

## How to Request an Interpreter from the Spring Institute

To request an interpreter from the Spring Institute, follow the steps below:

1. Confirm the date/time of your appointment, court appearance, reference interview, etc. with the participant **before** submitting the Interpreter Request Form.
2. Complete the [Interpreter Request Form](#).
  - Make sure to specify whether the request is for in-person, phone, or video interpretation services. If you are requesting phone or video interpretation services, enter "N/A" in the *Appointment Address* field. Make sure to include the video link in the request form if you are requesting video interpretation services.
  - Enter the name of the person who requires interpretation services (i.e., youth) in the *Patient/Consumer Name* field.
  - Enter any additional information in the *Comments* field. You may want to include details about the nature of the request (i.e., court appearance, reference interview), the age of the person who requires interpretation services, where to meet for in-person interpretation services, and anything else that is important for the interpreter to know in advance.
3. Submit the Interpreter Request Form by sending it via email to [interpreternetwork@springinstitute.org](mailto:interpreternetwork@springinstitute.org). You will receive a booking confirmation email once your request has been processed. *If you do not receive a booking confirmation email within 24 hours, call 303-831-4151.*
4. Conduct your in-person, phone, or video appointment as scheduled. Make sure to keep track of the length of the appointment. *Please note that the Spring Institute has the following billing rates and policies:*

**Minimum charge** = ½ of expected duration, rounded up to the nearest 15-minute increment, but no less than 1 hour (no less than 2 hours for Saturday and Sunday)

**Billing increments after minimum charge** = 30-minutes

**Cancellation fee (within 24 hours)** = minimum charge

**Travel time (if local interpreter is not available)** = \$32.50/hour

**Mileage (if local interpreter is not available)** = \$0.58/mile

**Rush fee (within 24 hours)** = \$20 per request

**Phone Interpretation** = 30-minute minimum charge; billed in 15-minute increments thereafter

The OCR will be billed for these services so you will not receive an invoice.