



AZ Freelance Interpreting Services

Bridging the gap in communication for the Deaf and Hard of Hearing Communities of AZ

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Policies and Procedures

Arizona Freelance Interpreting Services is a privately woman owned Interpreter Referral Agency. Arizona Freelance Interpreting (AZFLIS) received its charter as an incorporated entity from the State of Arizona in 1997. The Agency was established to fill the expanding need for professional and quality interpreting services in the State of Arizona. Arizona Freelance Interpreting Services is committed to providing quality communication services for children and adults who are deaf or hard of hearing, fully considering individual competency levels. Passing information accurately between sender and receiver as a conduit we strive to serve and empower individuals with communication needs and to help increase public awareness regarding hearing, speech and deafness issues.

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I. **Interpreter Referral Service Policy**

A. **Interview/Screening**

Arizona Freelance Interpreting Services strives to provide quality services rendered by sub-contract Interpreters that have the skills and professionalism to represent the Agency in its mission. In order to register as a sub-contract Interpreter for Freelance Interpreting Services an applicant must:

Submit a Sub-Contractor application (included in packet) and Resume
Provide a copy of a valid RID, NAD, or BEI Certification, and/or an Out-of-State Quality Screening, or Educational Interpreter Performance Assessment (EIPA).
Provide a copy of your AZ State license.

B. **Assignments**

Interpreters are considered for assignments based on the following criteria:

1. Qualifications
2. Reliability
3. Availability

Every effort is made to match Interpreters and assignments appropriately. Please inform Arizona Freelance Interpreting Services promptly of any changes in your qualifications or availability. Interpreters with open availability for work should contact the office for possible assignments.

C. **Liability**

Arizona Freelance Interpreting Service will not be liable for any injury, personal loss, or negligence incurred by any Interpreter while going to, from, or while on an assignment. It is suggested that the Sub-Contractor retain Personal, Professional Liability insurance.

II. **On-the-Job Policy**

Arizona Freelance Interpreting Services will provide each Interpreter with business cards to be used when requested. **While on Arizona Freelance Interpreting Services assignments the use of personal business cards is prohibited.**

A. Punctuality / Missed Assignments

Interpreters are expected to arrive at the assignment at least fifteen minutes prior to scheduled commencement. Frequent tardiness may result in the termination of the working relationship between Arizona Freelance Interpreting Services and the Interpreter. If an Interpreter must miss an assignment he/she **must** immediately call the Agency. Interpreters expecting to arrive late to an assignment should call the Agency and call the contact person at the assignment location. If an Interpreter arrives late to an assignment, the **actual** start time must be indicated on the billing form.

B. Substitutes

Interpreters are expected to honor their commitments when accepting assignments. If a substitute becomes necessary Arizona Freelance Interpreting Services must be contacted immediately.

C. Job Cancellations / Alterations

If Arizona Freelance Interpreting Services is notified of a cancellation of an assignment within 24 hours of the scheduled starting time, Arizona Freelance Interpreting Services will contact the Interpreter immediately. The Interpreter should bill for the assignment in full.

If an assignment is canceled after the Interpreter arrives at the assignment, the Interpreter **must** contact Arizona Freelance Interpreting Services from the place of assignment to inform staff about the cancellation. The cancellation **must** be indicated on the Interpreter's billing invoice. If a last minute assignment arises the Interpreter will be asked to cover the assignment when necessary.

D. Guidelines when a Client fails to Appear

1. Unless a message is received from an authorized person on site indicating the hearing and/or Deaf client will not appear, etc., the Interpreter is required to stay on site 15 minutes per scheduled hour for the assignment. The Interpreter will remain on site at least **one half hour** (for a 2 hour minimum assignment) from the scheduled starting time or sooner if the contact person decides the appointment will not proceed or when you receive notification from AZFLIS that you may leave. Should the meeting not take place, the Interpreter must call Arizona Freelance Interpreting Services before leaving the assignment site. If no one is available to answer the phones, leave a message.
2. The Interpreter may be required to continue platform interpreting at a public event when it is not possible to ascertain if there are Deaf participants and/or remain for public relations or compliance purposes. See the on-site contact person for guidance.
3. The Interpreter may need to remain at all-day classes / workshops / conferences when Deaf participants may choose to attend afternoon sessions instead of morning sessions. Consult

with the contact person for guidance.

4. The Interpreter must remain at the site until completion of the assignment unless given specific permission to leave by the contact person.
5. **Ascertaining vacation dates and holidays of on-going educational assignments is the Interpreter's responsibility. Billing will not be accepted for these vacation/holiday dates.**
6. If the client fails to appear, the Interpreter must indicate "NO SHOW" on the billing form.
7. Verification forms must be signed at all assignments unless the agency has told the Interpreter otherwise. These forms **MUST** be submitted with your invoice at the time of billing to receive payment for the invoice.

E. Drug & Alcohol Policy

Interpreters, although independently sub-contracted, are expected to follow our Drug Free policy. Interpreters shall not possess, consume or carry alcoholic beverages, illicit drugs or controlled substances of any kind during contract hours, and shall not report to an assignment after consuming alcoholic beverages, illicit drugs, or controlled substances of any kind. Violation of this policy will be grounds for immediate termination of the contractual relationship.

An Interpreter shall not possess, use, or carry any controlled substances that are not prescribed by a physician. An Interpreter that is required to take a prescription drug while at work may be required to provide a physician's written verification to do so.

An Interpreter who admits to having a substance abuse problem and who goes through a drug or alcohol rehabilitation program will be considered for reinstatement as a sub-contract Interpreter after:

1. Successfully completing the substance abuse rehabilitation program 2) presentation of a certificate of completion from an accredited substance abuse program to Arizona Freelance Interpreting Services and 3) thereafter maintain strict adherence to the requirements of this Drug-Free policy. The opportunity for reinstatement will be available to a person once, and only once.

F. HARRASSMENT

1. Sexual Harassment

Sexual harassment as explained by the Equal Employment Opportunity Commission involves unwanted behavior of a sexual nature and a perception by the victim that it has become a condition of work, or creates a hostile, intimidating and humiliating working environment. It can involve physical contact, expression of sexual innuendoes, sexually colored comments and jokes, the exhibition of pornography, or unnecessary and unwanted comments about a person's appearance. Such situations may involve women being harassed by men, men being harassed by women, or same-sex harassment.

2. On-the-Job Harassment

Arizona Freelance Interpreting Services takes a zero-tolerance position in regards to sexual harassment. Any person found guilty of sexual harassment will have their contractual relationship terminated immediately without possibility of reinstatement.

Interpreters who experience harassment while on an assignment must inform Freelance Interpreting Services, Inc. immediately in writing so that action may be taken in accordance with State and Federal harassment laws.

G. On-Site Modifications

Once all parties have arrived, the Interpreter is expected to stay on the assignment for the time contracted. If the contact person dismisses the Interpreter prior to the ending time contracted, the Interpreter should bill for the entire time assigned. If the Interpreter must leave early, the Interpreter will bill only for the actual Interpreting time. Any modifications should be indicated on the Interpreters billing form. If asked to work beyond contracted hours the Interpreter should request the contact person to call Arizona Freelance Interpreting Services and/or state in writing with signature the length of overtime worked.

H. Team Interpreting

When two Interpreters are hired for a team interpreting assignment, they will rotate from the active position to the support position approximately every half-hour or as mutually agreed. Whether the Interpreter is working in the support position or the active position, the primary responsibility is to the interpreting task.

Be aware that often time's agencies that are paying for two Interpreters may not fully understand why both are needed, and many have balked at the cost. It is therefore; very important to remain professional at all times, even when in the support position.

Interpreter is required to follow onsite policy at assignment location regarding personal electronic devices.

I. Personal Property

Interpreters shall be responsible for all personal property at all times.

J. Attire

The Interpreter shall dress in a professional manner with business casual being the minimum. Attire should be appropriate to the situation and similar to that of the people being served. Any questions regarding this issue may be addressed to Arizona Freelance Interpreting Services staff. Blue Jeans are unacceptable unless the dress code for the assignment calls for it and you are notified by the agency prior to the assignment that they are acceptable.

K. Regular Clients

Reasonable efforts will be made to grant a consumer requests for a specific Interpreter provided the Interpreter is eligible and available for that assignment. It is preferred that ongoing court cases, and other continuing assignments be handled by one Interpreter and/or team of Interpreters in order to promote effective communication between all parties involved.

L. Professional Code of Conduct

An interpreter is expected to adhere to the following Professional Code of Conduct as set forth by the Registry of Interpreters of the Deaf, Inc.

1. Interpreters adhere to standards of confidential communication.
2. Interpreters possess the professional skills and knowledge required for the specific interpreting situation.
3. Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.
4. Interpreters demonstrate respect for consumers.
5. Interpreters demonstrate respect for colleagues, interns, and students of the profession.
6. Interpreters maintain ethical business practices.
7. Interpreters engage in professional development.

III. Reimbursement

A. Billing Forms

After the completion of a work week, the Interpreter should submit a completed billing invoice. In order to expedite the billing process; prompt submission of a billing statement after each work week is appreciated. The **AZFLIS** billing week is from Sunday to Saturday of each week. All Interpreters billing invoices must contain the following information:

1. Interpreter Name
2. Interpreter Address
3. Date of Assignment
4. Client name
5. Time scheduled for assignment and actual work time
6. Location
7. Hours billed
8. Total Dollar Amount Billed

Numbers 3-9 must be given for each and every assignment done during the billable week.

In lieu of an invoice, you may choose to simply allow the Scheduling software to bill for you. All closed jobs will be paid on the same schedule listed below.

B. Payment

Billing invoices received at the office on or before 4:00p.m. Tuesday of each week will pay 14 days later. Invoices received after 4:00 p.m. Tuesday will be processed on the following Wednesday and paid as stated above.

All paper checks will be mailed. Please remember that Arizona Freelance Interpreting Services is not responsible for lost mail or late delivery of mail. Please contact the office of any unusual delays and if necessary a new check will be issued.

C. Taxes

There are no payroll deductions. As an independent sub-contractor, each Interpreter is responsible for his/her own government reporting and taxes. Federal Form 1099 will be issued to all Interpreters.

D.1 Differentials

Weekend Differential (12.00am Saturday – 11.59pm Sunday) \$5/hr

Night Differential (7.00pm-7.00am) \$5/hr

Rush Differential (An Assignment where services are provided in 1 hour or less) - \$5/hr

Emergency Differential (Hospital ER only) – Round trip travel time.

Holidays (New Years Day, Easter, Memorial Day, Independence Day, Veterans Day, Thanksgiving Day, Christmas Day) \$5/hr

*Please add the differentials as they apply and assign them separate line items on your invoice.

***Travel Time will be paid at your hourly rate. No differentials will be applied.**

D.2 Mileage/Parking

Mileage applies only to assignments for which requesting agencies have agreed to pay. Interpreters will be informed when given assignments if this provision applies. Interpreters may also make inquiry concerning mileage prior to accepting assignments.

Reimbursement for parking fees must be submitted with the billing invoice, and indicated as such on a separate line item. This charge should also be added to your assignment in the scheduling software under the incidentals tab when closing a job. Receipts for parking **must** be received by the Agency before payment and can be uploaded into the system with your VOS form.

D.3 VOS Form / Closing Jobs in Interpreting Software

Verification of Service Forms are required for every assignment. The only exception will be ongoing educational assignments. Many contracts require that we have these forms signed in order to receive payment. Verification forms do not reflect on your professionalism. This is our mechanism to receive prompt payment for assignments. All verification forms must be uploaded into the system when closing your assignment. We ask that you upload your form and close your job in the system within 24 hours of the assignment time. If your assignment is not closed in the system by the close of business on the last day of each month, the assignment will be billed to the customer for the requested time only, and you will be reimbursed only for the original request time without incidentals. The system will send out reminder emails regarding unclosed jobs to help prevent this from happening.

V. Professional Principles

A. Request Protocol

Arizona Freelance Interpreting Services must coordinate all assignments. We cannot honor or pay for any interpreting assignments that are privately arranged. In some cases, a requesting agency may want to arrange a follow-up assignment with the same Interpreter. Interpreters should advise any agent or Deaf client of this policy and direct them to our office manager.

It is understood that an Interpreter works as an independent sub-contractor through Arizona Freelance Interpreting Services and therefore is free to accept assignments from other sources. Interpreters may accept or reject any assignments offered. It is both an inappropriate and unethical business practice to develop a clientele from a contractual/client originating from Arizona Freelance Interpreting Services.

B. Tools of the Trade

Any costs incurred will be the Interpreters responsibility (i.e. telephone, maps, alphanumeric pagers, and clothing expenses).

C. Conflict of Interest

Any discussion of personal business or promotion of personal “causes” while on an assignment is strictly prohibited. This would be viewed as a conflict of interest (and violation of the **Code of Professional Conduct**), and may result in the termination of the working relationship between Arizona Freelance Interpreting Services and the Interpreter.

D. Professional Development

Arizona Freelance Interpreting Services will strive to promote the professional development of all Interpreters. We hope and expect that all Interpreters whether new or experienced, will attend conventions, workshops, training programs, classes and evaluations (RID, NAD, and AzRID) that monitor skills and expand knowledge. Arizona Freelance Interpreting Services supports and encourages membership and involvement in the Arizona Chapter of the Registry of Interpreter for the Deaf.

E. Non-Compete

The Sub-Contractor signing this document agrees not to compete for the duration of this contract until AZFLIS has received written termination.

The Sub-Contractor may not solicit any client he/she has worked with through AZFLIS by any method including email, mail, phone, business card, text, or social gathering. The non-compete region includes all counties of Arizona. Violating this agreement will bring complaints filed with the Registry of Interpreters for the Deaf and Arizona Commission for the Deaf and Hard of Hearing. . The Sub-Contractor shall not solicit business for their own personal gratification from any client of this company during the business relationship nor for 6 months following the termination of the relationship.

F. Security

The Sub Contractor acknowledges that the Company may, in reliance of this agreement, provide them access to trade secrets, customers and other confidential data and good will. The Sub Contractor agrees to retain said information as confidential and not to use said information on his or her own behalf or disclose same to any third party. The Interpreter also agrees to take reasonable security measures to prevent accidental disclosure.

This agreement shall be binding upon and inure to the benefit of the parties, their successors, assigns, and personal representatives.

All RID, NAD, or BEI Certified and EIPA screened Interpreters will be required to send Arizona Freelance Interpreting Services a copy of their current certification/score card to indicate valid and current certification/rating. Any Interpreter not able to furnish this information within 2

months of the expiration of their current membership will be paid at the non-certified/qualified rate.



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Acknowledgment of Receipt

I, _____, have read and understand the policies as set forth in the Interpreter Policy and Procedure Manual provided to me by Arizona Freelance Interpreting Services. While serving as a sub-contract Interpreter for said agency, I agree to follow these policies as outlined herewith, and to uphold the high quality of standards expected of me.

I understand that any deviation from these policies may result in the termination of the working relationship between Arizona Freelance Interpreting Services.

Further, I understand that Arizona Freelance Interpreting Services retains the right to modify any information contained herein without notice.

Signed: _____ Date: _____