

Frequently Asked Questions & Answers

Q: How much notice will I have for assignments?

A: Most of our interpreter requests are made in advance—meaning at least 1-2 weeks before the scheduled date. However, from time to time, we will receive a same-day/urgent request, and/or only 1 or 2 days advance notice. For this reason it's very important that you provide us with all of your current contact information including a cell phone, pager or other method that allows us to get in touch with you in a timely manner.

Q: What happens when I am not available for an assignment? (At the time the request is made)

A: No problem! Just let us know and we will begin to contact other interpreters on our team until we find one that is available. And don't worry--we'll call you again the next time the need arises in your language discipline and area of expertise.

Q: Will I be given driving directions for each assignment?

A: Yes. You'll also be given the name and telephone number of a contact person at this location. However, if for some reason you do not get the information you need in time for the assignment, you should either research the internet or contact the individual to get directions.

Q: What happens if I can't make an assignment that I've committed to?

A: The first thing to do is contact the individual at RDP Agency that assigned you to the case. As a courtesy, we ask for a minimum of 24 business hours advance notice. In the event of an emergency, we ask that you notify us as soon as possible. Unless otherwise directed by a staff member

of RDP Agency, the contractor should never contact the client directly if he/she is not able to make it to a scheduled assignment.

Q: What happens if my car breaks down on the way to the assignment?

A: Call your point of contact at RDP Agency immediately and follow her/his instructions. If for some reason you do not reach anyone at RDP then please contact your point of contact for the assignment and inform him or her of the delay.

Q: What do I do if I get stuck in traffic, become involved in an automobile accident, or experience other delays en route to an assignment?

A: Call your point of contact at RDP Agency immediately and follow their instructions. If for some reason you do not reach anyone at RDP then please contact your point of contact for the assignment and inform him or her of the delay.

Q: What happens if I get to an assignment and no one is there? Or if the client is there but the other party never arrives?

A: If upon arrival you find that no one is there immediately call your point of contact at RDP Agency and inform them of this. At that point you will be given further instructions on how to proceed. If you arrive and the client is present but the other party never arrives please stay for as long as the client asks you to. You should bill us according to your contract stipulations as noted in section 8a of your independent contractor's agreement (pages 6 and 7 of this packet). You must also inform your point of contact at RDP Agency of this immediately.

Q: Is it ever okay for me to drive with a caseworker in his/her vehicle from their office to the claimants' home?

A: Yes, but **only** if you're providing a service to a state agency (i.e. DCF) and traveling **with** the caseworker in their **state-issued** vehicle. If the individual is driving their personal vehicle, it is **not** acceptable for you to ride with them. You must then travel in your own vehicle.

Q: Is it ever okay for me to drive the limited English proficient person or anyone else from one location to another? (Example: from their home to a doctor's office, or to meet with a DCF social worker)

A: Absolutely not!

Q: What if the client (i.e.: DCF) asks me to pick up this third party?

A: No! There is absolutely no exception to this rule. If this happens you must immediately notify RDP Agency. Please note that neither you, nor the individual in your vehicle, will be covered under any insurance policy held by RDP Agency for any damages or injuries resulting from the violation of this policy.

Q: What do I do if I a client asks me to provide interpreter services for a future meeting?

A: All interpreter requests **must** be made through our main office. If a client asks you to return for a future meeting please direct them to call our main office to make this request. This ensures that purchase order numbers, and other information related to payment authorization, are processed accordingly. If you accept future assignments without the knowledge of our main office it could result in the non-payment of services.

Q: If while I'm on a scheduled assignment, I am asked to stay for another meeting what should I do?

A: This depends on you and your availability. If you're available and you wish to accept the assignment then yes, please continue and bill each case individually. Please notify your point of contact at RDP Agency of this change right away (if time allows between the assignments) or immediately upon completion of the 2nd assignment. If you cannot stay then kindly and professionally inform the client that you are not available to stay and encourage them to call the agency to request another interpreter.

Q: What happens if while I'm interpreting others present (i.e. family member or attorney) who speak the target language, consistently interrupt the process to comment on what I'm saying and/or to attempt to manipulate my interpretation?

A: If you find that your ability to provide interpretation services is being compromised by others present, please kindly and professionally ask those in the room to allow you to render your interpretation without interruption. If the issue persists, you should then ask the client to re-enforce your request. If this doesn't resolve the issue then you should ask for a moment, step away from the proceedings and call your point of contact at RDP Agency for further instructions on how to best proceed.

