

Guidelines

General Information

Purpose

This information is intended to support your independent contract agreement with Southwest Community Services of Catholic Community Services of Southern Arizona, Inc. (CCS) which includes Community Outreach Program for the Deaf in Tucson, AZ and Albuquerque, NM and Valley Center of the Deaf in the Phoenix, AZ area.

Interpreting Departments

The Interpreting Departments service the following geographical areas as follows:

- A) Valley Center of the Deaf: Phoenix metropolitan area, Central and Northern Arizona
- B) Community Outreach Program for the Deaf (Tucson): Tucson metropolitan area, Central and Southern Arizona
- C) Community Outreach Program for the Deaf (Albuquerque): Albuquerque and Santa Fe metropolitan areas and balance of New Mexico.

All SCS Interpreter Departments utilize independent contractor and staff interpreters to provide community and educational interpreting.

Interpreting Program Goals

- A) To facilitate access to and attainment of legal, medical, educational, vocational, and community communication access on the part of Deaf or Hard of Hearing persons via the use of an interpreter skilled in the reception and transmission of American Sign Language, signed English, Tactile, and Oral methods of communication.
- B) To provide “as requested” interpreting services on a 24 hour a day basis (in Tucson and New Mexico), and as requested during business hours in Phoenix, utilizing both nationally certified interpreters and interpreters who hold valid licenses to conduct business within their state of practice.
- C) To provide telephone interpreting services and video remote interpreting services on an “as scheduled” basis.

Location of Offices

The hours of operation for Interpreting Departments are:

Monday through Friday (with the exception of published holidays as determined by corporate office (CCS)).

8:00 AM to 5:00 PM

24 hours for scheduled jobs and for emergency work.

The following are addresses and telephone numbers of each site:

Valley Center of the Deaf (VCD)

Interpreting Department
5025 E. Washington Street, Suite 114
Phoenix, AZ 85034
Main Telephone Line: (602) 267-1921 (V)
TDD 602 267-9122
Toll Free Telephone Line: 1 855 825-6666
VP number (866) 978-3396
FAX: (602) 273-1872
EMAIL: Interpreting@vcdaz.org
In the event of an emergency, please call:

- (602) 267-1921 During business hours (V/TDD)

VCD does not offer after hours emergency services

Community Outreach Program for the Deaf (COPD-Tucson)

Interpreting Department
268 W Adams
Tucson, AZ 85705
Main Telephone Line: (520) 792-1906
Interpreter Request Line: (520) 331-1311
Toll Free Telephone Line: (800) 234-0344 (ask operator for COPD)
FAX: (520) 770-8539
Interpreter communications EMAIL: Interpreter@copdaz.org
Interpreter requests EMAIL: request@copdaz.org
In the event of an emergency, please call:

- (520) 331-1311 During business hours (V/TDD)
- (520) 623-0344 After hours 24-hour answering service (Voice only)

Community Outreach Program for the Deaf (COPD-Albuquerque)

Interpreting Department
10601 Lomas NE Suite 112
Albuquerque, NM 87112
Main Telephone Line: (505) 255-7636
Back Telephone Line: NONE
Toll Free Telephone Line: (800) 229-4262
Interpreter FAX: (505) 924-7480
EMAIL: interpreterscheduling@copdnm.org
In the event of an emergency, please call:

- (505) 255-7636 During business hours (V/TDD)
- (505) 857-3642 After hours Albuquerque area 24-hour answering service (Voice only)
- (888) 549-7684 After hours outside Albuquerque area 24-hour answering service (Voice only)

Interpreting Assignments

Team Assignments:

1. Team assignments are based on technical needs, length of time, content and are up to the discretion of the Program Director. An independent contractor should discuss with the Referral Specialist whether a team will be scheduled and use this information in their decision to accept or decline the assignment.
2. Educational interpreting if:
 - the class is more than one and a half hours of lecture
 - the interpreter is scheduled for multiple, consecutive classes with no breaks
 - the content and/or the pace of the class is demanding
 - multiple students with differing communication needs are in the same class

SCS also recognizes that some situations may arise in which the assignment will proceed with one independent contract interpreter. These situations could include:

- A team was scheduled but one of the independent contract interpreters cancels last minute or “no shows”
- Special circumstances of the job that would create a dire hardship if the job is postponed.

In the event that one independent contract interpreter is scheduled alone in situations where two are required SCS will follow the contracted service agreement for pay.

Independent Contractor Interpreter Responsibility

Communication:

Communication is encouraged at any time.

- The agencies have staff available for any communication related to job assignments, confusion at assignment, complaints or any questions that relate to the assignment.
- Access to information for the assignment can be obtained through phone calls, e-mail or website.
- Independent contract interpreters are encouraged to review their assignments with enough time to determine if the instructions to the assignment are clear.
- E-mails will be sent out with all pertinent information after receipt of an assignment acceptance from the independent contractor. The independent contract interpreter will have access to assignment information 24/7 in the agency web-based software, and will receive a reminder email restating all pertinent information the day before the assignment.

Calls to COPD Tucson Office please use:

Main Telephone Line: (520) 792-1906

Interpreter Request Line: (520) 331-1311

Toll Free Telephone Line: (800) 234-0344 (ask operator for COPD)

Calls to the NM office please use:

Main Telephone Line: (505) 255-7636

Toll Free Telephone Line: (800) 229-4262

Calls to VCD office please use:

Main Telephone Line: (602) 267-1921 (V)

TDD: (602) 267-9122

Toll Free Telephone Line: 1 (855) 825-6666

VP number: (866) 978-3396

Use of CDI's:

The concept of utilizing Deaf independent contract interpreters is supported when utilized as the most effective means to provide communication access for the Deaf consumer. "There are some Deaf, Deaf blind, late deafened, and hard of hearing people who use mainly natural or unusual gestures to communicate and do not have full competency in a formal language, such as English or ASL [or for whom English or ASL is a second language]. The deaf intermediary interpreter [CDI/DI] acts as a relay between the deaf person and the hearing qualified interpreter, ensuring total accuracy of information and details between the hearing and deaf persons" Massachusetts Commission for the Deaf and Hard of Hearing

- o During business hours SCS Referral Dept. staff shall determine the need for a CDI/DI using knowledge of the Deaf or hard of hearing consumer, feedback from the Deaf or hard of hearing consumer, feedback from the hearing interpreter and information about the assignment itself.
- o After business hours SCS relies upon the hearing interpreter on emergency pager to use discretion when calling in a CDI/DI, ensuring that the need is based upon the communication needs of the consumer and not the skill level of the hearing interpreter and always referring to the provided list of approved after hours emergency interpreters.

Professional and Ethical Standards/Conduct

The independent contract interpreter will behave in a manner consistent with the RID Code of Professional Conduct and follow the independent contract agreement.

The following are general principles to be followed.

- **Arrival Time at Assignment**

Independent Contract Interpreters should arrive 15 minutes early to most assignments in order to allow sufficient time to prepare for work. If the independent contract interpreter knows he/she will be late (more than fifteen minutes past the actual starting time of the assignment), he/she should call the SCS Agency or the Customer Agency.

- **Cancellation of Assignment by Interpreter**

In the event that the independent contract interpreter named on the Independent Contractor's Agreement is unable to appear at an assignment, the independent contract interpreter is responsible for contacting the Interpreter Referral Specialist to surrender the assignment.

- **Dress Code**

Independent Contract Interpreters are expected to dress in clothing appropriate for the interpreting situation, wearing solid colors that contrast with their skin tones. Consumer requests for more specific requirements in dress should be honored when possible.

Necessary Documentation

Contract interpreters must have a current Release of Name and Telephone Number, General Independent Contractor Agreement, resume, references, and a copy of current rating or certification level and license on file in the Interpreting Department.

In order to perform interpreting of any nature on a hospital property for SCS Agencies, the interpreter must be prepared to provide additional documentation to hospital personnel. This relates to the *location* of the assignment, not the *nature* of the job. Additional documentation is detailed in the contract.

Annual Documentation Requirements

Independent contract interpreters shall provide the Interpreting Services Department with an updated copy of their RID membership/certification card or his/her other certification or rating on an annual basis. This document is due to the SCS Agency by August 15 of each year. The interpreter will also provide the agency with updated copies of their license when renewed.

Documentation for Specialized Interpreting Requirements

To perform specialized interpreting for individuals who are Deaf/Blind or Oral for a SCS Agency, an independent contract interpreter must show evidence of training and/or experience that qualifies him/her to serve these special populations within the Deaf community.

In some rare circumstances, the Interpreter Referral Specialist may refer an assignment for Deaf/Blind or Oral interpreting to a communication facilitator who has training in Deaf/ Blind Interpreting or Oral Interpreting.

Requirements for interpreting jobs:

- **Legal Interpreting Requirements**

To receive referrals through SCS Agencies in Arizona for legal situations as defined in ARS 12-242 and 36-1946, an interpreter must hold a valid Legal License issued by Arizona Commission for the Deaf and Hard of Hearing. In addition, the independent contract interpreter must negotiate a Legal Independent Contractor Agreement. New Mexico, independent contract interpreters contracting with COPD NM can perform legal work within the General Independent Contractor Agreement with an NAD 4 or NIC Certified or RID CI or CT certification or above and evidence of training and/or experience that qualifies him/her to work in legal settings.

- **Medical and Hospital Interpreting**

These requirements are imposed in order to comply with the HCFA (Health Care Financing Administration), JCAHO (Joint Commission on Accreditation of Healthcare Organizations) and DHS (Arizona Department of Health Service) regulations and are for the protection of both the patient and the contract worker.

Independent contract interpreters eligible for assignments on hospital properties must have documentation of the following:

Results of Recent TB test

Proof of Current Immunizations for MMR and Varicella

Proof of completion of blood borne pathogens training

- **Educational Assignments**

Educational assignments on college campuses may be governed by different rules than community assignments depending upon the agreement with the third party payer. Educational agencies may contract for an ongoing schedule of classes for a semester or for the duration of a course. A special contract will be negotiated for these assignments which do not follow the general contract.

- **Travel**

When an interpreter must travel the SCS agency will negotiate any expenses or mileage that can be passed through from the customer that is binding for a specific assignment. These negotiated expenses will be contracted via Confirmation in Avianco. Cancelled travel time is paid.

Assignment/Job Documentation

Verification Forms

For all assignments (with the exception of ongoing educational/conference interpreting assignments), the independent contract interpreter is required to obtain verification of services using the "Verification of Interpreter Services" form. SCS is not obligated to pay interpreters for assignments for which no verification of services has been provided. Verification forms must be submitted monthly to SCS Agencies.

Legal assignments in New Mexico: An interpreter in any court room and other legal situations must obtain appropriate signatures on an approved Administrative Offices of the Courts (AOC) Invoice the day of the assignment and submit the AOC invoice to COPD prior to claiming the assignment in Avianco.

Procedure for Consumer No Shows: In all consumer no-show situations, the independent contract interpreter should call the SCS local Agency and inform them of the no show. The independent contract interpreter should discuss leaving the site with the contact person at the site. If the SCS Agency is closed, the independent contract interpreter and the contact person should consult to determine what time the interpreter will be dismissed. The independent contract interpreter is encouraged to call/email and notify the SCS Agency of the consumer no-show.

Waiting period guidelines:

For all day assignments, the independent contract interpreter should wait two hours, unless dismissed.

For 4 hours or less, the independent contract interpreter should wait 20 minutes for every hour of the assignment scheduled time, unless dismissed.

Assignments which Exceed the Scheduled Time

If the number of hours worked exceeds what was originally contracted, SCS Agencies will pay the independent contract interpreter for the actual time worked if the hours worked are approved by a customer company representative and claimed to the SCS Agency by the first business day of the next calendar month. After the assignment is completed, the independent contract interpreter is expected to update the end time of the extended assignment in the claimed time

with the Interpreting Services Department so that the information in the computer is accurate for billing and payment purposes. The independent contract interpreter needs to include in any correspondence i.e.; verification form or Claim Notes, the reason for the assignment's extended hours and the name of the company representative who approved the extension of services. Due to billing constraints, if the extended hours are reported to the SCS Agency more than three business days after the end of the billing/payable cycle (which is semi-monthly on the 15th and at the end of each month), the interpreter will not be paid for more than the Show Up fee or the original scheduled time.

Reporting Time

Independent Contract Interpreters are encouraged to report hours worked to SCS Agencies on a weekly basis via Avianco Claims. Independent Contract Interpreters payments are issued 30 days after the end of the billing/payable cycle (which is semi-monthly on the 15th and at the end of each month). All Avianco claims or invoices will be processed in the payable cycle they are received/claimed.

The amount to be paid to the Independent Contract Interpreter is available for review as soon as a job is claimed. Interpreters are encouraged to review the pay statements they receive with their checks as well as the Statements of Work available online. Errors requiring retroactive pay must be brought to the appropriate SCS Agencies attention within one month.

Lunches

Based on information collected by SCS Agency schedulers at the time the request is made, they will determine whether the job will include a 'working' lunch or if the interpreter(s) will be 'off-duty' and on their own time during lunch break. If lunches are billable they will be paid.

24-Hour Emergency Service

Emergency Interpreter Requests

Tucson and New Mexico Agencies operate 24-hour emergency interpreter services. An emergency is defined as a life-threatening or quality of life threatening situation requiring immediate intervention of emergency medical, mental health, crisis or law enforcement personnel. Please refer to your contract for specifics related to emergency interpreting. Emergency interpreter requests, which occur outside of normal business hours, are initially received by the answering service of the respective cities. The answering service then pages the scheduled Primary Interpreter or the back-up independent contract interpreter (the Secondary). The phone numbers for the answering services are:

- Tucson: (520) 884-1914
- Albuquerque: (505) 857-3642
- Santa Fe: (888) 549-7684

Specific situations

Cancelled emergencies: If the requesting agency calls to cancel because the client has left the situation before the independent contract interpreter arrives, the independent contract interpreter should consider the assignment cancelled. If the independent contract interpreter is already in transit to the assignment when the cancellation occurs, the independent contract interpreter will be paid a show up fee for the assignment, and the business will be billed. If the independent

contract interpreter is not yet in transit when the cancellation occurs, the assignment will be not be paid to the interpreter nor billed to the business.

Lack of authorization: If an emergency contact calls back to cancel the independent contract interpreter due to thier lack of authority for authorization, the emergency independent contract interpreter should respond anyway. The SCS contracting agency will work out the details later. Please see your emergency contract for specifics. At the emergency site the independent contract interpreter is responsible to complete an Interpreting Services Verification Form. If there is some confusion related to the assignment, please call the office the following work day to review the situation for any possible payment issues. For police emergencies, the interpreter must obtain the case number and officer's name.

Emergency Call In:

The independent contract interpreter shall call in emergency hours worked to the SCS agency the next business day following the emergency. Please refer to your contract for details required.

Interpreter Certification and Evaluation

General Statement

SCS does not endorse any particular independent contract interpreter evaluation system. In order to be eligible for referrals from the agency, however, SCS does require all contract and staff interpreters to obtain at least an:

- EIPA
- NAD 3
- RID national certificate
- NIC
- Legal License
- Arizona or New Mexico State License

SCS does encourage state rated independent contract interpreters to regularly upgrade their rating and eventually progress to national certification.

Independent contract interpreters with out-of-state certification/ratings are encouraged to obtain a national certification or local rating within one year of becoming an independent contractor with SCS. During the interim, independent contract interpreters with out-of-state certification may be given certain referrals with the approval of the Interpreting Program Director.

All SCS independent contract interpreter must hold a valid license for the state in which they are working.

Glossary

Independent Contractor Interpreter: A self-employed Interpreter for hearing, Deaf, Deaf Blind, and Hard of Hearing consumers whose services are contracted by a SCS agency, and who has not had referrals to him/her suspended. SCS does not guarantee any hours of work to a contract interpreter.

Staff Interpreter: An interpreter for the Deaf, Deaf Blind, and Hard of Hearing who is employed by SCS to cover an assigned schedule of community-based and/or educational interpreting.

VCD: Valley Center of the Deaf, a non-profit agency under Catholic Community Services of Southern Arizona Inc., Southwest Community Services

COPD: Community Outreach Program for the Deaf, a non -profit agency under Catholic Community Services of Southern Arizona Inc., Southwest Community Services.

RID Certified Interpreter: an interpreter possessing national certification from the Registry of Interpreters for the Deaf, Inc.

NAD Certified Interpreter: an interpreter possessing national certification from the National Association of the Deaf, Inc. Certifications granted by the State of New Mexico are NAD certifications.

NIC Certified Interpreter: an interpreter possessing national certification from the newly developed (in 2005) evaluation system created by the partnership of the National Association of the Deaf, Inc. and the Registry of Interpreters for the Deaf, Inc.

EIPA Certified Interpreter

Out of State Rated Interpreter: an interpreter possessing a quality assurance screening rating from a state other than Arizona or New Mexico.

Consumer: any individual who is Deaf, Deaf Blind, Hard of Hearing, Hearing, or an organization, association or other entity requesting and/or using the services of an interpreter.