



NIGHTINGALE INTERPRETING SERVICES

General Policy and Procedure

Code of Conduct, Arrival Time, Attire

- 💡 Follow the Code of Professional Conduct – always.
- 💡 Always dress professionally/appropriately for the situation you are interpreting for.
- 💡 Always arrive on or before the time of the assignment. Allow for traffic time when leaving for the assignment and arrive at least 5-10 minutes early for the assignment.
- 💡 When arriving for an interpreting assignment where there is a receptionist, check-in area, promptly let them know you have come in and why you are there. Let them know your scheduled time.
- 💡 If you are unable to keep a scheduled assignment, immediately call and notify the Interpreter Coordinator. When possible, give at least 48-hour notice.
- 💡 Always keep the Interpreter Coordinator updated on all changes of address, phone number, e-mail address and schedule availability.
- 💡 Keep personal business to a bare minimum during breaks, unless an emergency arises that needs urgent attention.

Please keep in mind that Contract Interpreters are responsible for taking care of their own income taxes.

Administrative Fee, Assignments

- 💡 All assignments will be paid at 1 hour per assignment unless negotiated upon acceptance of the assignment.
- 💡 All assignment extensions must be reported prior to overstaying the allotted time. When the assignment is complete, immediately notify the coordinator of the length of the extension. All extensions not reported by the close of business will not be honored on your invoice.
- 💡 All assignments that are extended will not be paid at emergency rates unless the assignment was accepted at emergency rates.

Private & Confidential – © Nightingale Interpreting Services





NIGHTINGALE
INTERPRETING

**HELPING PEOPLE
HELPING BUSINESSES
HELPING COMMUNITIES**

Parking

Parking will no longer be reimbursed by Nightingale Interpreting Services, unless otherwise stated in your invite, but will be the sole responsibility of the Contractor. If parking is agreed upon, a receipt must be turned in no later than 15 days from the date of the assignment.

Invoices

All invoices will be processed on the 1st and 15th of each month provided all supporting documentation, including time slips are submitted to Nightingale at acct@nightingaleinterpreting.com by the due dates. Invoice without documentation will be held until they can be verified with the time slip. Late invoices will be processed with the next billing cycle.

Private & Confidential – © Nightingale Interpreting Services

Office: 6220 Westpark Drive, #2451, Houston, TX 77057
Mail: 3130 Grants Lake Blvd., #18631, Houston, TX 77496



Phone: 713.893.8844 / Fax: 713.589.2510
Email: Service@NightingaleInterpreting.com



Nightingale Interpreting Services

INTERPRETER AGREEMENT

Name _____ Social Security # _____

Address _____

Phone (H) _____ Cell _____ Email _____

The following is an agreement to provide ASL interpreting services for Nightingale, the clients and the consumers.

NIGHTINGALE agrees to:

1. Provide information necessary to perform services requested (e.g., names of all parties involved, situation, name and address of site, any special directions, contact person and phone, date, starting time and estimated length of assignment.)
2. Identify funding source and appropriate verification of compensation prior to assignment.
3. Process assignments filled and verified on the 1st and 15th of every month. Full records will be kept on all services rendered.
4. Provide community education and orientation regarding the use of interpreters and special needs the consumers.
5. Make available record keeping for interpreters who wish to officially document hours worked for certification maintenance.
6. Seek additional contracts for interpreting services and be an advocate for the rights of consumers and interpreters working in the community.

I, _____, agree to:

1. Follow RID Code of Ethics and/or DARS-DHHS (BEI) Standards of Ethical Behavior.
2. Supply Nightingale with current certification and/or qualification documents including current professional liability insurance, current auto insurance, TB test, MMR records. Interpreter will be responsible updating all documents annually.
3. Any assignments not paid to Nightingale due to the interpreter's failure to maintain a current/valid certification will be subject to reimbursement by interpreter or subject to non-payment to interpreter by Nightingale.

Private & Confidential – © Nightingale Interpreting Services





4. Sign and abide by the Business Associate Contractor Agreement with regards to medical assignments.
5. Contact Nightingale regularly with information regarding availability.
6. Follow up with Interpreter Coordinator with any problems relating to assignments. (e.g., consumer no-show, etc.)
7. Work with Nightingale and other professional organizations on upgrading interpreter's skills and/or certification.
8. Provide Interpreter Coordinator with information regarding change of certification level and any change of address or phone number.
9. Provide Interpreter Coordinator with record of assignments completed via properly filled out timesheets and invoices reflecting assignment date, job number, client, hours worked, pay rate and totals which will be on a Nightingale invoice form.
10. Nightingale reserves the right to pay subcontractors only for time present for assignments when interpreters arrive after assigned start time regardless of cause.
11. Invoices and images of timesheets are to be e-mailed to acct@nightingaleinterpreting.com.
12. Time sheets and invoices no later than the 3rd and 18th of each month by fax, email or United States Postal Service. Yellow copies of time sheets submitted no later than the 3rd and 18th. Contractor recognizes that invoices and timesheets not submitted by their due dates payment will be delayed until the following pay period.
13. If times on invoice are more than the scheduled time of an assignment and extended time was not reported to Nightingale on the day of said assignment, time will be paid at the original time on the job request.
14. If administrative time is more than the one (1) hour and was not mutually agreed upon before the assignment it will not be honored.
15. Timesheets and invoices submitted more than sixty (60) days after the pay period in which they were worked will not be accepted or paid.
16. Follow policy and procedures set by Nightingale Interpreting Services.
17. Will not use contacts, or contact information, developed while working for Nightingale, to engage in business which competes with Nightingale, for a period not less than one full year from the time this contractual agreement is terminated.

INTERPRETER SIGNATURE _____ DATE _____

