

Saint Mary's University – Faculty of Science

Terms of Service for Freelance Interpreters

Prepared and overseen by the Faculty of Science Staff ASL-English Interpreter

Version 4.0 – June 2018

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The following Terms of Service is used solely for the ASL-English service provisions in the Faculty of Science at Saint Mary's University, directly working with Dr. Linda Campbell (Senior Research Fellow and Full Professor), the Environmental Science Department, and Faculty of Science members.

Definitions

<u>Consumer:</u>	The Deaf and non-deaf users of interpreting services
<u>Freelance Interpreter:</u>	The interpreter contracted to work on a per assignment basis – <i>will be noted as “FL interpreter” for the purposes of this document</i>
<u>Staff Interpreter:</u>	Employee interpreter of Saint Mary's University in the Faculty of Science

Hiring Procedure

Hiring will be based on the interpreting skills required to meet consumer and assignment needs, along with consumer preference. Minimum criteria for hiring FL interpreters includes (some exceptions may apply):

- AVLIC Active membership in good standing (for interpreters working in Canada), or;
- RID membership (for interpreters working in the USA), or;
- Membership with your national interpreter association (for interpreters outside of North America); and,
- Minimum of 3 years of experience interpreting in the community or in post-secondary settings preferably with Deaf professional(s).

Expectations

The FL interpreter, while working with the Faculty of Science at SMU, will at all times adhere to all details mentioned in this Terms of Service, in addition to the following expectations:

- Follow the AVLIC Code of Ethics and Guidelines for Professional Conduct at all times (*for AVLIC members*);
- Possess active membership (in good standing) with the national interpreting association and follow the association's code of ethics;
- Demonstrate a high degree of flexibility, maturity, ethical decision making, and professionalism;
- Maintain confidentiality regarding assignment information while remaining open to discussing successful and unsuccessful situations related to the interpreting work during feedback sessions;

- The FL interpreter respects the privacy of all parties and holds all information and materials confidential. All assignment preparation materials given to the FL interpreter will be destroyed after use. Some preparation materials may be kept by the FL interpreter only in the case where the FL interpreter will be interpreting reoccurring assignments of the same or similar nature;
- Obtain required preparation material(s) for each assignment. These resources will be available through the staff interpreter, or the staff interpreter will advise where to obtain them;
- Properly prepare for each assignment. This includes securing the preparation material(s) required, as well as pre-reading lecture material, and researching possible sign and/or vocabulary choices. Preparation may also include spending time with Deaf and/or hearing consumers, and team interpreters to discuss terminology, field-specific vocabulary, concepts, and possible sign choices;
- Engage in discussions with staff, students, and/or faculty pre and post assignment, as necessary;
- FL interpreters should meet with consumers in advance of the assignment, when practical, to:
 - Identify language preferences;
 - Identify preferred style for delivery of service;
 - Establish rapport;
- Commit to work the full assigned time of the assignment. If this commitment cannot be honoured after accepting the assignment, you must contact the staff interpreter with a preferred minimum of two weeks' notice;
- Wait thirty (30) minutes after assignment has begun for consumers who may be late. Exceptions include when a consumer informs you ahead of time that s/he will be late, and at what time to expect his/her arrival;
- The assignment may be videotaped / livestreamed for internal or external use. The interpreting team may or may not be in shot. The video may be captioned at a later date. If there are concerns about the work being recorded please let the staff interpreter know prior to the assignment. The staff interpreter do their best to find out in advance if taping will happen, however sometimes this may not be known until arrival at the assignment;
- All interpreters must wear appropriate personal protective equipment (PPE) when the nature of the assignment requires such. The staff interpreter may have the required PPE, please contact the staff interpreter in advance.

Service Fees Guidelines

The service fee that a FL interpreter is suggested to charge is based on the following criteria which is provided as a suggested guideline of what the Faculty of Science is able to pay for FL interpreter services.

Please discuss your rate of pay with the staff interpreter prior to accepting work, and when increases to your rate occur. The suggested rates are based on data collected from other Nova Scotia hiring agencies and the SMU Faculty of Science.

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

Years of Experience	Hourly Rate
1-3	\$23.00 - \$25.00
3-5	\$25.00 - \$27.00
5-7	\$27.00 - \$29.00
7-10	\$29.00 - \$31.00
10-15	\$31.00 - \$33.00
15+	\$33.00 - \$35.00

- 2) Years of experience working at SMU in the Faculty of Science. *More than four assignments per year, cumulative.*

Years of Experience	Rate
1-3	\$1.00 in addition to hourly rate (to the max of \$36 per hour)
3-5	\$2.00 in addition to hourly rate (to the max of \$37 per hour)
5+	\$3.00 in addition to hourly rate (to the max of \$38 per hour)

- 3) Other considerations.

Other Considerations	Rate
AVLIC Certificate of Interpretation (COI)	\$40.00 per hour

Other Expenses

Please note that other expenses such as meals, parking, and parking tickets, will not be reimbursed unless approved in advance by the staff interpreter. If you are required to travel outside of the HRM (more than 100km in total), please see [Appendix D](#) for more information on mileage reimbursement.

Preparation Fees Guidelines

Paid preparation time for assignments are as follows. Only charge for the amount of preparation time used without exceeding the guidelines. *Some exceptions may apply, and must be discussed with the staff interpreter prior to accepting work at SMU.*

Assignment	Paid preparation time
Half day (four (4) hours or less)	One (1) hour
Full day (four (4) to eight (8) hours)	Two (2) hours
Two (2) full days or more in length	Three (3) hours total

Paid preparation fee rates will be charged at the hourly service fee charged.

Preparation Details

In the case of assignments that are lengthy or that involve highly technical material, such as thesis defenses, the FL interpreter may be asked to attend a preparation meeting with the interpreting team. This meeting is to be billed as additional preparation time.

There is a difference between preparation time spent for an assignment, and 'teaching oneself' about the subject matter. If you are spending countless hours researching topics for your own comprehension, please contact the staff interpreter for assistance who is available to discuss these concerns and may have resources available to assist with comprehension of the material.

Booking and Invoicing Information

Booking Details

- Bookings are made with a two (2) hour minimum, with the expectation:
 - **If an assignment is booked for one (1) hour or less, the two (2) hour minimum will be charged with the one hour paid preparation time allotment included in the two hour minimum and not paid in addition.**
- If the assignment finishes earlier than the scheduled end time, the FL interpreter will 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.

- If the FL interpreter is booked for multiple assignments in the same day, gaps in between assignments of one (1) hour or less can be charged as and used as preparation time for the next assignment and not charged as additional preparation time.

Invoicing Information

- The FL interpreter **must** send an invoice within thirty (30) days of the assignment to the staff interpreter.
- The following information must be included on the invoice. Failure to do so will result in delay of payment. Multiple assignments may be included in one invoice with clear identification of each assignment. Include:
 - Date of invoice
 - Your full name and full home mailing address
 - Date of assignment(s)
 - Your invoice or assignment(s) identification number
 - SMU A# (vendor number) if applicable
 - Assignment details
 - Breakdown of costs per assignment:
 - Service fee per hour
 - Preparation time
 - HST if applicable (with Business / HST number)
 - Travel costs (if applicable)
 - For the 'Invoice / Bill to' address use:

Saint Mary's University
Faculty of Science
923 Robie St
Halifax, NS
B3H 3C3
- For a sample invoice, please see [Appendix A](#).
- First time invoicing only:
 - If no HST is charged, it is the responsibility of the FL interpreter to provide a '[Declaration of Small Supplier for HST Purposes](#)'. Attach a completed copy with your first invoice. See [Appendix B](#) for the form;
 - You must include your SIN on your first invoice. If you prefer to disclose your SIN not over email, please call the staff interpreter at 902-496-8761;
 - If you wish to receive payment via direct deposit, please complete the '[Application for Vendor Direct Deposit Payment](#)'. See [Appendix C](#) for more information.
- If you are required to travel outside of the HRM (more than 100km in total), please see [Appendix D](#) for more information.

Cancellations

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 required and kept on file for documentation purposes. In the event the staff interpreter 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.

Cancellation by SMU

- If the assignment is cancelled with less than 24 hours notice, the FL interpreter will be paid for the assignment time only (not preparation time) with the expectation that the FL interpreter will use the time for professional development purposes. **more information in next section**
- If the assignment is cancelled with more than 24 hours notice, the FL interpreter will not be paid for the assignment time or preparation time.

Cancellation by the freelance interpreter

- If the FL interpreter needs to cancel for any reason including: unable to secure childcare, unable to make it into the assignment due to traffic or transportation problems, is sick, etc., the FL interpreter will not be paid for the assignment time or preparation time. The inability to work the assignment must be communicated to the staff interpreter as soon as possible.

Weather cancellations

- If the assignment is cancelled with less than 24 hours notice due to severe weather, and the campus or assignment location has been 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 11.0 Employee Compensation, article 11.5 *Hourly paid employees will not be paid for time worked during the closure*. See [Appendix E](#).
- All attempts will be made to reschedule the same FL interpreter if the assignment is rescheduled to a later date.

Cancelled Assignment Expectations

As a higher academic institution, SMU strongly believes in ongoing professional growth. It is expected of FL interpreters to use cancelled assignment time for professional growth in order to enhance the skills of the pool of interpreters working in the SMU Faculty of Science and ultimately the level of service to the University community.

Remember, *“Professional development is a process, not an event.”*

What is expected?

- When an assignment is cancelled with less than 24 hours notice, the terms of the assignment change from an active interpreting assignment to professional growth time.
- SMU Faculty of Science expects the FL interpreter to use the time booked for the assignment as professional growth time that directly benefits their current and future work in the Faculty of Science.
- A FL interpreter can use the resource of [Appendix F](#) to aid in developing a plan for professional growth. This is supplied as a tool for self-analysis and not required to be returned to the staff interpreter.
- The FL interpreter can perform PD activities at a time convenient, however it is expected that the activity will take the duration the assignment was scheduled for.
- The activity can be self-driven or with the staff interpreter if available.

Some ideas of PD activities:

- Meet with the staff interpreter to:
 - discuss working in a university setting with a Deaf professional,
 - review resources that will positively aid professional growth as identified in the plan,
 - discuss questions from previous assignment(s),
 - discuss future opportunities to develop one's skills for working in the Faculty of Science.
- Use online resource material.
- Review materials already in possession of, or from other source.

Key Resources

Resource materials in the field of sign language interpreting are constantly being improved and updated. A list of key resources are listed here that relate to working in the Faculty of Science. Many more resources are available than listed here. If you know of a resource that should be added to the Faculty of Science resource bank please contact the staff interpreter.

- [Deaf Academics & Interpreters](#) homepage on the SMU website
- Deaf Academics & Interpreters [Resources for Interpreters](#) page
- [Dynamic Environments & Ecosystem Health Research](#) Laboratory at SMU
- [Patrick Power Library](#) & [Environmental Science/Studies](#) Resources

Safety Requirements

Safety awareness is critical when working in a lab or the field due to the nature of the environment and with considerations for personal protection. SMU has policies in place to educate all SMU community members, which includes FL interpreters. Please review these policies and forward any questions or concerns to the staff interpreter.

- <http://www.smu.ca/academics/science-safety-resources.html>

The SMU specific WHMIS online course must be completed by FL interpreters prior to working in the lab or the field. The staff interpreter will make arrangements and notify the FL interpreter on how to access this online training.

A lab orientation must be completed prior to entering any lab on campus. The lab orientation for the [Dynamic Environment & Ecosystem Health Research](#) (DEEHR) lab and other labs on campus will take between 20-30 minutes and administered by Dr. Campbell or her designate (which when appropriate will be the Safety Advisor, Science). The staff interpreter will arrange a separate time for this orientation to take place before the assignment.

If interpreting during field work, completion of a Hazard & Risk Assessment Form may be required. The staff interpreter will forward the form to the FL interpreter for completion.

Dr. Campbell or her chosen designate are responsible for the safety of everyone, including the interpreter(s), while in lab spaces or in the field. Follow their directions immediately for safety reasons. Rest assured Dr. Campbell (or designate) have reasons for the request that may not be apparent right away. If you have questions please inquire to the purpose of the request after the assignment is complete. If at any time you feel unsafe immediately inform Dr. Campbell (or designate).

It is the FL interpreter's responsibility to have a copy of all training records available on hand and ready to produce while on site working. Please ensure you have a copy on hand with you.

Other useful safety links are:

- [SMU Safety Poster](#) for lab attire protocol
- [Occupational Health and Safety for Sign Language Interpreters](#), Kathryn Woodcock, PhD, PEng & Steven L. Fischer, MSc, CK
- [Appendix H](#)

Parking Considerations

Parking on site can be challenging during the school year. Please keep this in mind when calculating the travel time needed to arrive on campus, and be ready to work no less than 15 minutes before the start time. The SMU campus parking map can be found [here](#).

Day parking permits are available through the staff interpreter at no charge. Permits must be requested at least one day in advance.

Agreement to Terms of Service

By accepting work with the SMU Faculty of Science, the FL interpreter acknowledge receipt of, ability to review, understanding of, and agree to the outlined Terms of Service for Freelance Interpreters version 4.0, and agree to abide by the policies outlined therein agrees. The staff interpreter is available to answer any questions regarding the Terms of Service, please don't hesitate to reach out.

It is greatly appreciated, but not required, if the FL interpreter would provide feedback on how we can improve our service. If any issues come up or if anything was amiss, we would appreciate being made aware of it so that it can be remedied. Please provide that feedback either directly to the staff interpreter or to the Environmental Science Department administrative support, Jenny Harrison at: envs@smu.ca.

We look forward to working with you!

Appendix A

Sample Invoice

Payment to: YOUR NAME
 ADDRESS
 CITY, PROV
 POST CODE

Date: ???

Invoice #: ???

SMU Vendor: A#00123456
 (if you have one)

Invoice to: Saint Mary's University
 Faculty of Science
 923 Robie St
 Halifax, NS
 B3H 3C3

Assignment	Date & Time	Duration & Amount	Total
Meeting with Senate committee	March 25, 2016 13:00-14:00	2 hour minimum at \$30.00	\$60.00
Preparation time for Senate committee meeting	For March 25, 2016	Included in 2 hour minimum	n/a
Departmental Meeting	March 30, 2016 09:00-11:30	2.5 hours at \$30.00	\$75.00
Preparation time for departmental meeting	For March 30, 2016	1 hour at \$30.00	\$30.00
		Subtotal	\$165.00
HST # 12345 6789 RT0001		HST 15%	\$24.75
		TOTAL	\$189.75

Appendix B

Declaration of Small Supplier for HST Purposes

I certify that for H.S.T. purposes I qualify as a small supplier as outlined by Section 148 of the Goods and Services Tax Act (annual commercial activity of \$30,000 or less). Further, should it be determined that I do not qualify as a small supplier, the consideration I received will be deemed to have included H.S.T. and I will make the required remittances to Revenue Canada.

Name:
Address:
Social Insurance Number:
Amount of Consideration:
Date of Service:

Date

Signature

(Must be completed prior to any honoraria payments in excess of \$250.00 for which an invoice conforming to H.S.T. regulations is not provided.)

Appendix C

Application for Vendor Direct Deposit Payment

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

- Mail: Saint Mary's University, 923 Robie St, Halifax, NS, B3H 3C3
- Email: procurement@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 D

SMU Personal Vehicle Rates Policy

When it is appropriate to use personal vehicles for travel relating to University business, a reimbursement rate of \$0.43 per kilometer (effective May 14, 2012) may be claimed. Confirm current rate on this SMU [webpage](#).

How this affects the freelance interpreter?

If the FL interpreter is required to travel outside of the HRM (more than 100km in total) for an assignment, mileage may be charged.

The start and end location and total mileage must be included in the invoice for that assignment as a separate line. Mileage starts from the FL interpreter's residence and ends at the assignment location round trip unless otherwise agreed upon with the staff interpreter. Mileage can be calculated by Google Maps route calculator, or simply by tracking kilometres driven. Reported mileage will be checked for accuracy by the staff interpreter and discrepancies will be brought forward to the FL interpreter.

Appendix E

SMU Policy on Unscheduled and / or Cancellation of Classes

For the full policy, please [click here](#) or:

- 1) Visit www.smu.ca
- 2) Click on 'About SMU' from the top horizontal row of tabs
- 3) Select 'Policies and Procedures' from the right hand side vertical tabs
- 4) Select 'General'
- 5) Select 'Closure and / or Cancellation of Classes (Policy 5-1002)'

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.

- 7.0 Timing – page 2
- 8.0 Determining Factors – pages 2 & 3
- 9.0 Communications – pages 3 & 4
- 11.0 Employee Compensation – pages 4 & 5
- 20.0 Source of Information – pages 6 & 7
- 21.0 Weather Warnings – page 7
- 22.0 Decision to Close / Partially Close and / or Cancel Classes – pages 7 & 8
- Appendix A – Closure Line Messages – page 12

Appendix F

Professional Growth Plan

A Professional Growth Plan should be tailored to your current needs and overall career goals. Taking your “big picture” goals, and breaking them down into manageable chunks. If you decide to use this plan it can help you identify your strengths, areas for improvement, learning opportunities, and self-evaluating your progress over time.

The process of developing a professional growth plan will identify which aspects of the work you want the team interpreter(s) to provide feedback to you on. See [Appendix G](#) for preparation ‘check list’.

For resource listings to help with your PD goals please review Key Resources. If you have any questions regarding the resources listed, or have ideas for different resources please contact the staff interpreter.

The Professional Growth Plan Form is provided as a resource to you. You do not need to provide your completed form to the staff interpreter.

Professional Growth Plan Form

Name: _____

Date: _____

Reflecting on previous work experience and specifically related to working in the Faculty of Science at SMU, please identify the following:

Long-term career goals:

1)

2)

3)

Current professional growth goals:

1)

2)

3)

Strengths specific to interpreting (i.e. in situ problem solving, message processing, etc.):

1)

2)

3)

Interpreting skills to develop / improve (in relation current professional growth goals):

1)

2)

3)

Strengths specific to ASL and English (i.e. receptive/expressive, vocabulary, comprehension, etc.):

1)

2)

3)

ASL and English skills to develop / improve (in relation current professional growth goals):

1)

2)

3)

Based on the above stated professional growth goals and identified interpreting skills for development describe the steps you will take, possible learning obstacles, and proposed solutions:

Steps:

Possible learning obstacles:

Proposed solutions:

What resources do you possess or can access that will aid in your professional growth goals (these can be online resources, print materials, video materials, person(s) of knowledge [colleague(s)], etc.):

What resources, which you do not have access to, do you feel will benefit you in succeeding in your goals? The staff interpreter can also provide suggestions based on your goals and available resources.

Appendix G

Preparation Materials Check List

Staff Interpreter:

- Request preparation materials for assignment
 - PowerPoint
 - Audio / visual materials
 - Participants names and roles
 - Other materials used by the presenter(s)
- Compile materials into logical sections
- Prepare points for the FL interpreter to focus attention on
- Provide either text only materials, or both text and signed materials to the FL interpreter
- Provide additional SMU produced preparation materials to FL interpreter
- Complete own preparation for assignment
- Compile list of discussion points for the pre-assignment meeting with FL interpreter
- Have any visual materials ready for use during the assignment: maps, abbreviations, graphics, etc.

Freelance Interpreter:

- Review preparation materials received from staff interpreter
- PRIOR TO ASSIGNMENT – ask questions and clarifications to the staff interpreter regarding materials received
- PRIOR TO ASSIGNMENT – request further preparation materials or assistance if needed
- Arrive a minimum of 15 minutes before assignment start time. If you are required to take lab orientation prior to the assignment the staff interpreter will arrange this with you for a separate time in advance of the assignment.
- Have list of questions or clarifications (ex. sign or word choice, concept discussion, room layout, etc.) ready to discuss during the pre-assignment meeting
- Have two to three (2-3) aspects of your work noted that you would like the teamer to provide feedback on
- Have time to conduct a post-assignment meeting with the staff interpreter and possibly Dr. Campbell

Appendix H

Lab & Field Work Safety – Tip Sheet

Lab Safety

First time working within a teaching or research lab:

- The staff interpreter will contact you to arrange time to meet with a designated person to take lab orientation. This should take 20-30 minutes.
- The online WHMIS course provided by SMU must be completed. The staff interpreter will arrange access for this.
- The FL interpreter must take the orientation and WHMIS course prior to the assignment or they will not be permitted to enter the lab.

Other considerations when entering a lab space:

- No personal belongings will be brought into the lab. Leave coats, purses / bags, etc. in the staff interpreters' office.
- No beverages (water, coffee, etc.) are to be brought into the lab.
- The interpreter(s) will not be the first to enter, nor the last to leave a lab space, this is due to safety and liability reasons. Follow the directions of Dr. Campbell (or designate) immediately at all times.
- If you feel unsafe, advise Dr. Campbell (or designate) immediately. Likewise Dr. Campbell (or designate) will make sure everyone, including the interpreter(s), are safe while in the lab space.

Lab Attire

Required clothing:

- Long pants covering the ankles
- Light breathable clothing (lab spaces can easily become hot and stuffy)
- Short sleeve shirt or light long sleeve shirt (good to dress in layers)
- Closed toe and heel shoes, covering the top of foot (full coverage shoes)

Clothing that is not allowed:

- Skirts, with or without tights
- Dresses, with or without tights
- Overly loose or baggy clothing
- Sandals
- Open toe or heel shoes

Additional Personal Protective Equipment (PPE) required:

- Lab coat (provided by the staff interpreter)
- Protective glasses (provided by the staff interpreter)

Please review the [SMU Safety Poster](#) for lab attire protocol.

If you have any concerns regarding appropriate attire for lab spaces, please contact the staff interpreter in advance of assignment.

Field Work Safety

The staff interpreter will contact you about the specifics for the area of field work. Some areas may be high in contaminants, be near / in water, have walking hazards, etc. You may also be required to fill out a Hazard & Risk Assessment Form, which will be sent to you by either the staff interpreter or Dr. Campbell.

Field Work Attire:

- Dress for the outdoors, suitable for the weather, in breathable materials, and for comfort
- If there will be bugs present, consider wearing a bug net jacket or hat
- Long pants that cover ankles
- Good quality hiking shoes or rubber boots, depending on the terrain and nature of field work
- Breathable long sleeve shirt
- Brimmed hat

Do not wear shorts, skirts, or short sleeve shirts.

Other Items to Bring:

- Sunscreen
- Bug spray
- Water
- Light snacks that can be eaten without touching the food with hands. E.g. snacks in Ziploc bags, aluminum foil pre-wrapped items such as granola and energy bars. (Do not bring food that requires utensils to eat.)
- Cell phone fully charged

- Sunglasses
- Rain coat
- Change of clothes (note there may not be on site facilities to change clothes in)

Acknowledgements

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- Saint Mary's University, Faculty of Science, previous Staff ASL-English Interpreter – Susan Cargill
- Saint Mary's University, Faculty of Science, Environmental Science Senior Research Fellow and Full Professor– Dr. Linda Campbell
- Saint Mary's University, Faculty of Science Safety Advisor – Connie Clarke
- Saint Mary's University, Occupational Health & Safety, HR Officer – Valerie Wadman
- Saint Mary's University, Financial Services Department, Accountant Analyst – Marcia Kissner
- Saint Mary's University, Human Resources Department
- Nova Scotia Community College, Halifax, NS, Staff ASL-English Interpreter – Karen Staples
- Atlantic Provinces Special Education Authority, Halifax, NS, Educational Interpreting Consultant – Amy Parsons
- ASL-English Interpreter, Halifax, NS – Sarah Lewis
- ASL-English Interpreter, Halifax, NS – Chris Racine
- ASL-English Interpreter, Brackendale, BC – Jane Pannell
- Carleton University, Ottawa, ON, ASL-English Interpreter – Misty Saikaley
- George Brown College, Toronto, ON, Scheduling Coordinator for Deaf and Hard of Hearing Services – Sharon Bartley
- Douglas College, Vancouver, BC, Communication Access Coordinator – Miriam West
- Vancouver Community College, Vancouver, BC, Interpreting Services Department Coordinator – Nigel Scott

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Version 3.0 includes minor grammatical and content changes, and updated hyperlinks.

Version 4.0 includes updates to Service Fee Guidelines, Other Expenses, and Booking and Invoicing Information sections as well as other minor changes.