



SECTION: RISK MGMT  
TOPIC: ADA- DANE COUNTY  
CANCELS SIGN LANGUAGE  
INTERPRETER  
AUGUST, 2010

## ADMINISTRATIVE PRACTICES MANUAL

**SUBJECT: AMERICANS WITH DISABILITIES ACT - PAYMENT/CANCELLATION OF  
SIGN LANGUAGE INTERPRETER SERVICES BY DANE COUNTY**

It shall be the policy of Dane County that:

1. Cancellation by County:
  - A. County may cancel sign language interpreter services with at least two business-days notice without penalty.
  - B. Unless otherwise provided herein, if County provides less than two-business days notice, County will pay provider for the scheduled time but no travel expenses.
  - C. Unless otherwise provided herein, if County provides less than one business day notice, or the interpreter is en route or has arrived on site, County will pay for the scheduled time for that business day, plus travel expenses.
2. Dane County reserves the right to refuse payment to any interpreter for services provided in a non-professional manner. This includes providing services while under the influence of alcohol or illegal substances or violating any other policy for Dane County employees.
3. Payment questions or concerns should be directed in writing to the ADA Coordinator. Ongoing disputes regarding payments that cannot be directly resolved with the ADA Coordinator shall be handled under the ADA Complaint Policy.

**END OF POLICY**



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## ADMINISTRATIVE PRACTICES MANUAL

**SUBJECT: AMERICANS WITH DISABILITIES ACT – SIGN LANGUAGE INTERPRETER  
SERVICE CANCELLATION BY DANE COUNTY**

Forms Needed:

No county-wide forms

**RESPONSIBILITY**

**ACTION**

Department Staff

1. Contacts sign language interpreter and reports the cancellation as soon as possible; to avoid any penalty, notice must be given with a minimum of 2 business days prior to the scheduled assignment time.
2. Contacts the ADA Coordinator to report the cancellation of services.

ADA Coordinator

3. Enters on the request form and if any cancellation cost by service provider, enters on the invoice for that cost, the date, time and reason for cancellation. Coordinates billing to insure that Dane County cancellation/payment policy is followed.

**END OF PROCEDURE**