

CHICAGO HEARING SOCIETY INTERPRETER POLICY AND PROCEDURES

This manual is designed to serve as a reference guide for individuals who are private practice (freelance) sign language interpreters who want to work as independent contractors for interpreting assignments from CHS. This is not intended as an employment handbook for CHS/Anixter Center. Any questions or comments regarding the following policies and procedures are welcome and may be directed to the Assistant Director of the Interpreting Services Department (ISD). **This is a condensed version. If you are interested in the complete handbook, please contact the office at CHSInterp@anixter.org.**

The following policies and procedures apply to Interpreting Services during regular business hours (9 a.m. to 5 p.m.) as well as to the Emergency Interpreting Services which are coordinated separately through a voice mail paging system from 5 p.m. to 9 a.m. weekdays, from 5 p.m. Fridays until 9 a.m. Mondays, and 24 hours on certain holidays.

Address:	Chicago Hearing Society Interpreter Services Department 2001 N. Clybourn Ave. Chicago, IL 60614
Telephone	9 a.m. – 5 p.m. (Voice): 773-248-9121 (TTY): 773-248-9174 (FAX): 773-248-9173 *HOTLINE: 773-248-9121 EXT 315
Emergency Interpreter Services:	312-427-7771 TTY
5 p.m. – 9 a.m. week nights	
24 hours on weekends & holidays:	312-939-8999 Voice

*Hotline number is for interpreters requesting work, notifying CHS of changes in their assignments, or discussing interpreting assignment-related issues.

The interpreter's phone number while on a CHS assignment is the CHS number (773-248-9121).

Requirements for Interpreters

Contact the Interpreter Services Department to begin the process of working with CHS. You will need to supply proof of credentials and a letter of registration with the IL Deaf and Hard of Hearing Commission. You will also be asked to fill out a W-9 form.

Request Protocol

All requests must be coordinated by the Interpreting Services Department (ISD). CHS cannot honor or pay for any interpreter assignments that are privately arranged or accepted by the interpreter without our prior knowledge.

Assignment Confirmation

A request called in with less than two (2) full business days' notice will be considered confirmed as soon as an interpreter is contracted. Any cancellations thereafter will be considered last minute; the paying consumer will be billed and the interpreter paid.

A request made with more than 48 hours notice will be considered confirmed with the interpreter **when the ISD confirms the assignment with the paying consumer.**

Pay Periods

Invoices received from interpreters at the CHS Office by the 15th of each month, will be paid on the last day of the same month. To be paid on the 15th of the following month, invoices must be in the office by the last day of the month. If the 15th or last day of the month fall on a weekend, invoices should be submitted the following Monday.

Travel Time – Notification Requirements

Interpreters accepting requests called in to the ISD with less than 24 hours notice will bill an Emergency Fee and be eligible for travel time. Interpreters must notify the ISD of travel time **within 24 hours** in order to be guaranteed payment. Maximum travel time is 2 hours round trip unless specified.

Invoices

Interpreters are strongly encouraged to submit their invoices promptly after completion of an assignment. Interpreters should use their own forms or a generic form. Invoices may be mailed, faxed, or e-mailed to the ISD.

Interpreters are guaranteed payment for promptly submitted, complete, correct invoices. In the case of a discrepancy, a call will be made to the interpreter and payment may be delayed while the discrepancy is being resolved.

Payment for changes to the assignments such as overtime which are not called in to the ISD within 24 hours cannot be guaranteed.

All billing questions should be directed to the ISD.

Late Submission of Invoices

Invoices received more than 15 days after the end of the fiscal year (June 30th) will not be paid. All invoices must be in our offices by July 15 for the previous fiscal year.

Punctuality/Preparation

Interpreters are expected to arrive fifteen minutes prior to assignments in order to find the parties involved and to assess assignment logistics. Interpreters are to stay the entire contracted time unless dismissed by the contact person or person in charge. When in doubt, call the ISD office or if it is past business hours, call the emergency pager. **Interpreters are encouraged to review and repeat the information from each assignment after accepting it to avoid wrong day, wrong time, or address errors.**

Late Arrivals

If the interpreter is going to be late for an assignment, s/he must call the “Interpreter Hotline” as soon as possible to report this. ISD staff will then make the appropriate notifications to consumers or team interpreters. If the interpreter’s report of tardiness cannot be called into the ISD office or ISD Emergency line prior to the assignment, the call must be made as soon as possible but not more than 24 hours after the assignment.

The interpreter shall consult with the ISD staff to determine if the interpreter’s invoice should indicate a change in billable times due to the late arrival.

Interpreters are encouraged to review and repeat the information from each assignment after accepting it to avoid wrong day, wrong time, or address errors.

Missing an Assignment

If an interpreter is about to miss an assignment the interpreter must report this to the ISD immediately or as early as possible prior to the assignment.

If the assignment is after business hours, the interpreter must notify the Emergency Coordinator by calling the emergency pager voice mail (312-939-8999) and leaving the phone number where s/he is calling from, or a pager number, *and wait for the call to be returned* by the Emergency Coordinator. Leaving the job information on the voice mail will not suffice since recordings are not always clear and the Emergency Coordinator will need to make sure all the information needed to find a replacement is known.

If the interpreter realizes an assignment was missed after it was to have taken place, call as soon as possible after this realization occurs.

Interpreters who knowingly fail to notify CHS of a missed assignment or who miss an assignment on two occasions, have consistently arrived late to jobs and frequent give backs within a 6 month period will become ineligible for future assignments on either a temporary or permanent basis at the discretion of the Assistant Director of the ISD in consultation with the ISD Manager.

Giving Back an Assignment

Giving back assignments with less than four business days notice is especially frustrating for the ISD staff and consumers involved. In the event you have to give back an assignment, efforts towards finding a substitute interpreter would be greatly appreciated and the “give-back” would not be considered towards your eligibility for assignments. *However, all interpreter substitutions must be approved by ISD staff prior to the assignment.*

On-Site Cancellations

When an assignment is cancelled after the interpreter has arrived, the interpreter should call the ISD office from the site and note the cancellation on her/his invoice.

Overtime – Notification Required Within 24 Hours

Overtime on an assignment may be worked by the interpreter according to her/his schedule but is not guaranteed. If the interpreter has another CHS assignment, that scheduled assignment has *priority* over the assignment going into overtime. It is generally not an acceptable practice to be late to an assignment due to a prior assignment running into overtime. Exceptions may be made in emergency or extenuating circumstances. The interpreter will consult with ISD staff as soon as possible in those situations.

Working past the contracted time, referred to as “overtime,” will be billed in the following manner: 0-9 minutes overtime is not billable; 10-30 minutes, bill for 30 minutes overtime; 31-60 minutes bill for one hour overtime; 61-90 minutes, bill for 1.5 hours overtime and so on. Interpreters must notify the ISD of any overtime within 24 hours in order to be guaranteed payment.

Consumers Who Fail To Appear

In the case of a consumer who fails to appear and it is unknown why or whether that person is on the way, the interpreter will remain on site unless dismissed by an authorized person.

At public event platform interpreting assignments, the interpreter(s) may be required to remain and possibly interpret for the entire contracted time if the person in charge or their designee requests it. This is for public relations, visibility, and ADA compliance purposes.

If a client fails to appear, indicate this on your invoice.

Feedback Forms

Feedback forms and follow-up phone calls by the ISD to consumers are designed to assist in monitoring and improving interpreter services and may be used on a random basis or when there is cause for concern with a particular interpreter.

It is the CHS Interpreter Services Department’s sincere hope that these policies and procedures will help facilitate an already excellent working relationship between the Department and freelance interpreters.