

Policies and Procedures for Interpreters

- Interpreters interested in becoming active on the San Marcos Interpreting roster must complete the SMI Employment Application packet and submit the application form along with required documents for processing. Processing includes a criminal background check. We are often able to access the records we need to complete the background check without requiring that the applicant be fingerprinted. However, occasionally we are not able to do so. In this event, we would contact the applicant and provide them with the information they need to schedule fingerprinting. Once processing of the application packet is completed, we will contact the applicant to advise them of their status.
- SMI contracts with some customers that require contractors have TB testing conducted at least annually. SMI does not require that applicants have current TB tests on file, but it is recommended. Interpreters without proof of current TB testing on file with SMI will not be considered for assignments at locations requiring this
- SMI posts available assignments by email. This email will contain date, time and location (city) of the assignment. All other job details will be provided upon acceptance of the job. In most cases emails are sent to the entire active roster. Assignments are filled on a first response basis i.e. the first suitably qualified interpreter to respond will be confirmed for the assignment.
- Interpreters are responsible for completing timesheet in full and obtaining a signature from a representative at the assignment location. A signature from the consumer is NOT required. SMI will calculate the total fee due to the interpreter upon our receipt of your timesheet.
- Interpreters must carefully document accurate “start” and “end” times on timesheets. If the “start” or “end “ time varies from what was scheduled, the interpreter should make a brief note in the comments section on the timesheet explaining the variance.
- “Start” and “end” times are rounded to the nearest quarter hour for processing and compensation purposes.
- SMI pays the agreed upon hourly rate for all jobs occurring between 8:00am and 6:00pm. Jobs occurring from 6:00pm – 8:00am AND emergency room jobs are paid at time and a half.
- Timesheets can be submitted by fax or email. Timesheets that are emailed should be in PDF format. Timesheets should be submitted within the following guidelines:

Community assignments (other than public school assignments) on:	Submit Timesheet by:
1 st -15 th of the month	15 th of the month, by midnight
16 th – last day of the month	Last day of the month, by midnight
Timesheets for ALL public school assignments are due weekly on Sundays by midnight	
Timesheets for ALL Texas State University work are due weekly on Sundays by midnight	

San Marcos Interpreting
2706 Leslie Lane San Marcos, Texas 78666
(512) 754-8047 Office * (512) 392-8041 Fax * (512) 715-2042 Urgent/After Hours

- SMI pays a two hour minimum for each job assigned. The two hour minimum covers the first hour of interpreting service plus one hour of travel time.
- One hour of travel time is documented simply as “1 hr” in the appropriate blank on the timesheet. There is no need to document your actual mileage or travel times.
- Interpreters are paid a two hour minimum for any “No Show” assignment or if an assignment is cancelled on the same day of service. In the event of a “No Show”, the interpreter must still have the Agency Representative sign the timesheet. In the event of a last minute cancellation, the interpreter must submit a timesheet with that explanation written in the comments section of the timesheet.
- Interpreters are paid in accordance with the SMI Interpreter Pay Scale. The pay scale document is included with employment application packet. The pay scale document is also available upon request. By signing this document, interpreters confirm that they have received the SMI Interpreter Pay Scale and that the posted hourly rates are acceptable as outlined therein.
- SMI payroll cycles are the 1st-15th and 16th-last day of the month. A minimum of 3 business days is required to process timesheets and complete payroll for each cycle. Checks for community work are mailed out no later than the 4th business day following the end of the cycle. TSU timesheets are processed and payment is mailed in accordance with the TSU payroll schedule.
- Payroll taxes are NOT withheld by San Marcos Interpreting. Interpreters will receive a 1099 form from San Marcos Interpreting no later than January 31 for the previous calendar year. Interpreters are responsible for contacting San Marcos Interpreting immediately if an error is detected on a 1099 received from SMI.
- Interpreters accepting jobs from San Marcos Interpreting Service for the Deaf understand that they are representing San Marcos Interpreting Service for the Deaf and, thus, will not solicit personal contracts or business for themselves from agencies, offices or businesses already doing business with San Marcos Interpreting Service for the Deaf.
- SMI does not compensate interpreters for the same block of time twice. Therefore, if an interpreter has an assignment for SMI that cancels, but SMI is able to reassign that interpreter to another assignment during the same block of time, the interpreter will bill for the new assignment and NOT the cancelled assignment. (When these situations occur, SMI does NOT bill the customer for the cancelled assignment.)
- Interpreters accepting assignments from SMI at any City, County, State or Federal site (including all public schools) will adhere to all policies, restrictions and rules set forth by those locations. This includes, but is not limited to, dress code, security clearance and the use of electronic devices.

- Interpreters accepting assignments at any public school will be required to sign in at the front office upon arrival. Interpreters will be asked to provide their driver's license at all campuses. All San Antonio ISD campuses also require that contractors provide proof of auto liability insurance. Interpreters should have these items available upon check in at all public schools and should schedule themselves in a way that allows for the time it takes to check in. The "start" time of the assignment is the time at which the interpreter must be in the chair ready to start the assignment, NOT the time the interpreter arrives at the front office to check in.
- Public school assignments – long or short term- are subject to the 24 hour cancellation notice.
- Interpreters working long-term, ongoing public school assignments are NOT paid for lunch breaks. Typically, this is .5 hour, but it may vary in certain situations. The lunch break deduction must be documented in the applicable place on the timesheet.
- Interpreters working long-term, ongoing public school assignments are responsible for reviewing the school's academic calendar to identify all posted holidays and other non-school days. Interpreters are NOT compensated for posted holidays and non-school days. All public school academic calendars are available online. SMI is happy to provide a copy of any public school academic calendar if necessary.
- Assignments cancelled last minute due to emergency situations or inclement weather are NOT billable. SMI does NOT bill customers in the rare instances that these situations occur.

Texas State University

San Marcos Interpreting contracts with Texas State University to provide necessary service for the San Marcos and Round Rock campus. The following policies pertain specifically to assignments/work performed at Texas State University.

1. Interpreters will be paid hourly as per the SMI Interpreter Fee Scale. Service time should be rounded up to the nearest **quarter** hour on the timesheet. For TSU assignments, the regular rate of pay applies to any work performed between 7:00am-7:00pm. Night rate applies to any work performed between 7:00pm-7:00am.
2. Travel pay is limited to one hour per class or one hour per "block" of classes if the interpreter is covering multiple classes on one day. A "block" of classes is defined as multiple classes that are back to back or classes having no more than a 2 hour gap in between.

San Marcos Interpreting
2706 Leslie Lane San Marcos, Texas 78666
(512) 754-8047 Office * (512) 392-8041 Fax * (512) 715-2042 Urgent/After Hours

3. In the event an interpreter requires a sub for a scheduled class or special request, the interpreter should make every effort to relay the sub need to Cheryl Bailey via a TSU Sub Request form. In the event the interpreter is unable to access the TSU Sub Request form, he/she can email Cheryl the sub need. If a sub need is relayed in an email the interpreter must include full details of the sub need to include date, class name, class number, building name, room number, student name and partner name. After submitting a sub request (by sub request form OR email), the interpreter will receive a confirmation from Cheryl Bailey, normally within 30 minutes, that the sub request has been received. If you do not receive the confirmation OR if your sub need is immediate (less than an hour from the time of contact) please call Cheryl @ (512) 715-2042. If you cannot make contact with Cheryl immediately in regards to an urgent sub need, please call Mary in the office @ (512) 754-8047.
4. Prep time compensation will be limited to one hour per SCHEDULED class per week. Interpreters are NOT paid prep time for one time sub assignments. Prep time is not paid for special requests **unless a request for prep is made by the interpreter and authorized in advance of the assignment by Cheryl Bailey**. INTERPRETERS ARE RESPONSIBLE FOR OBTAINING TEXTBOOKS AND/OR ANY OTHER MATERIALS REQUIRED FOR PREP. Please note: Interpreters MUST fill in the amount of time being billed for prep in order to be compensated. If the "Prep Time " space on the timesheet is left blank it is assumed that the interpreter did not need prep time during that week and prep time will not be paid for that class. INTERPRETERS ARE NOT REQUIRED TO SUBMIT A LOG DOCUMENTING PREP TIME WORK COMPLETED WITH TIMESHEETS. HOWEVER, TEXAS STATE UNIVERSITY RESERVES THE RIGHT TO REQUEST VERIFICATION OF PREP TIME BILLED. THUS, INTERPRETERS ARE ENCOURAGED TO KEEP A SIMPLE LOG DOCUMENTING THE DETAILS OF THE PREP WORK THEY BILL TO SMI TO INCLUDE DATE AND TIME PREP WAS COMPLETED AND A SHORT SUMMARY OF HOW THE PREP WAS COMPLETED. IN THE EVENT TEXAS STATE UNIVERSITY REQUESTS PREP TIME VERIFICATION, INTERPRETERS WILL BE REQUIRED TO PROVIDE VERIFICATION OF PREP WORK BILLED TO SMI. 8/20/15
5. TRAC- the TRAC program will give you access to class materials. To gain access to prep simply provide your email to the instructor and request access. You can access TRAC at the TSU website.
6. Interpreters are responsible for reviewing the TSU academic calendar to identify posted holidays or other non-class days. Interpreters are not compensated for school holidays or other non-class days identified on the academic calendar.
7. Interpreters are NOT compensated for classes that are cancelled by TSU 24 hours or more in advance or for TEST days if not scheduled to cover the class for the exam.
8. In the event a student fails to show up for a class or a class is cancelled without notice, please notate this briefly on your timesheet for that class on the applicable day. For example- Student No Show, CX same day by professor, CX same day by SMI, Less than 24 hr CX, etc.

9. If you do not attend a regularly scheduled class because it was cancelled in advance or you are not needed due to a test or other circumstance, please notate that briefly on your timesheet. For example- Test-Partner Covered, Advance CX, Test- No Terps Needed, etc.
10. Interpreter schedules are subject to change and/or cancellation with no notice. Interpreters will be notified immediately of any class cancellations that involve their schedule.
11. Interpreters are responsible for completing a WEEKLY timesheet. **Timesheets are due by midnight on Sunday EACH WEEK.** If you are billing/documenting a start or end time that varies from the scheduled start/end time, please make a note in the comments section explaining that variance. **If you are absent for any reason, including on test days on which you did not cover the class, make a note in the comments section to that effect.**
12. Interpreters will adhere to and comply with all TSU campus rules, guidelines and policies.
13. Interpreters will refrain from entering into a contract or other employment agreement with TSU during a semester in which they have accepted classes at TSU through SMI.
14. Interpreters are paid at regular rates for classes worked without a partner. This includes classes that are scheduled without a partner as well as those classes in which a partner fails to show up or is absent and a sub is not available.
15. Testing Days- On most test days, only one interpreter is required in the class. Interpreters will coordinate who will cover each test with their partner. It is NOT necessary to notify Cheryl in advance of scheduled tests. However, both interpreters should document on their timesheets that a test occurred and notate which interpreter covered.
16. Tardiness is not acceptable. Please arrive at your scheduled class no later than the scheduled start time (5 minutes early if at all possible) Given the distance between classes and the possibility of having to travel between buildings for classes, there may be situations which deem it impossible for you to arrive by the scheduled class time. In the event you are scheduled in a way that you will not be able to arrive by the start time of any class on your schedule please communicate that situation with your partner and verify that at least one of your team will be able to arrive for each class by the scheduled start time. Also, please communicate this situation to the student you are interpreting for so that he/she understands the arrangement and the reason for it.

San Marcos Interpreting
2706 Leslie Lane San Marcos, Texas 78666
(512) 754-8047 Office * (512) 392-8041 Fax * (512) 715-2042 Urgent/After Hours

17. ALL TSU interpreting service must be coordinated via TSU ODS and San Marcos Interpreting. Communication between TSU students and SMI interpreters regarding student attendance, absence, tardiness, class cancellation, etc. is acceptable. However, service CANNOT be scheduled or cancelled via a direct communication between student and SMI Interpreter. If a student communicates anything related to service needs to the interpreter directly, he/she should refer the student to TSU ODS so that service can be coordinated and/or cancelled in the appropriate manner.
18. The official wait time for TSU classes or other TSU Special Request assignments is 30 minutes. Interpreters are to wait a full 30 minutes prior to leaving the assignment and documenting it as a no show.
19. Contract interpreters are allowed to purchase Restricted "Red" zone permits which allow parking in the red restricted areas. Interpreters may purchase permits at the TSU Parking Service Office which is located in the Matthews Street Garage. TSU Parking Services can be reached at 512-245-2887.
20. Final Exams- TSU ODS requires all students to make formal requests for interpreters for final exams if necessary. Final exam service assignments will be coordinated at the end of the semester as the requests from students are made to ODS and received by SMI. Once received, SMI will give regularly scheduled interpreters the first opportunity to provide service for exams in classes they covered during the semester. If neither of the regularly scheduled interpreters is available to provide that final exam service, the need will be posted as an available assignment to all TSU Interpreters.
21. If a student asks for interpreting service after class so that he/she can speak to the instructor, ONE interpreter is authorized to remain behind to accommodate the student. This should be a **brief** extension of service and the interpreter who remains to accommodate the student must depart from that location in time to arrive at next class, if scheduled for one, on time.
22. Interpreter assignments/schedules are completed and distributed each semester and before the start of the first summer session. Schedules will normally be completed and distributed two weeks or more before the start of the semester. Student interpreter preferences and/or requests for specific interpreters are honored to the fullest extent possible. However, an interpreter's assignment to a specific class or class related assignment is never guaranteed based solely upon student preference or student request.
23. Payment for TSU assignments will be made in accordance with the TSU Payroll Schedule which is distributed prior to the start of each semester. Payment for TSU assignments (class or special requests) is made **separate from** community assignments completed for SMI.

