

## Expenses and Reimbursement

You may need to use an interpreter to communicate with your client. **You will need to contact the ADA coordinator to learn about the steps you need to take in advance to arrange for interpreters, assistive technology, or for reimbursement requests.**

### Interpreters

The ADA coordinator will tell you if your client has limited English proficiency (LEP) and needs a language interpreter, or is deaf and needs a sign interpreter. OAH has processes for language and sign interpretation services by phone or in-person. The processes allow you to access an interpreter without incurring out-of-pocket costs. The vendors bill OAH directly for the interpretation services.

If you speak the client's language and understand each other, you may not need to arrange for an interpreter. As a note, you cannot act as your client's interpreter during a hearing. OAH will arrange for interpreters during the actual hearing.

You may not need to arrange for an interpreter if your client has a preferred alternative method of communication. For example:

- A client is deaf and prefers to use their smart phone "app" for a video relay service (VRS) to communicate with you
- A client is deaf or hard of hearing and prefers to use text teletype (TTY) or telecommunication relay services (TRS) to communicate with you through a relay operator
- A client may not have a learned a sign language
  - The client may read lips
  - The client may speak and read English, but "hear" you through your written word. They may prefer to communicate with you via email or letter.

### Travel

Most communication with your client will be by telephone. Currently we do not reimburse travel expenses.

### Closing

Thank you for taking this training. We encourage and appreciate feedback to improve any of the training videos and materials. Please send suggestions to the OAH ADA Coordinator at [OAH\\_ADACoordinator@oah.wa.gov](mailto:OAH_ADACoordinator@oah.wa.gov)