



## **Mill Neck Interpreter Service**

501 South Broadway, Suite A

Hicksville NY 11801-5092

516-512-6222 (Voice/VP) • 866-957-4168 (Direct VP)

516-512-6336 (Fax) • 516-512-6260 (TTY)

[www.millneck.org](http://www.millneck.org)

# **Mill Neck Interpreter Service Procedural Agreement**

## **Requirements for Mill Neck Interpreters**

- 1) Annual Tuberculosis Check: Interpreters are responsible for keeping record of the expiration date. Results must be faxed to the office annually.
- 2) For Medical Settings: Interpreters must have a record on file of having an MMR (Measles, Mumps, Rubella) inoculation.
- 3) Criminal Background Check: Contact our Human Resources Director, Kathleen Lagalante, at 516-628-4224 or [klagalante@millneck.org](mailto:klagalante@millneck.org) to schedule a background check.
- 4) RID Membership: Obtain current RID membership. Abide by the RID *Code of Professional Conduct*.
- 5) Dress Code: Professional Dress code is required at all times; *no exceptions*, unless notified by office for specific jobs. Professional Dress means no visible body piercing or tattoos or casual wear, such as flip flops, tank tops or shorts.
- 6) Kathleen Lagalante, Human Resources Director on the Mill Neck campus, issues ID cards. If you do not have one, please contact her at 516-628-4224 or [klagalante@millneck.org](mailto:klagalante@millneck.org) as soon as possible. You must have an ID card.

## **Policies for Interpreting Assignments**

- 7) Arrival time for all assignments is 15 minutes prior to the scheduled start time. Upon arrival, the interpreter must locate and introduce him/herself to the contact person. Confirm with the contact person the exact time the agency has scheduled.

- 8) If an assignment will run over the scheduled time, please have the contact person call the office for approval. The interpreter cannot stay over the scheduled time unless the office has been notified.
- 9) If the interpreter will arrive late to an assignment, the interpreter is responsible for calling the contact person 15 minutes prior to the start time. In addition, please notify the office.
- 10) Interpreters need to check the website at least once daily to check job assignments.
- 11) The interpreter must notify the office (via phone or email) of any additional information or changes to an assignment. (Examples: location changes, time changes, mode of communication, pertinent information related to a consumer, etc.)
- 12) If an assignment is canceled upon arrival or the consumer is a "no show," the interpreter must get approval from the contact person to leave. Upon leaving, the interpreter must call the office with the first, last name and phone number of the person who gave approval to leave. If the contact person wants the interpreter to wait the full scheduled time, the interpreter must comply.
- 13) Scheduled wait time for a two-hour assignment is no less than 30 minutes; for any assignment over two hours, there is a 45-minute wait time. Please note this excludes clients that are contracted, such as Nassau University Medical Center, VESID, Jamaica Hospital and other agencies. If there are any questions about the wait time, please contact the office.
- 14) The scheduled wait time for VESID, Jamaica Hospital and Nassau University Medical Center assignments is one hour.
- 15) For hospital assignments, the interpreter is not permitted to be alone with the patient unless otherwise advised. When a hospital employee enters the patient's room, the interpreter should immediately follow the employee. Until needed, the interpreter should sit outside of the patient's room or at the nurse's station. The interpreter is there as a facilitator of communication for both the hearing and the Deaf individuals. Should there be any resistance and/or problems, please call the office.
- 16) Interpreters working ongoing assignments should give the Deaf consumer Mill Neck's email address: [interpret@millneck.org](mailto:interpret@millneck.org) on the first day of the ongoing assignment. Interpreters are *not* permitted to provide any personal contact information, such as pagers, emails, or phone numbers.
- 17) All interpreter interns must be approved by the office, consumer and client in order to attend an assignment.

### **College/University Assignments**

- 18) All schedule changes must go through the school's Department for Students with Disabilities and/or the VESID counselors. Any unscheduled events, i.e. meetings with teachers or advisors and final exams, etc., are not billable unless the interpreter receives the information from Mill Neck Interpreter Service. Changes *must* be transmitted from VESID and/or the Students with Disabilities Department to Mill Neck. *No exceptions will be permitted.*

- 19) Interpreters should give the Deaf student/teacher Mill Neck's email address [interpret@millneck.org](mailto:interpret@millneck.org) on the first day of an ongoing assignment so clients may advise the office as needed. Interpreters are not permitted to provide any personal contact information, such as pagers, emails or phone numbers.
- 20) For any schedule change, a Deaf student **must immediately** contact Mill Neck Interpreter Service, via the email address listed above, and inform the office in order for the interpreter not to attend. If the office is not informed, the interpreter must attend the scheduled class and wait the appropriate wait time.

## **Billing and Timesheets**

- 21) It is recommended that timesheets be submitted at the end of each day after the jobs for that day are completed. Timesheets must be submitted via the online interpreter database no later than 11:59 PM on the due date. Timesheets that are received after 11:59 PM on the due date (12:00 AM on the next day) will NOT be processed until the next pay period. Please email or call the office if you need assistance. All notification regarding when time sheets are due will be done via email.
- 22) Billing is done in ½ hour increments.
- 23) Double billing is no longer approved when only one interpreter appears at a teaming assignment. Please call the office immediately, and we will try to either get a team interpreter and/or negotiate a higher rate per hour. Clients are now refusing to pay double rate.
- 24) Please note there is a new procedure for the Signed VESID Forms, effective July 24, 2008. The "original" signed VESID forms must be in our office on the same date timesheets are due. They can be either hand delivered or mailed to our office. If you decide to mail the form, it must be received in our office by the scheduled timesheet due date.  
**\*\* VESID forms faxed to our office can no longer be acceptable for payment. \*\***  
 Mill Neck Services cannot process payment if the "original" signed VESID form is not received in our office on the same date timesheets are due.  
 \*\*\* If VESID assignment is scheduled on the same date timesheets are due: \*\*\*  
 A) You can hand deliver to our office the following day by 12:00 PM, or  
 B) Mail to our office and request payment during the following pay period.  
 Please contact Kim Worko if you have any questions.
- 25) Night rate begins at 10:00 PM and ends at 8:00 AM; the hourly rate is increased by \$10 during those hours.
- 26) Weekend rates will be negotiated on a case-by-case basis prior to the assignment.

## **Emergency Beeper (1-800-235-2594)**

- 27) When an interpreter is ill and cannot make an assignment, he/she must call the emergency beeper as soon as possible. Calling the night before an assignment is ideal; please try not to wait until the morning.

- 28) For any last minute assignment changes during the hours of 5:00 PM to 8:00 AM, the interpreter must call the emergency beeper.
- 29) Last minute substitutes are permitted for *emergency situations only*. To request a substitute for any other reason, we respectfully ask for one week's notice.
- 30) Coordinators for the Emergency Beeper service are Irene Hawxhurst, Mary Crowley and Loretta Murray. Please have their phone numbers available at all times.
- Irene Hawxhurst (516) 384-0920  
Mary Crowley (516) 322-4207  
Loretta Murray [Deafesq1@att.blackberry.net](mailto:Deafesq1@att.blackberry.net)

### **Mill Neck Interpreter Service Staff Contact Information**

**Office Hours: 9:00 AM- 5:00 PM Phone: 516-512-6222**

**Loretta Murray, Esq. - Director of Mill Neck Services**  
[Deafesq@aol.com](mailto:Deafesq@aol.com)

**Judith Rackovitch - Supervisor (In office Tues & Thurs to answer any questions/concerns)**  
[judirocks10@aol.com](mailto:judiocks10@aol.com) (Cell) 516-322-2325

**Liz Kohn - Coordinator of Interpreting Services**  
[interpret@millneck.org](mailto:interpret@millneck.org) and [lkohn@millneck.org](mailto:lkohn@millneck.org), Press Option 1

**Tracey Urzi - Coordinator of Interpreting Services**  
[interpret@millneck.org](mailto:interpret@millneck.org) and [turzi@millneck.org](mailto:turzi@millneck.org), Press Option 1

**Heather Rossi - Consultant**  
[hrossi@millneck.org](mailto:hrossi@millneck.org)

**Kim Worko - Timesheets and Collections**  
[kworko@millneck.org](mailto:kworko@millneck.org), Press Option 2

**Irene Hawxhurst - VESID and Billing**  
[ihawxhurst@millneck.org](mailto:ihawxhurst@millneck.org), Press Option 2

**Kathleen Lagalante - Human Resources Director**  
[klagalante@millneck.org](mailto:klagalante@millneck.org) 516-628-4224

Mill Neck Interpreter Service is RID Super Site # 199 for certification exams. To schedule an exam date, please contact either Liz or Tracey.

*I have read and understood the Mill Neck Interpreter Service 2008 Interpreting Procedural Agreement.*

Interpreter Print Name: \_\_\_\_\_

Interpreter Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Interpreter's Copy**

*I have read and understood the Mill Neck Interpreter Service 2008 Interpreting Procedural Agreement.*

Interpreter Print Name: \_\_\_\_\_

Interpreter Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Office File Copy**