

Important information regarding Children's Hospital:

- **Parking issue at Children's:** Beginning Monday, January 14th, 2008 all interpreters arriving at Children's for short term interpreter work will use the 6th floor Whale Valet service to park their cars. This includes all ER interpreters. We are extending our valet service to our interpreters arriving for two to three hour patient/family engagements. This valet parking consideration will support our interpreters and eliminate off-site parking concerns. Our 6th floor Whale Valet hours beginning Monday, January 14th are 7:30 am to 4:00 pm. The valet service is free. Interpreters will not be charged for valet parking. However, we will require that interpreters utilize this service. Please note: interpreters may not park on the Hospital grounds from 6:00 AM to 5:00 PM. Please call Jim Sawyer, Director of Security & Transportation Services at (206) 987-6213 with any questions about the parking issues.
- **Signing in at Children's:** When arriving at the hospital interpreters must go directly to the station noted on their confirmation (i.e. Whale 4, Whale 6, and Balloon 6). These are the registration areas that have multiple windows (they look almost like teller stations). There is an interpreter sign in sheet located there. Interpreters must sign in and put the patient they will be interpreting for. The Kiosk staff will then match the interpreter up with their client and will direct the interpreter to wait in the waiting area to be taken back to the clinic. Interpreters should not go directly to the clinic as they may be interpreted as late or a no show. (Also note: Balloon 6 is not in direct view. Interpreters should then check in at the entrance help desk and they will direct them to balloon 6).
- **At no time should interpreters be contacting Children's interpreter staff or Hopelink's staff directly.** Please remember that you are scheduled there to work through FLS as your language agency, therefore all of your questions and/or complaints must be directed to the FLS staff. If we would not be able to answer your questions, we would pass them to Hopelink.

Thank you for your understanding and cooperation.

Sincerely,

Olga Afonin
FLS President