



INTRODUCTION

Objective, skilled, and qualified linguists are needed to obtain accurate information from meetings, interviews, and medical examinations with our clients. Linguists are relied on to overcome language and cultural barriers, allowing our clients to obtain needed facts to make fair and informed decisions.

Linguists have control of and discretion for the way services are performed, so long as the interpretation service is complete, accurate and confidential.

DEFINITION OF A QUALIFIED INTERPRETER

A qualified interpreter for an entry level assignment is an individual who:

- ✓ Has completed Hanna's Language Assessment Program.
- ✓ Has 3 years of relevant experience.
- ✓ Has Native-like proficiency in all working languages.
- ✓ Follows the California Healthcare Interpreters Association (CHIA) and National Council on Interpreting in Health (NCIHC) standards and ethical code of conduct.
- ✓ Agrees to comply with Federal disclosure/confidentiality requirements.
- ✓ Completes and reviews HIPAA and FWA training annually.
- ✓ Completes and reviews HIPAA Business Associate Agreement annually.

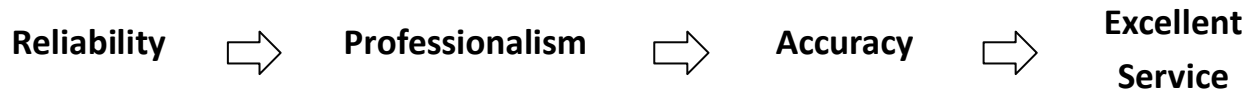
INTERPRETER GUIDELINES

As an interpreter for Hanna Interpreting Services LLC, you agree to:

- **NOT** request, solicit, or accept job assignments from any of our clients without our knowledge or consent.
- **NOT** contract with any of our clients for any assignments without our knowledge or consent.
- **REPORT** any request for interpreting or translation to our office immediately.

INTRODUCTION – CONTINUED

INTERPRETER/TRANSLATOR PRIORITIES



INTERPRETER RECOMMENDATIONS OVERVIEW

Per the California Healthcare Interpreters Assoc. (CHIA), we recommend that you, as an interpreter:

- Dress appropriately and professionally to each appointment.
- Arrive at least 15 minutes early to an assignment, as requested by our clients.
- Upon arrival at an assignment, sign in with the front desk and identify yourself as an independent interpreter for Hanna Interpreting Services LLC.
- Present a picture ID identifying yourself and disclose your agency to the receptionist at the assignment. Give the receptionist the name of the claimant for whom you will interpret.
- Because of confidentiality requirements, you should not bring anyone else to the assignment.
- Do not participate as an authorized interpreter for any claimant whom you know or for any claimant for whom you are an advocate/representative.
- Offer consecutive interpretation unless another level of service is requested.
- Provide interpretation at a language level equivalent to 4th or 5th grade.
- Ensure interpretation of medical terminology be accurate.
- Ensure interpretation word usage be consistent and easily understood by the majority.
- Ensure interpretation be professional, non-offensive and have a positive tone.
- Ensure to use culturally appropriate words/phrases that are sensitive to the language, style/patterns of the target populations.
- Ensure native or near native proficiency in both English and the target language.
- ***IMMEDIATELY contact our office if there are any problems with an assignment, including if you are running late and will not be able to make it at the scheduled time.***

RECOMMENDED PROCEDURES BEFORE INTERPRETING SESSIONS

BEFORE the assignment:

IMPORTANT: *If you accept an assignment and later feel that you will not be able to attend or arrive on time, CALL US IMMEDIATELY. Failure to comply may result in temporary or permanent loss of future assignments with Hanna Interpreting Services.*

▪ **Accepting an assignment request:**

- You will be notified of an interpreting request via email.
- Accept or decline the request by clicking the green “Available” button in the email.

Available

- Failure to respond to a request within 24 hours may result in loss of the assignment and/or loss of future assignments.

▪ **Dress Code:** Interpreters are recommended to dress professionally during each assignment. Maintaining a high degree of professionalism is the key to receiving additional interpreting assignments.

- **Recommended for women:** Suits, knee-length skirts, pant suits/slacks, blazer jackets, and blouses.
- **Recommended for men:** Suits, pant suits/slacks, ties, dress shirt.
- **NOT recommended:** Sandals, sneakers, shorts, nurse scrubs, t-shirts, jeans, casual/short-length dresses, transparent clothing, and facial piercings.

▪ **Confirming accepted assignment with non-English speaker:**

- If we provide you with the non-English speaker’s phone number, we recommend you:
 - Call the non-English speaker the day before the assignment.
 - Confirm the date, time, and location of the assignment.
 - *Note:* ASL interpreters may skip this procedure.
- Contact our office immediately if the non-English speaker requests to:
 - Cancel or reschedule the appointment to another date and/or time.

▪ **Transportation:** Due to safety and liability concerns, we advise interpreters to **NOT** provide transportation to the non-English speaker or their family members.

DURING the assignment:

We recommend that you arrive **AT LEAST** 15 minutes early.



Failure to arrive on time is unacceptable without a valid and reasonable explanation.

We confirm all sign-in and sign-out times with assignment facilities.

- **Professionalism:** It is important to be polite, calm, and professional at all times before, during, and after assignments. Per the CHIA:
 - **Problem solving:** If you come across any issues during an assignment, remain CALM and PROFESSIONAL. Do **NOT** express your concerns to the non-English speaker or their family members. Contact us immediately.
 - **Unauthorized interpreters:** Family members, friends, case managers or social workers are not authorized to participate as an interpreter during an assignment, including history taking and form completion. Advise claimant and any other persons that you are the authorized interpreter. If any issues arise regarding unauthorized interpreters, please contact us immediately.
 - Do **NOT** engage in side discussions or conversations with the claimant.
 - Do **NOT** give your personal phone number to any client or facility you interpret for.
 - Refer all parties to contact our office at (619) 741-0000 for any questions, concerns or requests for future interpreting assignments.

- **Accuracy:** Interpret precisely. Please note the following recommendations from the CHIA:
 - **Only interpret**
 - Do **NOT** contribute your personal opinions, comments, or advice even if:
 - You are asked by the non-English speaker to help with an answer.
 - You know the answer to a question.
 - You suspect the non-English speaker is not being truthful.
 - **Interpret everything**
 - Do **NOT** change, add, or subtract words that are said.
 - **Interpret precisely** *what* the non-English speaker says and *how* they say it.
 - Do **NOT** convey what a person “should” say, only what the person actually says.
 - **Do NOT guess**
 - If you cannot understand a word or phrase, ask for clarification.



RECOMMENDED PROCEDURES AFTER INTERPRETING SESSIONS

AFTER the assignment:

- **Departure**
 - Do not leave without informing the front office or on-site facility staff.
 - If the facility has a Sign-Out Sheet, be sure to sign it before leaving.

- **Confidentiality**
 - Maintain strict professional confidentiality.
 - Do not discuss anything that was said at the assignment with anyone.

- **Reporting**
 - After an assignment, immediately report the assignment results.
 - You can easily do so on your smartphone or computer by clicking the Online Assignment Report Form link in the interpreting request e-mailed to you.
 - **Note:** We prefer that reporting be done online, **not by phone calls.**
 - Do **NOT** provide us with false information. All reports will be verified.
 - Advise Hanna Interpreting Services of any concerns, for example:
 - Were you able to interpret effectively?
 - Were there cultural concerns that would change the meaning of the interpretation?
 - Any other concerns.

- **Invoicing and billing**
 - You do not need to send us an invoice **unless** we request you to do so.
 - If we are requesting an invoice or billing form, the request will be included in the assignment email. **Follow the instructions carefully** in order to ensure timely payment.
 - Bridge tolls and parking fees will be reimbursed only if an original receipt is mailed to our office within 7 days of the assignment.
 - All original invoices, billing forms and receipts should be mailed to:

***Hanna Interpreting Services LLC
10783 Jamacha Blvd., Ste. 8,
Spring Valley, CA 91978.***

PAYMENT PROCEDURES

- **Independent Contractor**
 - As an independent contractor, you will be acting as a self-employed person. Independent contractors are not protected by worker's compensation or most labor laws and thereby indemnify Hanna Interpreting Services LLC for any and all issues arising during the scope of your duties.

- **W-9 Form**
 - We must have a completed W-9 Form on file to process payment. Please include the form within your application to ensure timely payment.

- **1099 Form**
 - You are responsible for tracking and reporting your wages to the IRS at the end of the tax year. Interpreters who earn \$600 or more during a calendar year will receive a 1099 Form from our agency in January of the following year. Interpreters who do not earn \$600 can receive a total of their earnings by request.

- **Payment disbursement**
 - Payroll checks are processed bi-weekly and delivered via U.S. Postal Service on the 1st and 15th day of each month. Payment schedule is completed as follows:
 - Appointments completed during the first two weeks of a month (1st - 14th), will be paid on the 1st day of the following month.
 - Appointments completed during the last two weeks of a month (15th – 31st) will be paid on the 15th day of the following month.

- **Cancelling a check**
 - Our bank charges us a \$35.00 fee to put a stop payment on a check. If you need a stop payment placed, we must pass this cost on to you, the interpreter.

**PAYMENT SCHEDULE
TRANSLATORS, ETC.**



FOR INTERPRETERS,

Please allow an extra day if Pay Date falls on a Sunday or holiday.

All job requests covered during a Pay Period will be paid on the corresponding Pay Date:			
PAY PERIOD			PAY DATE
Dec. 1	to	Dec. 14	January 1
Dec. 15	to	Dec. 31	January 15
Jan. 1	to	Jan. 14	February 1
Jan. 15	to	Jan. 31	February 15
Feb. 1	to	Feb. 14	March 1
Feb. 15	to	Feb. 28	March 15
Mar. 1	to	Mar. 14	April 1
Mar. 15	to	Mar. 31	April 15
Apr. 1	to	Apr. 14	May 1
Apr. 15	to	Apr. 30	May 15
May 1	to	May 14	June 1
May 15	to	May 31	June 15
Jun. 1	to	Jun. 14	July 1
Jun. 15	to	Jun. 30	July 15
Jul. 1	to	Jul. 14	August 1
Jul. 15	to	Jul. 31	August 15
Aug. 1	to	Aug. 14	September 1
Aug. 15	to	Aug. 31	September 15
Sep. 1	to	Sep. 14	October 1
Sep. 15	to	Sep. 30	October 15
Oct. 1	to	Oct. 14	November 1
Oct. 15	to	Oct. 31	November 15
Nov. 1	to	Nov. 14	December 1
Nov. 15	to	Nov. 30	December 15