

Brokerage Orientation June 2008

Interpreters must have the following documents on file in order to take a DSHS/MAA assignment:

- Signed proof of this Orientation
- Subcontractor Agreement
- W-9 form
- Identification badge
- Code of Professional Ethics/Conduct
- HIPPA Compliance Form
 - Licensing Form (for mileage reimbursements)
 - Federal and/or state required Tuberculosis skin testing
- Washington State Patrol Background Check (performed annually)
- Confidentiality pledge
- Standards of Conduct
- Transportation Release
- Self-Disclosure Statement
- Business License for Washington State

All interpreters must be medically certified to take medical appointments and social service certified to take social service appointments. Interpreters must properly complete a Service Appointment Record, with original signatures in ink, and include a control number for each appointment in order to be paid. Each service appointment is linked to only one Client and one control number.

An Interpreter **shall**:

- a. Wear, or have visible, easy to read personal identification;
- b. Properly identify and announce their presence to a receptionist or other staff person when arriving for a scheduled appointment;
- c. Maintain a clean and neat appearance at all times; be punctual, prepared and dressed in a manner appropriate to the situation;
- d. Be polite and courteous to Clients and others; Clients shall be treated with respect and in a culturally appropriate manner when receiving interpretation services. (The County Broker should notify Vendors of any known cultural issues significant to providing interpretation services.);
- e. Assure Client confidentiality;
- f. Abide by the Code of Professional Conduct;
- g. Immediately withdraw from encounters they perceive as violations of the Code of Professional Conduct;
- h. Meet federal and state health and safety requirements regarding tuberculosis skin-testing and airborne pathogens training.

An Interpreter **shall not**:

- a. Make sexually explicit comments, solicit sexual favors, or engage in sexual activity;
- b. Disclose to any party any information about a DSHS Client for any purpose. The Interpreter or Vendor may disclose to the Broker information relevant to a Client's needs for interpretation services;
- c. In any way endanger the life, health, or well being of a DSHS Client;
- d. Solicit or accept controlled substances, alcohol, or medications from Clients;
- e. Solicit or accept money from Clients or Requestors;
- f. Use alcohol, narcotics, or controlled substances, or be under their influence, while providing services. Prescribed medication may be used by an Interpreter as long as his/her duties can still be performed in a safe manner and the Contractor has written documentation that medication will not impact the ability of the Interpreter to drive to the appointment or to provide interpretation;
- g. Consume food or beverages or smoke while providing services to the Client or the Requestor;
- h. Be responsible for Client's personal items;

- i. Counsel, refer, give advice, or express personal opinions to Clients for whom they are interpreting;
- j. Directly contact Clients except to confirm or inform of appointments already arranged by the County Broker;
- k. Market interpreter services to DSHS Clients;
- l. Arrange services for Clients in order to create business;
- m. Provide transportation for the Client to or from appointments, except as provided under the medical transportation program;
- n. Bill for interpreter services provided to the Interpreter's own family members;
- or
- o. Deny interpreter services to Clients.

I have read and understand the above requirements and/or can find additional information in my copy of the Sub-Contractors Guide. The billing process for Brokered appointments has been explained to me.

I understand how to complete the Spoken Language Brokered Interpreter Service Appointment Record (DSHS 17-123) and the Terms/Conditions of NWRC/Hopelink/Paratransit/People For People Contracts.

Interpreter Signature

Print Name

Language Exchange Representative Signature

Print Name

Date & Time

Orientation Given

- In-person
- Over the phone

Brokerage Orientation 1-08.doc/interpreter resources