to an increase in cost. Early bookings improve availability and lower expenses.

- **Canceling late:** Cancellations within 48 hours or 2 full business days may incur full payment. Ensure requesters know about interpreter arrangements to reduce late cancellations.
- **Time extensions:** After the booked service time has been reached additional time is billed in 30-minute increments.
- **Insufficient information:** Incomplete or incorrect details can lead to conflicts and service cancellations, incurring costs to the requester. Provide comprehensive booking information to prevent such issues.

Invoicing

Our billing processes are meticulously designed to ensure **accuracy and consistency**, aligned with the policies of the WVSDB . It is Linguabee's policy to submit invoices promptly, in accordance with the established payment terms, streamlining administrative processes for your convenience. Linguabee ensures a straightforward and efficient billing process for WVSDB 's convenience.

Our invoicing is designed to provide transparency and satisfaction. Here is an overview of our billing process:

- **Billing Frequency:** We invoice on a weekly basis, allowing for prompt and regular financial transactions. However, we can accommodate the WVSDB 's preferred billing schedule upon request.
- **Payment Terms:** Invoices are due for payment no later than 30 days from the receipt of an acceptable invoice. This provides ample time for processing for timely payment.
- **Customizable Invoicing:** Our automated invoicing system can be tailored to meet the WVSDB 's specific requirements. We can modify invoice templates, formats, and information as needed.
- **Invoice Details:** Each invoice will contain essential information to facilitate clear and accurate record-keeping and customizable to the WVSDB 's needs.

Payment Methods

Linguabee offers multiple convenient payment options to accommodate the WVSDB 's preferences. We accept various methods, including ACH (Automated Clearing House) and single-use accounts, ensuring flexibility and ease of transaction.

Scheduled Time to Prepare

Interpreter preparation is essential for effective communication. Even highly skilled interpreters need time to preview information, understand vocabulary, develop signs and signed concepts, research presentation content and concepts, understand how presenters will present, and the type of media to be used, etc. Linguabee provides interpreters regularly scheduled time to prepare with access to books, papers, the internet, presentation documents, etc. to ensure a well-prepared interpreter so participants who are Deaf have the opportunity to fully participate. These scheduled times will be communicated and agreed with the WVSDB in advance.

Rates

Video Remote Interpreting Services

Base Rate Any Day Any Time	Any regularly scheduled (not-short notice) REMOTE assignment (weekdays, weekends, holidays)	\$80.00 per hour all interpreter certifications
Short Notice Rate/Emergency	All services requested less than two-full business days in advance (Please note that if a request for services is made by a person not authorized to <u>approve</u> the request and we do not receive approval at least two-full business days in advance of the assignment, this rate will apply.)	additional fee \$25.00 per hour
Preparation Time	Hourly interpreter rate as agreed upon.	Base rate

All rates and fees are charged per service provider.

Appendix References

The education clients who have benefited from our services include but are not limited to: (Spec.3.1.11.)

California School for the Deaf- Fremont

Address: 39350 Gallaudet Dr, Fremont, CA 94538

Name: Clark Brooke

Title: Superintendent

Email: cbrooke@csdf-cde.ca.gov

Phone: 510.764.3666

Fax: 510.794.3797

Date: July 2024 to present

San Mateo County Community College District (SMCCCD) Cañada College, College of San Mateo, and Skyline College

Address: 1700 W. Hillsdale Blvd., San Mateo, CA 94402

Name: Carol Newkirk (College of San Mateo)

Title: Director, Disability Resource Center

Email: newkirkc@smccd.edu

Phone: 650.574.6642

Fax: 650.574.6434

Date: September 2017 to present

California State University, Northridge

Address: 1811 Nordhoff Street, Northridge, CA 91330

Name: Cathy McLeod

Title: Director of NCOD – Deaf and Hard of Hearing Services

Email: catherine.mcleod@csun.edu

Phone: 818.677.2054

Date: September 2022 to present

Resumes

Ryan Andrew Shephard

240-899-5794 • Ryan@linguabee.com

EXPERIENCE

Linguabee

May 2024 - Present

Founder/Chief Executive Officer

- **Lead Corporate Vision and Strategy:** Develop and execute business strategies to enhance market position and drive sustainable growth. Communicate strategic direction to stakeholders to ensure alignment with company goals.
- **Oversee Organizational Performance:** Direct company operations and resources, evaluating process effectiveness to optimize performance. Make decisions on resource allocation and operational improvements.
- **Strengthen Stakeholder Relationships:** Build relationships with key stakeholders and engage in strategic partnerships to expand business opportunities. Represent the company at public forums and industry events.

Feb 2014 - April 2023

Founder/Chief Experience Officer

- **Enhance Service Value and Brand Positioning:** Drive efforts to enhance the value of all services, working closely with departments to strategically position and grow the brand.
- **Optimize Customer Experience:** Formulate strategies to improve customer satisfaction and make planning recommendations, leveraging insights from trend analysis and customer feedback.
- **Improve Service Delivery:** Identify and implement effective service delivery methods by analyzing trends, themes, and touchpoints across customers, service providers, and consumers.
- **Strategic Decision-Making:** Collaborate with the Executive team to make key strategic decisions, including proposals, acquisitions, mergers, and expansion plans.

Various Contracts

Certified Deaf Interpreter/Presenter/Trainer

July 2013 - Present

- Conduct technical or interactive skills training and workshops for various levels of interpreters
- Design and develop training content and materials based on identified training needs and performance gaps, and modify course content, presentation methods, and utilization, based on course evaluations and expertise.
- Act as a consultant in the design and development of training content and workshop materials.
- Provide interpreting services nationwide for state and local governments, other organizations, conferences, community college and undergraduate courses, board meetings, and court. Specialties include Legal, DeafBlind, educational, & conferences.

Previous jobs include the following: Customer Service Representative, Lead Technical Support Specialist, Designated Service Support Provider and Interpreter, and Lead Interpreter

EDUCATION

Gallaudet University

Bachelor of Arts in Interpretation

Minor in Business Administration

Summa Cum Laude, Phi Alpha Pi Scholastic Honor Society, and Blaise Wafo Ndetatson Award

Washington, D.C.

May 2010

3.84 GPA

CERTIFICATIONS

- Certified Deaf Interpreter
- CLIP-R

FLUENT IN

- American Sign Language
- Contact Signing (PSE)
- Tactile
- Written English

MEMBERSHIP

- Registry of Interpreters for the Deaf (RID)

REFERENCES

Chad Taylor, CDO, Canadian Administrator of VRS
Chad@Octoo.com

Michael McMahon, Certified Deaf Interpreter
Michael@mjmcmahon.com

Sharon Neumann-Solow CSC, SC:L, ASL Interpreter
snsbear@gmail.com

Emily Cassese

Highly motivated, experience-oriented policy specialist with 10+ years of experience with administrative functions, writing and analyzing various documentation and collaborating with clients to guarantee their satisfaction. Extremely passionate about disability advocacy and representation.

Ocoee, Florida
(689) 407-6670
emilycassese@gmail.com

EXPERIENCE

Linguabee

BEEKEEPER - DIRECTOR OF HR, COMPLIANCE, AND FINANCE

JANUARY 2024 - PRESENT

Spearhead strategic initiatives for Human Resources, Compliance, and Finance to align with organizational goals.

Direct HR functions such as talent acquisition, employee relations, performance management, and professional development.

Manage financial planning, budgeting, and forecasting to optimize resource allocation and fiscal responsibility.

Ensure adherence to relevant laws, overseeing contracts and compliance frameworks.

Foster collaboration across departments, enhancing cross-functioning synergy for effective organizational performances.

Develop and implement company-wide and departmental policies and procedures to ensure smooth operational workflows and to maintain ethical standards and regulatory requirements.

Oversee relationships with external vendors, ensure cost-effectiveness and compliance with contractual obligations.

COLIONE FOREBEE - REGIONAL MANAGER OF COLORADO, IOWA, AND NEBRASKA

JULY 2023 - JANUARY 2024

Led and supervised a team of customer and interpreter experience employees ensuring customer and interpreter assignments are completed in accordance with Linguabee experience standards, and provided guidance, support, mentoring, and coaching as needed.

Conducted onboarding and training for new employees and ensured they were equipped with the necessary knowledge and skills to perform their roles effectively.

Developed and implemented strategies for recruiting, onboarding, and retaining qualified interpreters.

Oversaw initiative-based project managers contracted to provide specialized support, ensuring their successful integration within the team and alignment with project goals.

Monitored project progress, troubleshooted issues, and made necessary adjustments to ensure successful project completion (i.e., new platforms for operational support, swarms from acquisitions or other large, new contracts).

Stayed informed about industry trends, best practices, and regulatory changes related to communication access services and made recommendations for process improvement as needed.

ACCOUNTING BEE - ACCOUNTS PAYABLE/ACCOUNTS RECEIVABLE SPECIALIST

MARCH 2023 - JULY 2023

Interacted with customers via telephone, email, online chat, or in-person to provide support and information regarding invoices and services.

Reviewed and processed billing statements, invoices, and similar documents for accuracy; alerted supervisory staff of any discrepancies.

Created and submitted invoices according to company practices.

Drafted correspondence for standard past-due accounts and collections; identified delinquent accounts by reviewing files, and contacted delinquent account holders to request payment.

Worked with a bookkeeper and CPA as directed.

SKILLS

Project Management

Disability Advocacy

Compliance and Regulatory Knowledge

ADA & SSI/SSDI Analysis

Writing & Editing

Communication & Interpersonal Skills

Problem-Solving & Analytical Skills

LANGUAGES

American Sign Language

English



sign language interpreting services

Architect Bee

Rayni Plaster Torres, MS, CDI, SC:L

402-708-0928

Rayni@linguabee.com

EXPERIENCE

ARCHITECT BEE, DIRECTOR OF SYSTEMS & OPERATIONAL EFFICIENCY

Linguabee//May 2024-Present

- Develop and implement infrastructure, systems, and standard operating procedures to support growing company operations and workforce demands.
- Ensure systems and processes are comprehensively effective in supporting experience-driven operational objectives.
- Direct all departments in addressing procedural and personnel needs, driving alignment with company values and mission.

QUEEN BEE, CEO

Linguabee//January 2023-April 2024

- Provide direction and oversee every aspect of company performance and well-being.
- Guide and support upper management in the planning, implementation, and evaluation of initiatives that align with company values, vision, and mission.
- Ensure company financial and operational management and structure are conducive to overall well being.
- Reporting on quarterly performance to Linguabee board, make and provide insight on budget decisions, and ensure company scorecard targets are achieved annually.

ORACLE BEE, DIRECTOR OF OPERATIONS

Linguabee // March 2022 – December 2022

- Oversee all operational aspects of the customer and interpreter experience.
- Provide guidance and support with development and implementation of initiatives designed to enhance the customer, consumer, and interpreter experience.
- Ensure contract compliance, performance management, personnel, equipment and management of overall company operations.

MENTORING PROGRAM COORDINATOR/STAFF INTERPRETER/INTERPRETER SUPERVISOR

- Gallaudet Interpreting Service // Washington, DC // 2011 – 2020

Required Forms

Addendum Acknowledgment Form

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ-0403-DBS2500000001-1

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received) **Not Applicable.**

- | | |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Linguabee, LLC

Company



Authorized Signature

August 5, 2024

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Code of Professional Conduct

The Code of Professional Conduct is derived from the standards established by the RID and the National Association of the Deaf (NAD).^(B)



CODE OF PROFESSIONAL CONDUCT

Registry of Interpreters
for the Deaf
333 Commerce Street
Alexandria, VA 22314
703/838-0030 (V)
703/838-0459 (TTY)
703/838-0454 (Fax)
www.rid.org

NAD-RID CODE OF PROFESSIONAL CONDUCT

Scope

The National Association of the Deaf (NAD) and the Registry of Interpreters for the Deaf, Inc. (RID) uphold high standards of professionalism and ethical conduct for interpreters. Embodied in this Code of Professional Conduct (formerly known as the Code of Ethics) are seven tenets setting forth guiding principles, followed by illustrative behaviors.

The tenets of this Code of Professional Conduct are to be viewed holistically and as a guide to professional behavior. This document provides assistance in complying with the code. The guiding principles offer the basis upon which the tenets are articulated. The illustrative behaviors are not exhaustive, but are indicative of the conduct that may either conform to or violate a specific tenet or the code as a whole.

When in doubt, the reader should refer to the explicit language of the tenet. If further clarification is needed, questions may be directed to the national office of the Registry of Interpreters for the Deaf, Inc.

This Code of Professional Conduct is sufficient to encompass interpreter roles and responsibilities in every type of situation (e.g., educational, legal, medical). A separate code for each area of interpreting is neither necessary nor advisable.

Philosophy

The American Deaf community represents a cultural and linguistic group having the inalienable right to full and equal communication and to participation in all aspects of society. Members of the American Deaf community have the right to informed choice and the highest quality interpreting services. Recognition of the communication rights of America's women, men, and children who are deaf is the foundation of the tenets, principles, and behaviors set forth in this Code of Professional Conduct.

Voting Protocol

This Code of Professional Conduct was presented through mail referendum to certified interpreters who are members in good standing with the Registry of Interpreters for the Deaf, Inc. and the National Association of the Deaf. The vote was to adopt or to reject.

Adoption of this Code of Professional Conduct

Interpreters who are members in good standing with the Registry of Interpreters for the Deaf, Inc. and the National Association of the Deaf voted to adopt this Code of Professional Conduct, effective July 1, 2005. This Code of Professional Conduct is a working document that is expected to change over time. The aforementioned members may be called upon to vote, as may be needed from time to time, on the tenets of the code.

The guiding principles and the illustrative behaviors may change periodically to meet the needs and requirements of the RID Ethical Practices System. These sections of the Code of Professional Conduct will not require a vote of the members. However, members are encouraged to recommend changes for future updates.

Function of the Guiding Principles

It is the obligation of every interpreter to exercise judgment, employ critical thinking, apply the benefits of practical experience, and reflect on past actions in the practice of their profession. The guiding principles in this document represent the concepts of confidentiality, linguistic and professional competence, impartiality, professional growth and development, ethical business practices, and the rights of participants in interpreted situations to informed choice. The driving force behind the guiding principles is the notion that the interpreter will do no harm.

When applying these principles to their conduct, interpreters remember that their choices are governed by a "reasonable interpreter" standard. This standard represents the hypothetical interpreter who is appropriately educated, informed, capable, aware of professional standards, and fair-minded.



CODE OF PROFESSIONAL CONDUCT

Registry of Interpreters
for the Deaf
333 Commerce Street
Alexandria, VA 22314
703/838-0030 (V)
703/838-0459 (TTY)
703/838-0454 (Fax)
www.rid.org

CODE OF PROFESSIONAL CONDUCT

Tenets

1. Interpreters adhere to standards of confidential communication.
2. Interpreters possess the professional skills and knowledge required for the specific interpreting situation.
3. Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.
4. Interpreters demonstrate respect for consumers.
5. Interpreters demonstrate respect for colleagues, interns, and students of the profession.
6. Interpreters maintain ethical business practices.
7. Interpreters engage in professional development.

Applicability

- A. This Code of Professional Conduct applies to certified and associate members of the Registry of Interpreters for the Deaf, Inc., Certified members of the National Association of the Deaf, interns, and students of the profession.
- B. Federal, state or other statutes or regulations may supersede this Code of Professional Conduct. When there is a conflict between this code and local, state, or federal laws and regulations, the interpreter obeys the rule of law.
- C. This Code of Professional Conduct applies to interpreted situations that are performed either face-to-face or remotely.

Definitions

For the purpose of this document, the following terms are used:

Colleagues: Other interpreters.

Conflict of Interest: A conflict between the private interests (personal, financial, or professional) and the official or professional responsibilities of an interpreter in a position of trust, whether actual or perceived, deriving from a specific interpreting situation.

Consumers: Individuals and entities who are part of the interpreted situation. This includes individuals who are deaf, deaf-blind, hard of hearing, and hearing.

1.0 CONFIDENTIALITY

Tenet: Interpreters adhere to standards of confidential communication.

Guiding Principle: Interpreters hold a position of trust in their role as linguistic and cultural facilitators of communication. Confidentiality is highly valued by consumers and is essential to protecting all involved.

Each interpreting situation (e.g., elementary, secondary, and post-secondary education, legal, medical, mental health) has a standard of confidentiality. Under the reasonable interpreter standard, professional interpreters are expected to know the general requirements and applicability of various levels of confidentiality. Exceptions to confidentiality include, for example, federal and state laws requiring mandatory reporting of abuse or threats of suicide, or responding to subpoenas.

Illustrative Behavior - Interpreters:

- 1.1 Share assignment-related information only on a confidential and "as-needed" basis (e.g., supervisors, interpreter team members, members of the educational team, hiring entities).



CODE OF PROFESSIONAL CONDUCT

Registry of Interpreters
for the Deaf
333 Commerce Street
Alexandria, VA 22314
703/838-0030 (V)
703/838-0459 (TTY)
703/838-0454 (Fax)
www.rid.org

- 1.2 Manage data, invoices, records, or other situational or consumer-specific information in a manner consistent with maintaining consumer confidentiality (e.g., shredding, locked files).
- 1.3 Inform consumers when federal or state mandates require disclosure of confidential information.

2.0 PROFESSIONALISM

Tenet: Interpreters possess the professional skills and knowledge required for the specific interpreting situation.

Guiding Principle: Interpreters are expected to stay abreast of evolving language use and trends in the profession of interpreting as well as in the American Deaf community.

Interpreters accept assignments using discretion with regard to skill, communication mode, setting, and consumer needs. Interpreters possess knowledge of American Deaf culture and deafness-related resources.

Illustrative Behavior - Interpreters:

- 2.1 Provide service delivery regardless of race, color, national origin, gender, religion, age, disability, sexual orientation, or any other factor.
- 2.2 Assess consumer needs and the interpreting situation before and during the assignment and make adjustments as needed.
- 2.3 Render the message faithfully by conveying the content and spirit of what is being communicated, using language most readily understood by consumers, and correcting errors discreetly and expeditiously.
- 2.4 Request support (e.g., certified deaf interpreters, team members, language facilitators) when needed to fully convey the message or to address exceptional communication challenges (e.g. cognitive disabilities, foreign sign language, emerging language ability, or lack of formal instruction or language).
- 2.5 Refrain from providing counsel, advice, or personal opinions.
- 2.6 Judiciously provide information or referral regarding available interpreting or community resources without infringing upon consumers' rights.

3.0 CONDUCT

Tenet: Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.

Guiding Principle: Interpreters are expected to present themselves appropriately in demeanor and appearance. They avoid situations that result in conflicting roles or perceived or actual conflicts of interest.

Illustrative Behavior - Interpreters:

- 3.1 Consult with appropriate persons regarding the interpreting situation to determine issues such as placement and adaptations necessary to interpret effectively.
- 3.2 Decline assignments or withdraw from the interpreting profession when not competent due to physical, mental, or emotional factors.
- 3.3 Avoid performing dual or conflicting roles in interdisciplinary (e.g. educational or mental health teams) or other settings.
- 3.4 Comply with established workplace codes of conduct, notify appropriate personnel if there is a conflict with this Code of Professional Conduct, and actively seek resolution where warranted.
- 3.5 Conduct and present themselves in an unobtrusive manner and exercise care in choice of attire.



CODE OF PROFESSIONAL CONDUCT

Registry of Interpreters
for the Deaf
333 Commerce Street
Alexandria, VA 22314
703/838-0030 (V)
703/838-0459 (TTY)
703/838-0454 (Fax)
www.rid.org

- 3.6 Refrain from the use of mind-altering substances before or during the performance of duties.
- 3.7 Disclose to parties involved any actual or perceived conflicts of interest.
- 3.8 Avoid actual or perceived conflicts of interest that might cause harm or interfere with the effectiveness of interpreting services.
- 3.9 Refrain from using confidential interpreted information for personal, monetary, or professional gain.
- 3.10 Refrain from using confidential interpreted information for the benefit of personal or professional affiliations or entities.

4.0 RESPECT FOR CONSUMERS

Tenet: Interpreters demonstrate respect for consumers.

Guiding Principle: Interpreters are expected to honor consumer preferences in selection of interpreters and interpreting dynamics, while recognizing the realities of qualifications, availability, and situation.

Illustrative Behavior - Interpreters:

- 4.1 Consider consumer requests or needs regarding language preferences, and render the message accordingly (interpreted or transliterated).
- 4.2 Approach consumers with a professional demeanor at all times.
- 4.3 Obtain the consent of consumers before bringing an intern to an assignment.
- 4.4 Facilitate communication access and equality, and support the full interaction and independence of consumers.

5.0 RESPECT FOR COLLEAGUES

Tenet: Interpreters demonstrate respect for colleagues, interns and students of the profession.

Guiding Principle: Interpreters are expected to collaborate with colleagues to foster the delivery of effective interpreting services. They also understand that the manner in which they relate to colleagues reflects upon the profession in general.

Illustrative Behavior - Interpreters:

- 5.1 Maintain civility toward colleagues, interns, and students.
- 5.2 Work cooperatively with team members through consultation before assignments regarding logistics, providing professional and courteous assistance when asked and monitoring the accuracy of the message while functioning in the role of the support interpreter.
- 5.3 Approach colleagues privately to discuss and resolve breaches of ethical or professional conduct through standard conflict resolution methods; file a formal grievance only after such attempts have been unsuccessful or the breaches are harmful or habitual.
- 5.4 Assist and encourage colleagues by sharing information and serving as mentors when appropriate.
- 5.5 Obtain the consent of colleagues before bringing an intern to an assignment.



CODE OF PROFESSIONAL CONDUCT

Registry of Interpreters
for the Deaf
333 Commerce Street
Alexandria, VA 22314
703/838-0030 (V)
703/838-0459 (TTY)
703/838-0454 (Fax)
www.rid.org

6.0 BUSINESS PRACTICES

Tenet: Interpreters maintain ethical business practices.

Guiding Principle: Interpreters are expected to conduct their business in a professional manner whether in private practice or in the employ of an agency or other entity. Professional interpreters are entitled to a living wage based on their qualifications and expertise. Interpreters are also entitled to working conditions conducive to effective service delivery.

Illustrative Behavior - Interpreters:

- 6.1 Accurately represent qualifications, such as certification, educational background, and experience, and provide documentation when requested.
- 6.2 Honor professional commitments and terminate assignments only when fair and justifiable grounds exist.
- 6.3 Promote conditions that are conducive to effective communication, inform the parties involved if such conditions do not exist, and seek appropriate remedies.
- 6.4 Inform appropriate parties in a timely manner when delayed or unable to fulfill assignments.
- 6.5 Reserve the option to decline or discontinue assignments if working conditions are not safe, healthy, or conducive to interpreting.
- 6.6 Refrain from harassment or coercion before, during, or after the provision of interpreting services.
- 6.7 Render pro bono services in a fair and reasonable manner.
- 6.8 Charge fair and reasonable fees for the performance of interpreting services and arrange for payment in a professional and judicious manner.

7.0 PROFESSIONAL DEVELOPMENT

Tenet: Interpreters engage in professional development.

Guiding Principle: Interpreters are expected to foster and maintain interpreting competence and the stature of the profession through ongoing development of knowledge and skills.

Illustrative Behavior - Interpreters:

- 7.1 Increase knowledge and strengthen skills through activities such as:
 - pursuing higher education;
 - attending workshops and conferences;
 - seeking mentoring and supervision opportunities;
 - participating in community events; and
 - engaging in independent studies.
- 7.2 Keep abreast of laws, policies, rules, and regulations that affect the profession.