

Communications Across Language Barriers



MasterWord Services Inc.

MasterWord Language Interpreter Welcome Packet



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Introduction

MasterWord was founded in 1993 to provide Industry specific language solutions. MasterWord currently works with over 200 clients in over 150+ languages on 4 continents. MasterWord is actively involved within the industry and the issues that affect it participating in LISA, NCIHC, HITA, AATIA, MITA, EPITA and NAJIT. MasterWord is also a corporate member of the **American Translator's Association**. MasterWord has been recognized by the Texas Business Hall of Fame and is a Future 500 award winner.

MasterWord Services does not necessarily fit the typical appearance of an American translation company. MasterWord helps our clients manage the process by providing Industry Specific language solutions. The MasterWord process includes;

- Complete scalable solutions for our clients.
- A large network of language professionals that enables us to provide language support services in all languages under any deadline
- Offices that are open **24 hours a day, 7 days a week**.
- Proven Industry leading language technologies.
- Leading Industry consultants to understand the specific needs of the Industry and the issues that affect it.

Our main objective is to achieve and maintain 100% customer satisfaction through a process of continuous improvement.

We are excited about working with you. We know that you have the expertise needed to help us succeed. The relationship between you and MasterWord Services is designed to be a mutually beneficial one. We hope to enhance your professional development in any way possible and we actively solicit your feedback in how we can continue to improve our processes.

"MasterWord Services, Inc. is committed to helping its clients succeed in international business by providing the most professional, cost-effective, culturally knowledgeable, and convenient language support possible."

About MasterWord Services, Inc.

Philosophy

MasterWord understands that terminology is industry specific. Our focus is providing qualified professionals with Industry specific backgrounds translating into their native tongue.

Qualified professionals: MasterWord prescreens, tests, and independently certifies all of our language professionals. MasterWord evaluates lingual, cultural, and industry specific terminology proficiency. We also require third party professional certification wherever possible. This varies by language, industry, and certifying body.

Industry Specific backgrounds: MasterWord continually cultivates and develops the best talent from around the world. We solicit professionals from all language organizations as well as industry specific professional organizations. All of our language professionals have worked within the target industry.

Into their native tongue: By only allowing our professionals to translate into their native tongue we insure that the subtle nuances of any given language remain intact.

Confidentiality & Code of Ethics

MasterWord understands that a client's confidentiality is a priority. Our stable workforce, project management process, and commitment to professional ethics ensure the permanent security of projects, documents, and verbal communications. MasterWord maintains confidentiality between our clients and their customers.

As a member of the American Translators Association, MasterWord Services requires all of its employees and contract personnel to adhere to the ATA Translators' Code of Professional Conduct & Business Practices. Each staff member is required, as a condition of employment, to sign strict confidentiality agreements.

Quality Assurance

All MasterWord language professionals are required to adhere to our internal Quality Assurance Program, which ensures that our clients receive world-class language support at an economical price. Every language assignment is translated/Interpreted by a qualified professional with experience in the appropriate subject matter and Industry. All of our language professionals are put through a stringent prescreening and qualification, employment, and development process. Our interpreters have industry specific backgrounds

and are tested for language and terminological proficiency, cultural understanding, and amicability. Our translators must pass a prescreening test that accurately assesses terminological accuracy and stylistic integrity.

The MasterWord Team

MasterWord employs carefully screened professional translators and interpreters who are independently certified by organizations such as the US State Department, American Translators Association, and the International Association of Conference Interpreters, as well as degreed professionals. Each individual is tested for knowledge of terminology and proficiency in both his/her native and second languages. Tests are conducted by technical experts and individuals accredited by the ATA. Once a candidate successfully completes the screening process, Confidentiality and Code of Ethics Agreements are signed as a condition of employment. MasterWord also hosts several industry development seminars in an effort to continually build on the knowledge base of all involved in language support services. Our commitment to staff excellence is a continuous process—we actively recruit and train the best talent from around the world.

MasterWord Interpretation Program

Communication is more than words. Interpreting is understanding both the language and the cultural context in which it is said, and expressing that message in another language in order for the same meaning to be brought forth. Being an interpreter is more than simply knowing two or more languages. Being an interpreter requires:

- Linguistic ability – A potential interpreter must possess the ability to express thoughts clearly and concisely in two languages. They must also have an extensive vocabulary (pertaining to the subject matter) in both languages and be familiar with dialects, regionalisms and slang.
- Cultural competency – Having an intimate familiarity with both cultures is necessary for potential interpreters.
- Interpreting Skills – Apart from the ability to translating thoughts, questions and answers, an interpreter must possess listening and speaking skills, memory skills and note-taking skills. Most importantly, due to the sensitive nature of interpreting sessions, strong interpersonal skills are a must.
- A strong observance of professional responsibilities and ethics. Interpreters are placed in a variety of situations. Whereas translators deal mostly indirectly with our clients, our interpreters do have mostly face-to-face interaction with clients and their clients respectively. Potential interpreters must fully understand the code of ethics and have a firm grasp of professional conduct.

At MasterWord Services, we provide our clients with interpreters who meet all of the above criteria and have target industry specific experience. Houston is home to a wealth of diverse industries and it is imperative that MasterWord be able to support the unique needs of each client's business. MasterWord has needs on an ongoing business within the Health Care, Government, Legal, and Oil and Gas industries.

A Note on Healthcare

The Houston Healthcare community is one of the most vibrant and advanced communities in the world. The Healthcare community actively works with local minority populations and aggressively markets internationally. Within this community is The Houston Medical Center, one of the largest and most technically advanced medical centers in the world. The Houston Medical Center includes over 42 institutions. 13 Medical Center Hospitals are world-renowned. Over 5 billion people a year visit the Houston Medical center, many of which are International patients. MasterWord Services is the leading

provider of on site medical interpretation to the Houston Healthcare community. MWS is also heavily involved within the Healthcare industry participating in local and national committees and actively lobbying and promoting the issues that are within the best interests of the industry and our clients. Current issues include training and certification of Healthcare Interpreters. MasterWord is committed to being at the forefront of Healthcare Interpreting and commits to continually educate and make available all necessary training for our vendors.

What do interpreters do?

An interpreter's job is to break down the language barrier that prevents people who do not speak the same language so that they can communicate effectively. As a rule of thumb, interpreters orally translate (or interpret) **every** utterance that is spoken without changing, adding to, or omitting any part of the message.

As part of the session, the interpreter should instruct all parties involved in the conversation to speak to each other, not to the interpreter, so that the interpreter can work in "first-person" mode. For example, the interpreter would say "I" where the speaker says "I," rather than "He wants me to ask you ..." or "She says..."

Interpretation is provided in two ways, depending on the circumstances: simultaneous or consecutive.

Modes of Interpretation: Simultaneous and Consecutive

Interpretation is normally consecutive when the person requiring the interpreter participates directly in the communication, e.g., for meetings. In the Q&A setting, interpretation is usually performed in the consecutive mode. This applies for the health care setting, during witness testimony in court and also in the social service setting. In such cases, the interpreter waits for the person to finish speaking, or until the amount of information approaches the limit of the interpreter's retention ability, and then gives an oral translation. Interpreters typically use note taking as a memory aide. Consecutive interpreting is usually bi-directional, i.e., from language A to B and vice-versa.

The simultaneous mode of interpreting is typically used when the person who requires an interpreter is not participating directly in the communication. It is called simultaneous interpreting because the interpreter does not wait for the speaker to finish before beginning to translate into the other (or target) language. **Target language message is provided SIMULTANEOUSLY as the source language text is being produced.** Simultaneous interpretation is frequently utilized during court proceedings in which the interpreter conveys every utterance from the bailiff's instructions before the judge enters the courtroom to the announcement of the verdict. In

simultaneous mode, the interpreter speaks about 1 sentence behind the speaker and has almost no time to think of “the best word.” Simultaneous interpretation is employed only when an interpreter has had sufficient training and experience.

Major Fields of Interpretation: Judiciary vs. Community

Interpreters are needed in a variety of settings. Interpretation assignments can vary from visits to the Emergency room to courthouses and prisons. Not only will the physical locations vary but the protocol an interpreter should follow will also vary depending on the field the interpreter is working in.

Judiciary interpreters work in court, hearing offices, law offices, jails, prisons and other public agencies. An interpreter interpreting for a defendant who is of Limited English Proficiency is expected to interpret every single word said inside the courtroom – maintaining the tone, register and overall integrity of the discourse. If the interpreter is hired to interpret for a witness, he/she is expected to interpret consecutively for the witness and the attorneys. The interpreter’s interpretation will be recorded by the court reporter and will become a permanent part of the record. It is not a judicial interpreter’s responsibility to clarify, explain, or advocate on behalf of the defendant. The interpreter’s sole responsibility is to put the LEP defendant on equal footing as a non-LEP defendant.

Community interpreters include interpreters that work with doctors, nurses, educators, counselors, therapists and social workers. Working in the Healthcare setting the interpreter’s role can expand beyond simply being a “messenger.”

The Incremental Intervention Model of Healthcare Interpreting

Interpreting in the Health Care setting is very different from any other kind of interpretation. During most interpretation settings (i.e. conferences, courts, etc.) interpreters’ act as a “black box” storing a message and relaying the message to the appropriate party in a language they understand without adding or omitting any information. Also, in most interpreting settings, the different parties usually have different goals and expectations (i.e. in the legal setting, think of what the goals are for the different parties. The defendant, the judge, the prosecutor, etc.) In Health Care, the doctor, the patient and the interpreter usually have one goal in mind – the wellbeing of the patient. Although the default role of the interpreter is to act as this “black box”, those who have interpreted in the Health Care setting agree that in Health Care there is some gray area when it comes to facilitating understanding between two or more parties. In court, if a defendant does not understand the proceedings, the interpreter CANNOT clarify anything. However, if a similar situation were to occur in the Health Care setting, the interpreter’s role can go beyond that of the “message passer.” The interpreter’s role is much more complex in the Health

Care setting.

- **Conduit:** A Conduit is the most basic role of an interpreter. To render in one language EXACTLY what is being said in another. This is the role each interpreter takes in every situation unless there is potential for misunderstanding.
 - The Interpreter will interpret using the first person. (i.e. using "I" and "we" instead of "he said" or "the doctor says")
 - Interpret pauses, sighs, and "ums" thus adding meaning to the communication.
 - Render an accurate translation, not necessarily literal, but faithful to meaning.
 - Interpretation should reflect the speaker's tone, inflection and volume without mocking the speaker.
- **Clarifier:** As a clarifier the interpreter may need to explain further some terms that may have no linguistic equivalent or whose equivalent may cause further confusion. If there is the need to facilitate understanding, an interpreter will take this role. It is not the interpreter's place to lower the register of speech. An interpreter can, however, clarify with the individual whether or not they are understanding and then ask the speaker to lower their register.
 - Tell the speaker briefly what you intend to tell the recipient.
 - May need to change tone to signify change from conduit to clarifier. Its best to refer to oneself as "The interpreter" (i.e. "The interpreter would like to clarify...")
 - Ask questions to clarify understanding.
- **Cultural Broker:** In this role, the interpreter provides the necessary cultural framework for understanding the message being interpreted. An Interpreter will take this role when cultural differences are leading to misunderstanding.
 - Be alert to potential cultural barriers to understanding.
 - Tell the speaker briefly what you intend to tell the recipient.
 - Tell the recipient the appropriate information, stated as something that is generally true in the culture.
 - Let the recipient decide what to do with the information.
- **Advocate:** Advocacy is any action an interpreter takes on behalf of a client (or a client's client) outside the bounds of an interpreted interview. The advocate is concerned with the best interests of the speaker in addition to quality of communication. In a Healthcare setting, an interpreter is appropriately an advocate when the needs of the patient are not being met due to a system barrier such as complexity of the health care system or racism. In this example Advocacy is generally a role filled by Hospital Interpreter staff. If you feel the need to advocate for a patient please contact MasterWord **FIRST!**

- Identify the problem.
- Always let MasterWord know of potential problems.
- If it becomes necessary to bring the situation to someone's attention, please use non-threatening language.
- The "appropriate" role for the interpreter is the least invasive role that insures effective communication.

Cultural Understanding

Language is not the only element at work in the interaction between people who speak different languages. Culturally based beliefs, values, and assumptions held by each underlie the messages that they communicate to one another. For example, in the medical field for the provider, the "culture of medicine" as practiced in the Western world frames the type of questions they ask, the inferences they draw from patient descriptions of symptoms, and the expectations they have about prevention, treatment, and compliance. For the patient, deeply held beliefs about the relationship between the body and the spirit and the causes of illness or well-being influence the presentation, course and outcomes of illness.

When the patient and the provider share similar assumptions about health and illness and the functions of the health care system, the interpreter may simply have to make the conversion from one linguistic system into the other. When the extent of cultural dissimilarity is great, however, the interpreter may have to assist both provider and patient in unmasking the discontinuity in understanding. This level of cultural conveyance is necessary across many industries beyond healthcare and requires a deeper understanding of communication beyond terminology.

An example of this occurs with "untranslatable" words, which represent concepts for which a comparable referent does not exist in the society of the target language (Seleskovitch, 1978). To convey the concept, the interpreter may have to use a metaphor that is understandable in the target language and serves to convey the meaning of the "untranslatable" word.

The interpreter, therefore, must be mindful of those occasions where unshared cultural beliefs and assumptions can create a barrier to effective communication. In these situations, the role of the interpreter is twofold: 1) to identify the possibility that a cultural misunderstanding is creating a barrier to communication; and 2) to assist both parties in exploring with each other what this barrier may be.

* GUIDE TO INITIAL ASSESSMENT OF INTERPRETER QUALIFICATIONS – The National Council on Interpretation in Healthcare Working Paper Series, April 2001.

Code of Ethics and Professional Responsibilities

To maintain high standards among our select group of vendors, MasterWord requires all of our vendors to adhere to our Code of Ethics and Professional Responsibilities. The Code of Ethics and Professional responsibilities is designed to ensure that everyone involved in the process is given the opportunity to produce the highest quality product. This in turn continues to build upon the strong reputation of MasterWord and our Vendors. Upon completion please sign the last page indicating that you accept these terms.

Preamble

The function of interpreters and translators is to “stand between two languages and act as a bridge for the free passage of ideas from one side to the other.” The degree of trust that is placed in interpreters and translators and the magnitude of their responsibility necessitate high, uniform ethical standards that will guide and protect interpreters and translators in the course of their duties as well as uphold the standards of the profession as a whole.

While many ethical decisions are straightforward, no code of ethics can foresee every conceivable scenario; interpreters and translators cannot mechanically apply abstract ethical principles to every situation that may arise. This Code is therefore intended not only to set forth fundamental ethical precepts for interpreters and translators to follow, but also to encourage them to develop their own, well-informed ethical judgment. When in doubt, it is always best to contact a MasterWord Project Manager immediately. Remember, we are available 24 hours a day, 7 days a week to answer any questions.

The following codes of ethics should be followed at all times when representing MasterWord Services, Inc.

Confidentiality

The interpreter or translator shall not disclose privileged or confidential information acquired in the course of interpreting or translating without authorization. The interpreter should express intent to maintain confidentiality to both parties before starting interpretation. Interpreter should also express intent to interpret every utterance spoken throughout the interpretation and should advise all parties in the session to refrain from saying anything they do not want interpreted. Additionally, interpreters will properly dispose of any copies of reference materials given to them or any notes taken during the interpretation.

Accuracy

Source language speech should be faithfully rendered into the target language by conserving all the elements of the original message – verbal and non-verbal - while accommodating the syntactic and semantic patterns of the target language. The rendition should sound natural in the target language, and there should be no distortion of the original message through addition or omission, explanation or paraphrasing. Interpreters must accurately and completely relay all that is said by all parties - including derogatory or vulgar remarks, non-verbal clues, and anything they know or believe to be untrue. The register, style and tone of the source language should be conserved. If anything is unclear, interpreters must ask for repetition, rephrasing or explanation. If interpreters have lapses of memory that lead to inadequate interpreting, they should inform the client, ask for a pause and signal when they are ready to continue. **Guessing should be avoided.** Interpreters and translators who do not understand what a speaker has said should seek clarification. Errors should be corrected immediately.

Neutrality

Professional detachment must be maintained at all times. If interpreters or translators feel their objectivity is threatened, they should withdraw from the assignment. They should not accept, or should withdraw from, assignments in which impartiality may be risked because of personal beliefs or circumstances. Any real or potential conflict of interest shall be immediately disclosed to all parties as soon as the interpreter or translator becomes aware of such conflict of interest. Practitioners should not recommend to clients anyone or anything in which they have personal or financial interest.

Integrity

Interpreters and translators shall accurately represent their certifications, accreditations, training and pertinent experience. Interpreters and translators shall limit their participation in those matters in which they serve to interpreting and translating. Interpreters and translators are not responsible for what clients say or write. They should not voice or write an opinion on anything or anyone concerned with an assignment. Any questions or concerns regarding an assignment should be addressed to the project manager and not directly to the client. Interpreters and Translators should constantly review and re-evaluate their work performance. They should maintain and enhance their skills by study and experience, and keep up to date with relevant languages and cultures.

Professionalism

Interpreters must present themselves in a professional manner. They dress in accordance to our dress code, adhere to the Code of Ethics and follow the

Professional Responsibilities. MasterWord interpreters agree to decline bribes, gratuities, or favors from any party involved in the session. MasterWord interpreters understand the boundaries of the professional role; monitor own behavior and needs and refrain from personal involvement. Interpreters and translators shall respect and support their fellow professionals. They should:

- Assist and further the interests of colleagues, refraining from comments injurious to the reputation of a colleague
- Promote and enhance the integrity of the profession through trust and mutual respect. Differences of opinion should be expressed with candor and respect - not by denigration -refraining from behavior considered unprofessional by their peers.

Impediments to Compliance

Interpreters and translators shall bring to the attention any circumstance or condition that impedes full compliance with any Canon of this Code, including interpreter fatigue, inability to hear, or inadequate knowledge of specialized terminology, and work overload. Interpreters and Translators must decline assignments under conditions that make such compliance patently impossible.

Professional Responsibilities

MasterWord Interpreters shall follow the outlined protocol during their interpreting assignment.

- a. Preparation for Assignment
 - MasterWord Interpreters are expected to do enough research and preparation before their assignments. Although MasterWord does not receive reference materials for every assignment, any potential documents that may be helpful will be provided.
- b. Pre-Session
 - It is important that all parties you interpret for are aware of your role and professional responsibilities. Therefore, it is imperative that interpreters properly introduce themselves to all parties. The introduction shall include the following components:
 - Your name, the company that you represent and your role (i.e. Spanish Interpreter).
 - Your intent to maintain confidentiality.
 - Your intent to interpret every utterance spoken during the session.
 - Your intent to speak in the first person.
 - Request that each party pause frequently to allow for interpretation.
- c. Interpretation
 - Positioning is incredibly important during your interpretation. The

best place to stand is as close to the patient as possible (slightly behind). This way the provider will naturally look toward the patient while speaking and the patient will not feel detached from their own session.

- Interpreters should not offer their own advice, opinions, add or edit the message for content. If necessary, interpreters should take note to aid their memory.
 - Interpreters must stay in control of the communication. At times you may have to stop someone from continuing, ask them to repeat or speak up... please do so politely and letting them know that it needs to be done in order for you to "interpret accurately."
- d. Post-Session
- Confirm that neither party has any additional questions before leaving.
 - Confirm that neither party needs further interpreter assistance. IF they do, and it is in a different location or with a different client contact, please contact us immediately.
 - Ask the client contact to sign your time record.
 - Present the client contact a MasterWord business card. If asked to leave your phone number in case additional help is needed, please explain that all contact must go through MasterWord and that you are unable to give out your personal information.

Additional Responsibilities

When sent on an assignment for MasterWord Services, the interpreter is acting on the behalf of our company. All MWS Interpreters are required to adhere to the following guidelines:

- A MasterWord Job Confirmation will be sent to the interpreter with specific instructions for each assignment. Please be sure to read these instructions every time you go on an assignment. The instructions can change from one assignment to another so it is important that these instructions be read each time.
- Be on time. Plan to arrive at least 15 minutes before the start time to allow yourself to park and find the correct office, room, court etc. Being late is grounds for nonpayment of the assignment. If you are running late for any reason please call our offices immediately. We will communicate with the client.
- You have been contracted by MasterWord to work as an interpreter. Please contact our offices immediately if you are asked to do anything outside of interpreting (i.e. written translation, transporting a client or their client, taking someone shopping, transcription, etc.). Please excuse yourself immediately and report to the Project Manager on Duty.

- Please turn off the ringer on any mobile phone or paging devices upon entering the assigned workplace. It is unacceptable to answer a call during an interpreting assignment.
- If you are asked to leave and return in the middle of an assignment, please contact our offices before doing so. You will need approval from a MasterWord Project Coordinator in order to do this.
- If you are asked to return for a follow-up assignment, please let the contact person know that you can do so only if the request is placed through the proper channels. Each client organization has its own system for placing requests and this same procedure must be followed in order to get you back. The contact person can request you if they were pleased with your services.
- Act and dress in a professional manner. Business attire is to be worn on all assignments unless the situation requires dress appropriate to the end client's specifications. MWS will make the interpreter aware of any such situations. We have provided a brief list of acceptable and unacceptable items. A good rule of thumb is: if you are not sure if something is appropriate, choose something else.
 - Slacks—Cotton slacks are acceptable provided they are clean and wrinkle-free. Inappropriate items include jeans of any color, sweatpants, wind suits, short shorts, Bermuda shorts, bib overalls, leggings, spandex or other form-fitting pants.
 - Shirts—Golf shirt and short-sleeved dress shirts, are acceptable in the summer months (May – August). Neckties and sports coats or jackets are required the rest of the year. Inappropriate items include tank tops, sweatshirts, shirts with large lettering, logos or slogans, halter-tops, tops with bare shoulders, and t-shirts unless worn under another blouse, shirt, jacket, or jumper.
 - Dresses and Skirts—Casual dresses and skirts, and split skirts at or below the knee are acceptable. Dress and skirt length should be no shorter than four inches above the knee and may not be tight fitting. Mini-skirts, short/skirts or “skorts” and spaghetti-strap dresses are unacceptable.
 - Footwear—Loafers, boots, flats, clogs and leather deck shoes are acceptable. Athletic shoes, sneakers, dress sandals, open-toed shoes, thongs, flip-flops and slippers are not acceptable. Heels should not exceed 3”. Please avoid ornamental hosiery (lace, rhinestones, bows, etc.)
 - Jewelry—Should be conservative with no visible body piercing other than pierced ears. Earrings should be no larger than a quarter. No more than two bracelets, two necklaces, one earring

(per ear), one watch, and one wedding set with one additional ring.

- Don't wear political or religious emblems, pins, buttons, etc. Our client might not share your particular affiliations and request that you not be sent on future MasterWord assignments.
- Hats should only be worn for safety or religious purposes. Tattoos should be appropriately covered so as not to be visible. Revealing clothing is not permitted and proper undergarments must be worn at all times. Makeup should be conservative and not detract from the interpreter's appearance.
- Do pay close attention to personal hygiene. Beards and mustaches should be neatly trimmed. Hair should be neat and clean with a conservative style. Make sure that you use a good deodorant and nice-smelling cologne, aftershave, or perfume. However, make sure that it is not overpowering. Please do not chew gum during an assignment. If you are attempting to freshen your breath, please do so with a mint or mouthwash before the assignment. Nails should be conservative in length and neatly manicured. Please do not wear black, blue, green, purple or yellow shades of nail polish. Please avoid nail jewelry or nail art.
- You are required to wear the name badge provided to you at all interpreting assignments. We have also provided business cards for you to give out to any client or individual asking for a phone number or any other company information. Failure to wear the MWS provided badge might disqualify you from performing future MasterWord assignments. All MasterWord clients expect MWS interpreters to be identified by name badge. This alleviates any potential confusion between all parties involved. The name badge also identifies you as a specific interpreter who may be requested for future opportunities by the end client.
- DO NOT give your personal phone number to the client or the individual you are interpreting for. Always use MasterWord contact information and business cards. Remember, you are on a professional assignment as a contract worker for MasterWord Services. Therefore, our staff shall do any communication between the client and MasterWord. If the client would like to schedule your services for the future, please ask them to contact MasterWord directly at 281-589-0810. If you run out of MasterWord Services business cards please let us know immediately.
- Please save all parking receipts. In order to be reimbursed for your parking expenses you MUST supply us with a dated receipt (showing the amount paid). There are no exceptions to this policy.

- All job assignments are non-transferable. MasterWord Services has pre-screened each interpreter and selected him/her based on the information provided. At no time is it acceptable to have someone else "cover" an assignment.
- If you are unable to complete an assignment for ANY REASON please notify the project manager in charge immediately. We are available 24 hours a day and 7 days a week at 281-589-0810. Please do not wait until "the morning" to call and let us know that you are unable to complete the assignment.
- Please do not contact our clients for any reason without clearing it through us. If you are expecting an assignment or have not received confirmation please call us and we will contact our client.
- The MasterWord office must receive Time Sheets and invoices no later than 24 hours after completion of the assignment. Please call to confirm receipt of any faxed or mailed time records. For time record drop off, we are in the office from 8 am until 6 pm.

Non-Disclosure Agreement

All of our approved translators and interpreters are required to sign a Contractor's Confidentiality Agreement before accepting his/her first assignment from MasterWord. Please see the attached agreement, read, initial each page and sign on the last page.

Please send a signed copy back to us by:

- Fax: (281) 589-0615
- Scan and e-mail: timesheets@masterword.com
- Mail: 303 Stafford Drive, Suite 204, Houston, TX 77079 ATTN: Interpretation Division

Payment of Assignments

MasterWord Services will agree to pay our independent contractors within 30 days of receipt of invoice for services rendered. Payments are processed on a weekly basis by ACH (direct deposit) or by check or via PayPal. To enroll in our Direct Deposit program simply complete the Authorization Agreement for Automatic Deposits (ACH) Form found on page 20. Payment information can be obtained by emailing accounting@masterword.com. We will respond by the next business day.

PLEASE NOTE: To avoid delay in payment, please update accounting with your new account number or mailing addresses immediately at accounting@masterword.com or 281-589-6046. If you fail to update us, you will incur the cost of stop payment to checks or direct deposits.

Payment can also be made by wire transfer. If this is the preferred method of payment, the independent contractor will be responsible for payment of any fees associated with receiving payment using these methods. These fees, if incurred up front by MasterWord, will be deducted from the payment. MasterWord will gladly pay these fees if the independent contractor is willing to wait for payment until the amount owed has exceeded \$500. Questions regarding our wire transfer processes should be submitted in writing to accounting@masterword.com.

As an independent contractor, if you are operating as a sole proprietor then you will receive a 1099 form at the end of the year instead of a wage earner's W-2. The 1099 will not list withholdings, because there are none, and an independent contractor must file quarterly estimated withholding taxes. You will also be responsible to pay your own Social Security and Medicare taxes.

If you have a d.b.a. ("Doing Business As") and a Tax I.D. number for said business, we can also make checks payable or process ACH to the business. This information will need to be completed on an independent contractor agreement.

If you operate as a corporation, you are required to complete a W-9 form which can be obtained from the IRS website <<http://www.irs.gov>>. As a corporation, you will not receive a 1099.

1099 forms will be mailed to the address we have on file by January 31st. If you do not receive a 1099 and you earned over \$600 from MasterWord Services, please send an e-mail to accounting@masterword.com to request a duplicate 1099. Please be sure to specify the exact address you would like the form mailed to.

MasterWord Services will not be able to give you any tax advice. It is recommended that you contact a CPA to answer any questions you may have about operating as an independent contractor. Though as a self-employed individuals who are entitled to more deductions than salaried employees, it's up to you to document and file for these tax benefits. Most of the deductible expenses of self-employment can be itemized and deducted from gross earnings. For more information, contact a CPA or visit the IRS website <<http://www.irs.gov>>.

Any additional questions regarding payment of services, taxes or tax forms should be submitted in writing by e-mail to accounting@masterword.com.

Automatic Deposits Form

AUTHORIZATION AGREEMENT FOR AUTOMATIC DEPOSITS (ACH CREDITS)

COMPANY NAME: MasterWord Services, Inc.

I (We) hereby authorize MasterWord Services, Inc. hereinafter called COMPANY, to initiate credit entries and to initiate, if necessary, debit entries and adjustments for any credit entries in error to my (our) **Checking** account indicated below and the depository named below, hereinafter called DEPOSITORY to credit and/or debit the same to such account.

DEPOSITORY BANK NAME: _____

CITY: _____ **STATE:** _____ **ZIP CODE:** _____

ACCOUNT NAME: _____

TRANSIT ABA NUMBER: _____

ACCOUNT NUMBER: _____

This authority is to remain in full force and effect until Company has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Note: You must provide a voided check from the account to be credited so that we can verify your bank's Federal Reserve Transit ABA number for automatic deposit processing with this form. Please fax the completed form and a voided check to 281-589-6046.

NAME: (Please Print) _____

ID # or SS #: _____

DATE: _____

SIGNED: _____

MasterWord Interpreter Assessment

MasterWord Services' Interpreter Assessment refers to the process of determining a person's qualifications for a particular field of interpretation — whether it be medical, technical, legal or general. Assessment begins with an initial assessment of the individuals' qualifications and whether or not at that point they are eligible for being admitted to the MasterWord Interpreter Program.

We begin our assessment with an initial review of key documents provided by our applicants:

- A résumé
- Letters of recommendation (from employers and, where appropriate, from members of the ethnic community for whom the interpreting will be provided)
- Evidence of prior education, training, and certification by other institutions.

All interpreters will undergo a normal employment interview to provide us with an opportunity to judge attitude, general communication skills, and responsiveness. Once they have passed this interview they are then put through an initial assessment.

The first three components of our initial assessment of qualifications for interpreting include:

- Basic language skills. General proficiency in speaking and understanding each of the languages in which the applicant would be expected to work. (If multiple languages are involved, it is essential that the applicant's ability in each language be assessed)
- Ethical case study. Recognition of ethical issues, knowledge of ethical standards (a code of ethics) and ethical decision-making, assessed by obtaining the candidate's response to scenarios calling for ethical choices.
- Consecutive Interpretation – the interpreter will be asked to perform as an interpreter between two parties.

The following three components comprise our comprehensive process for initial assessment of qualifications for **health care interpreting**.

- Health care terminology. Knowledge of commonly used terms and concepts related to the human body; symptoms, illnesses, medications and common medical procedures as well as health care specialties and treatments in each language, including the ability to interpret or

explicate technical expressions.

- Reading Comprehension – The interpreter will be asked to read a text and answer questions relating to the text in order to ensure that the interpreter has an adequate degree of reading comprehension.
- Sight Translation- the ability to orally translate a written document is essential in the health care environment. Some examples of what a health care interpreter may need to relay either to the patient or the provider are consent forms, medical history, pre-op and discharge instructions. We assess the Interpreter's ability to relay this information accurately and completely.

MasterWord Services, Inc. is also focused on providing Professional Development seminars to their teams of translators and interpreters. MasterWord is fully committed to providing a workplace conducive to the ongoing education of our vendors and staff. It is our goal to enhance professional development wherever possible.

The MasterWord Time Sheet

A MasterWord Time Sheet will be sent with each job assigned by MasterWord. Exceptions to this will be clearly noted by the Project Manager. It is incredibly important that all time sheets be completed fully and correctly, as they will be presented to our clients with our invoice for services.

At times, you may be called to go on a "rush" job, and there may not be enough time for you to wait to receive a time sheet from our office. In this event, blank time sheets can be provided to all interpreters. Again, it is important that the time sheet be filled in fully and correctly. An example of a correctly completed time sheet has been show here. Please contact the MasterWord Project Manager with any questions.



Communications
Across Language
Barriers

JOB #: 1234

DATE: 12/24/03

TIME RECORD FOR CONTRACT INTERPRETING SERVICES

Client Firm: TDPRS Patient/Case: Maldonado
 Client Representative Name: Mary Sue Caseworker
 Service Location: 2525 Murworth
 Interpreter Name: Jose Interpreter

Date	Time	Time	Actual Hours	Comments
12/24	9:00 AM	to 10:30 AM	1:30	
	:	to	:	
	:	to	:	
Total of Hours =				2 hrs
Total Miles $100 - 50 = 50$ Billable Miles * $30/\text{mile} =$				\$18
Parking Expense =				\$7
Total of Expenses =				\$25
** Expenses MUST be pre-approved ** (** In order to be paid for expenses, you MUST attach receipts **)				

Type of Request:		Please Have Client Initial
<input type="checkbox"/> Scheduled (6am-6pm) (Initials: _____)	<input type="checkbox"/> After-Hour/W-H (6pm-6am) (Initials: _____)	<input checked="" type="checkbox"/> Emergency Time Request Was Called In: 8:27 AM (Initials: <u>MSC</u>)
<input type="checkbox"/> Cancelled (Initials: _____)		

Signed by:

Interpreter: <u>Jose Interpreter</u>	Date: 12/24/03
Client Representative: <u>Mary Sue Caseworker</u>	Date: 12-24-03
Project Manager: _____	MasterWord Services, Inc.

If you encounter any problems, please do not hesitate to call us.
 303 Stafford, Suite 204 Houston, Texas 77079
 E-mail: masterword@masterword.com
 Tel. (281) 589-0810 Fax (281) 589-1104
 Website: www.masterword.com

Features and Benefits

There are many benefits to being a member of the MasterWord Services Interpreter Program:

- Open Door Policy – We at MasterWord Services, Inc. are available to speak to you 24 hours a day and 7 days a week without the need to make an appointment.
- Feedback Encouraged – Not only do we appreciate any feedback but we encourage it! We are all working as a team so if you have any suggestions on ways we can improve our current systems please let us know.
- Language Specific workshops are held every few months to have an opportunity for an open discussion with members on ones own language groups. Topics of discussion will vary from “What would you do...?” to workshops on specialized terminology, standards of practice and other skill building exercises.
- Professional Development Seminars are held several times a year in order to help you maintain and enhance your skills. We encourage you to attend these seminars to both learn something new and meet fellow interpreters.
- Membership to the MasterWord Interpreter ListServ for all interpreters. A great way to get information about upcoming MasterWord vendor meetings, seminars and other news from around the industry. http://groups.yahoo.com/group/masterword_interpreters/
- At MasterWord Services, you will not only be a vendor but a member of a team. We will all work together to exceed our clients’ expectations by offering professional service and the most outstanding language support services in the industry.

MasterWord Contact Information

Houston

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Olga Valdez	Project Coordinator	ovaldez@masterword.com
Monica Villafranca	Project Coordinator	mvillafranca@masterword.com
Sulin Whittaker	Project Coordinator	swhittaker@masterword.com

MasterWord Interpreter Program Receipt Acknowledgement

I have received, read and agreed to abide by MasterWord Services Code of Ethics and Guidelines of Professional Responsibilities as well as the Dress Code and the Protocol Requirements.

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Acknowledgment: _____ Date: _____

Language: _____ City, ST: _____