



MS. FLOWER'S
Interpreters & Translators LLC

Interpreter Policies and Procedures

NEVER GIVE YOUR PERSONAL CONTACT INFORMATION (PHONE NUMBER) TO THE PATIENT, CLINIC, OR APPOINTMENT REQUESTOR.

Make sure you know where you are going. Please use GPS if you need to. Research your destination before you take off, or leave yourself plenty of time to locate your appointment.

1. ARRIVE 5-10 MINUTES EARLY AS A COURTESY TO THE CLIENT / PATIENT / AND YOURSELF ☺
2. Introduce yourself to the front desk.
3. **CLIENT'S RESIDENCE:**
If this an appointment at a client's home, it is important that you do not enter the client's home without the case manager or requestor.
 - Aging and Long Term Care usually have vehicles marked with the name "Aging and Long Term Care". If you see the vehicle, knock on the client's door, introduce yourself and ask if the case manager has arrived. If they are present, you can enter.
 - If you do not see the vehicle, and the start time for the appointment is nearing, please knock on the client's door and ask if the case manager has arrived. If not, do not enter the client's home. Return to your vehicle or wait in the parking lot for the Case Manager/requestor. If the start time has passed, wait another 5 minutes. If they still have not arrived, please call the office or Chelsi (509) 521-8183.

4. **TIME IN AND OUT:** If a case manager or requestor is late to an appointment, your start time on the voucher will still start at the requested time.
5. **CELL PHONE USE:** Please do not use your cell phone while you are on the job unless it is for follow ups and appointment details, or if you have having trouble at that particular appointment.

After the Appointment

DO NOT TIME OUT UNTIL THE LAST WORD HAS BEEN SPOKEN.

WHILE YOU ARE STILL AT THE APPOINTMENT

Get signatures on Voucher.

Highly Suggested Dress Code

No tattered jeans (professional dark colored jeans ok), shorts, T-Shirts, or pull over sweatshirts or tennis shoes. No heavy smelling cologne due to workplace allergies. Clinics have asked that interpreters are not showing facial piercings or offensive body ink.

There are times you may be requested as a last-minute notification; sometimes what is important is the request is covered. If you are feeling inadequate about your clothing, please let the office know at the time of the call/text. Pajamas won't work, but if you are in your gardening clothes, let us know! 🌹

When interpreting in a legal setting; (courtroom or attorney's office), men please wear slacks, a long sleeve button-down shirt and a tie if possible. The shirt should be properly tucked into the trouser for the professional look. Ladies, please avoid wearing exposing clothing articles. Wear clothes which fit you best. Don't wear too tight or loose clothes. Never wear low-neck blouses to work. Blouses with deep back or noodle straps are restricted in the workplace, as well as transparent clothing.