Billing procedure

In general, except for concerts and plays, event planners should budget $35/hour per service provider for all nonacademic interpreting and transcribing services if ODS personnel provide those services. Interpreters generally work in teams of two, especially for speaking engagements and other programs that are content intensive. Please note that the cost for services will include preparation time.

In the event that ODS is not able to provide services, the office will assist in procuring services from an outside agency. Reimbursement by the requesting department will be for the amount charged by the outside agency. Please note that this rate may be higher than the ODS rate of $35/hour per service provider.

Concerts. Interpreters work in teams of four. Please note that significant preparation time is required for interpreters for these events. Generally, ODS provides a minimum of twenty hours per service provider per concert, so planners should budget for at least eighty hours of service.

Cancellation policy. Departments will be charged for services if notification of cancellation is received less than twenty-four hours before the event. Further, ODS reserves the right to cancel services if the necessary information is not provided in the time required (see ODS guidelines and Service priority).

Payment for services can be processed through IRIS via a transfer voucher.
impossible for ODS to accommodate the request due to its lateness.

In order to successfully coordinate sign language interpreting and/or transcribing services, the following information is required at the time of your request. Failure to provide this information may result in the inability of ODS to fulfill your request.

- Date of event
- Start and end time
- Location
- Name of sponsor
- Account number for billing purposes
- Name of contact person
- Phone number/e-mail address
- Name of individual who is Deaf or hard of hearing if available

- Brief outline of event or program:
  - **Concerts.** CDs must be provided at least thirty days in advance of concert date, and the set list(s) must be provided at least seven days in advance of concert date
  - **All other programs and events** must provide an itinerary, speech, scripts and/or biographical information at least fourteen days in advance

### Service priority

ODS has established service priority in providing interpreting and transcribing services. All academic-related events—for example, field trips, study groups, and special events—that students are required to attend have highest priority. The complete list of service priority is available at ods.utk.edu.

### Making a request

Requests to ODS to provide interpreting and transcribing services must be made using the form at ods.utk.edu/interpreter-transcriber-request-form. If you have questions or need assistance in completing your request, please contact ODS at 865-974-6087. All requests for faculty or staff members are made through OED at 865-974-2498. Last-minute requests will be accepted, and all attempts will be made to provide services. However, understand that at times, it may be impossible for ODS to accommodate the request due to its lateness.

### Publicity guidelines

We suggest you add the icon and the statement below to all informational brochures, packets, and websites to inform all participants of the procedures for requesting accommodations.

“Please contact (contact’s name, office, and phone number) thirty days in advance for plays and concerts and fourteen days in advance for all other programs/events to request disability-related accommodations, such as printed materials in alternative format (e.g., large print or Braille), sign language interpreters, transcribers, accessible seating, and parking information.”

Where appropriate, please use the following icons on your promotional and registration materials.

- **Sign language interpreting services**
- **Transcribing services**

To provide adequate seating for individuals who are Deaf or hard of hearing, along with their accompanying guests, please reserve seating near the front of the audience with an unobstructed view of the stage/speaker. This allows individuals who are deaf or hard of hearing access to the speaker and the sign language interpreter, along with equal access to the program.

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