

**CONTRACT BETWEEN HOPELINK
AND
FOREIGN LANGUAGE SPECIALISTS, INC.
FOR INTERPRETER SERVICES**

Foreign Language Specialists, Inc. (referred to as "Contractor"), Interpreters (referred to as "subcontractors").

15.12 Service Standards.

a. The Contractor and its subcontractors must adhere to the following DSHS and/or HOPELINK client entitlements.

- 1) Provide clients with effective spoken language communications as established by the Civil Rights Act of 1964.
- 2) Provide clients with unbiased interpretation.
- 3) Assure client confidentiality, as follows:

Interpreters may, with client written consent, share information from the client's records only with appropriate medical professionals and agencies working on the client's behalf. Interpreters must ensure that this shared information is similarly safeguarded.

The contractor and its subcontractors shall maintain information concerning all individuals receiving chemical dependency treatment services in strictest confidence and safeguard all information, electronic and hard copy. The contractor and its subcontractors shall not disclose any information on individuals directly or indirectly except in compliance with state and federal law and department policy. The contractor and its subcontractors shall comply with the Federal Confidentiality of Alcohol and Drug Abuse Patient Records, 42 CFR, Part 2.

b. Contractors, their employees and/or subcontractors are prohibited from applying undue influence on DSHS or Hopelink clients, DSHS or Hopelink employees, and contract service providers (requestors) by:

- 1) Marketing interpreter services to DSHS or Hopelink clients.
- 2) Arranging services for clients in order to create business.
- 3) Contacting the client other than at the request of Hopelink.
- 4) Providing transportation for the client to, or from, social service or medical appointments (except as provided under the medical transportation program).
- 5) Billing HOPELINK for interpreter services provided to the interpreter's own family members.
- 6) Accepting any compensation from clients, or others on behalf of clients.

- 7) Denying interpreter services to Hopelink clients for eligible services (e.g. HIV/AIDS treatment, abortions, domestic violence services, child/adult protection services, etc.).
- c. The Contractor shall have no legal affiliations or connection to any subcontractor over which they have control or from whom they directly or indirectly benefit.
- d. The Contractor shall ensure all interpreters providing service under this contract:
- 1) Are DSHS certified, authorized, or qualified (per DSHS database listings); as a medical or social service interpreter; and
 - 2) Receive the required orientation prior to providing services under this contract. Contractor have ready access to, and provide upon the request of HOPELINK, a signed statement from each interpreter acknowledging orientation has been received. The orientation will consist, at a minimum, of all of the following:
 - (a) Code of Professional Conduct for interpreters. See Attachment #1.
 - (b) Completion of the Hopelink Encounter Form.
 - (c) Clarification of the billing process.
 - (d) Information regarding requirements for criminal history background checks and self-disclosure statements. See Attachment #2.
 - (e) Requirement to present, upon request, picture identification at all interpreter service appointments. It is recommended, in addition, interpreters bring verification of DSHS interpreter certification, qualification, or authorization to all interpreter service appointments.
 - (f) Other specific requirements covered under this contract, as determined necessary HOPELINK or specified in writing by DSHS; and
 - 3) Meet federal and state health and safety requirements regarding tuberculosis skin-testing and airborne pathogens training. For further information, contact your local health jurisdiction; and
 - 4) Comply with the Code of Professional Conduct (covered during required interpreter orientation) (See Attachment # 2); and
 - 5) Present, upon request, picture identification at all interpreter service appointments.
- e. HOPELINK, may permit, during interpreter appointment downtime, interpreters (if they and their employers/Contracting Agency have no objections) to perform necessary on-site translations and other language-related tasks. Examples of language-related tasks include assisting staff with language needs on the telephone, sight-translating documents from and into the target language, etc. Interpreters shall not perform any non-language related tasks, such as answering or responding to general phone inquiries, filing, copying, cleaning, organizing or arranging things, faxing, or running errands.