



## LUNA CONTRACT INTERPRETER HANDBOOK

### TABLE OF CONTENTS

Page 2	Professional Expectations
Page 5	LSP Ware Atrium and <a href="http://goluna360.com">goluna360.com</a>
Page 11	Compensation
Page 18	Policies
Page 27	Professional Development

# PROFESSIONAL EXPECTATIONS

Page 2	Punctuality
Page 2	Dress Code
Page 3	Masks
Page 3	Ethics
Page 4	Do's and Don'ts

## Punctuality

LUNA interpreters are expected to be ready to interpret at the appointment start time. Please allow extra time for traffic, weather, parking, and finding the correct room. If you foresee that you will be even a few minutes late, please call 317-341-4137 Opt. 1 or 2 as soon as possible so that we can inform our client.

## Dress Code

LUNA interpreters are expected to wear business casual attire. If a specific assignment requires attire more formal than business casual, coordinators will communicate this to interpreters well in advance of the assignment.

### Upper body

- blouse
- dress
- sweater
- polo
- button-down shirt
- tie (if desired)
- LUNA ID badge
- mask\* (for COVID or other health concerns)
- ASL interpreters must have a clear mask available

### Lower body

- skirt
- dress slacks
- capris
- khakis
- dress jeans (for warehouse settings)

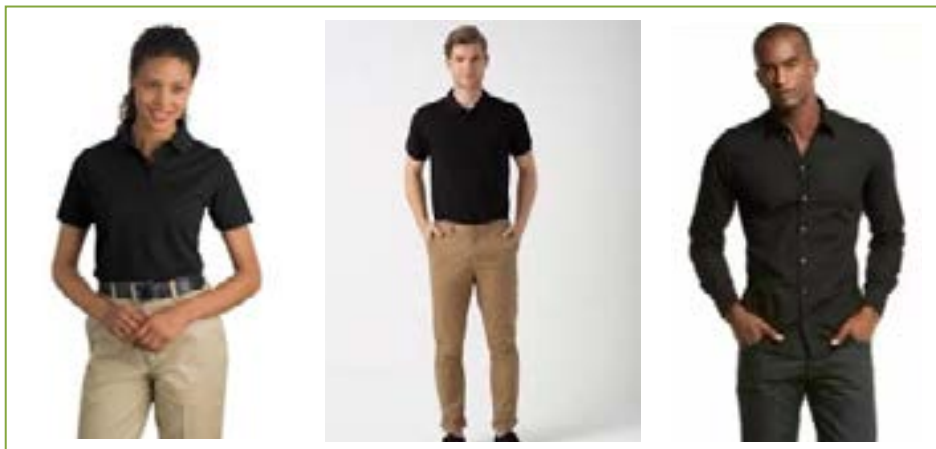
### Footwear

- closed-toe shoes (for medical interpreting)
- comfortable business-casual shoes (for warehouse settings)
- flip-flops\* are not acceptable for interpreting
- dress sandals may be appropriate depending on the assignment

The dress code for warehouse settings may include LUNA t-shirts, dress jeans, tennis shoes. Hoodies and open-toed shoes are not appropriate.

## **IU Health's Look of Assurance**

IU Health facilities have a particular dress code called "The Look of Assurance." It consists of a black top (ASL interpreters may wear blue depending on skin tone), full-length khaki or black pants, and black closed-toe shoes. (See below).



## **Masks**

Please follow the location's rules and requirements for mask-wearing. ASL Interpreters are expected to have a clear mask available.

## **Ethics**

Please be aware of and abide by our governing body's Code(s) of Ethics:

### **National Association of Judiciary Interpreters and Translators:**

<https://najit.org/wp-content/uploads/2016/09/NAJITCodeofEthicsFINAL.pdf>

### **National Council on Interpreting in Health Care:**

<https://www.ncihc.org/assets/documents/publications/NCIHC%20National%20Code%20of%20Ethics.pdf>

### **Registry of Interpreters for the Deaf:**

<https://rid.org/ethics/code-of-professional-conduct/>

## Practical Reminders

Outside of your commitment to ethics and professionalism, we realize there are a number of practical reminders that will be helpful for you to know in the field.

### Please DO:

- Be on time. While we cannot require you to arrive early to appointments, we highly recommend being checked in and ready to interpret a few minutes before the start time of the assignment.
- Please be aware of weather or traffic delays and plan if needed. See <http://www.in.gov/dhs/travel-advisory/> for travel information.
- Be mindful of your safety if calling or texting our office on the road. Please pull over and never text while driving. Texting and/or browsing the internet while driving is against the law in Indiana.
- Call the office before the appointment with as much lead time as possible if you know you will be running late at all (*even a few minutes late*) or cannot make it to the appointment.
- Call the office immediately if your scheduled time has been requested to be extended. Failure to get approval may result in non-payment of the extended time.
- If a consumer or client asks you to attend a future appointment, have the client call the LUNA office directly, but also please communicate the conversation to one of our coordinators.
- Please let our coordinating staff know if you are out of town and cannot take appointments. Email is the preferred method for this communication.

### Please DO NOT:

- Text or email if you are running late or can't make it to your scheduled appointment if it is within 24 hours of the appointment. (We would like you to **call us** immediately)!
- Send text messages to the office number (we cannot receive them).
- Use your cell phone while on an assignment unless required.
- Interpret for your family.
- Transport the consumer.
- Bring a child or minor with you to an appointment.
- Arrange for another interpreter to take one of your appointments without approval.
- Attend an appointment unless our office or a partner agency sends you.
- Post any job-related information on personal social media.

Page 5	Accepting Assignments
Page 6	Looking Over Tomorrow's Assignments
Page 7	Tutorial Videos on Using <i>LSP Ware Atrium</i>
Page 7	Why Use the App Timer?
Page 8	When to Start the App Timer
Page 9	Submitting Actuals
Page 9	Signing Out

## Accepting Assignments

LUNA interpreters can accept interpreting assignments in a variety of ways, which are detailed below in **Letters A-D**.

### A. Accept interpreting assignments with the *LSP Ware Atrium mobile app*.

To accept an interpreting assignment through the mobile app:

1. Open the app and select the "Open" function.
2. Click on the interpreting assignment and choose "Accept" or "Reject."

Note: Upon clicking "Accept," there is a possibility that one may not be assigned the interpreting assignment. This may be because another interpreter had already accepted the assignment invite. If multiple interpreters are invited to the same assignment, whoever accepts the invite first is assigned to the assignment. Our coordinators can see all the interpreters who have accepted the assignment and will review to ensure the interpreter is an appropriate match.

Tip: To receive an immediate notification of assignment invites, activate the notifications for the *LSP Ware Atrium* mobile app in your smartphone's settings.

### B. Accept interpreting assignments at **goluna360.com**.

To accept an interpreting assignment at **goluna360.com**:

1. Log into **goluna360.com** with your username and password.
2. Select "Open Jobs" from the banner of options near the top of the webpage.
3. Click on the interpreting assignment and choose "Assign this job to me".

### **C. Accept interpreting assignments by email.**

To accept an interpreting assignment by email.

1. Log in to the email account that LUNA has on file for you.
2. Search for the email that has the assignment invite.
3. Choose “Available for this job” or “Not available for this job”.
4. Upon clicking “Available for this job,” look in your inbox for a confirmation email that you’ve been assigned to the assignment.

### **D. Accept interpreting assignments when texting or talking to LUNA coordinators.**

Sometimes LUNA coordinators call or text LUNA interpreters. Interpreters can agree to accept an assignment by text or over the phone, and LUNA coordinators will assign them to the assignment in question. The interpreter will then see the assignment appearing in the “Assigned” portion of the LSP Ware Atrium mobile app or the “Assigned Jobs” portion of goluna360.com. The interpreter will also receive an email confirming the assignment.

### **Looking Over Tomorrow’s Assignments**

It’s a good habit for interpreters to look over their assignments the night before the assignments take place. Interpreters do this for multiple reasons:

- to make sure they’ve received mileage and travel time when appropriate
- to make sure coordinators allowed for adequate time to travel between assignments
- to make certain interpreters do not personally know the consumers for whom they will interpret
- to clarify with coordinators any addresses that may appear unclear or incorrect

If anything appears amiss or incorrect for the next day’s assignments, interpreters can resolve these concerns with LUNA coordinators by calling:

317-341-4137 Opt. 1 for Spoken Languages

317-341-4137 Opt. 2 for ASL

(The above phone numbers are serviced 24/7/365).

Interpreters can look over the next day’s assignments by:

- opening their *LSP Ware Atrium* mobile apps and selecting the “Assigned” function
- visiting goluna360.com and selecting the “Assigned Jobs” function

## **Tutorial Videos on Using *LSP Ware Atrium***

New LUNA interpreters need to become familiar with the LSP Ware Atrium mobile app. This app is used to accept interpreting assignments and submit them for pay.

The below tutorial videos are designed to help interpreters become familiar with the mobile app:

The Quick Version video simply models the steps of accepting an assignment and submitting it for payment along with mileage and travel time reimbursement.

### **Quick Version (7 min.) - Submitting Jobs through the App**

<https://drive.google.com/file/d/1E807kMplGVfXbDfpP6CX-9Q3RdOayzx5/view>

The Expanded Version explains various steps of submitting an assignment, emphasizing the “why” behind each step of the procedure.

### **Expanded Version (20 min.) - Submitting Jobs through the App**

[https://drive.google.com/file/d/1G5GktKG5RTnzHMoVN9ouG\\_fZusCFy2vo/view](https://drive.google.com/file/d/1G5GktKG5RTnzHMoVN9ouG_fZusCFy2vo/view)

## **Why to Use the App Timer?**

LUNA requires interpreters to use the *LSP Ware Atrium* app timer on every interpreting assignment. LUNA expects interpreters to use the app timer so that LUNA can provide better proof to its clients that interpreters were indeed present at the scheduled times. Also, occasionally LUNA’s clients request data on the duration of interpreting assignments. LUNA cannot provide this data if interpreters neglect to use their app timers.

On each assignment, interpreters must enter an actual start time and an actual end time by either using the app timer, or by manually adjusting the clocks to reflect the correct start and end times.

Interpreters who consistently fail to use their app timers will receive follow-up from LUNA staff members.

## **When to Start the App Timer**

Whether interpreters are early, on time, or late to an assignment has a bearing on when they should start the app timer.

Below are four different scenarios. Each scenario describes when it's appropriate to start the app timer.

### **1. Early Arrival - Your assignment begins at 10 AM, and the receptionist asks you to begin interpreting at 9:55 AM.**

- Start your app timer at 9:55 AM. You are beginning to work/interpret at 9:55 AM, so we want the timer to reflect that actual start time.

### **2. On-time Arrival - Your assignment begins at 10 AM, and the nurse asks you to begin interpreting at 10 AM.**

- Start your app timer at 10 AM.

### **3. Late Start – You are on time for your 10 AM assignment, but the care staff doesn't call you and the patient back until 10:05 AM.**

- Start your app timer at 10 AM. We want the record to show that you were on time and ready to go. It is out of your control whether or not the care staff is punctual.

### **4. Late Arrival – You arrive for your 10 AM assignment at 10:03 AM.**

- Start your app timer at 10:03 AM. Honesty is the ethical thing to do. Interpreters should be honest when it's to their benefit or disadvantage.



## **Invoicing LUNA: Submitting “Actuals”**

Submitting your actuals is your way of invoicing LUNA. By “actuals,” LUNA is referring to the pay-related details of an interpreting assignment. “Actuals” include:

- **Interpreting Time:** the start and end time of the interpreting assignment
- **Bonus Differentials:** certain jobs may pay at a higher rate
- **Mileage:** the round-trip distance traveled for assignments approved for mileage
- **Travel Time:** set the clocks equal to the total amount traveled regardless of the actual time traveled. For example, if you traveled 90 minutes each way, you may set the clocks to read 12:00 PM - 3:00 PM for a total of 3 hours. The start and end time of traveling to the place of interpretation.

### **To submit actuals:**

1. Open the interpreting assignment in the “Assigned” function.
2. For interpreting time, start and stop your app timer as appropriate. Then, press “Add task.” A new page appears. Then, press “Add Actuals.” Your interpreting time will appear.
3. For mileage and travel time, press “Add task.” A new page appears. Then, press “Add Actuals” and choose “Mileage” or “Travel” time as appropriate.
  - A. For mileage, enter the round-trip distance traveled for the assignment.
  - B. For travel time, set the clocks equal to the total amount traveled regardless of the actual time traveled. For example, if you traveled 90 minutes each way, you may set the clocks to read 12:00 PM - 3:00 PM for a total of 3 hours.

## **Signing Out at the End of Assignment**

At the end of an interpretation, please find a representative from the client organization who witnessed your presence as an interpreter.

A representative may include:

- nurses, receptionists
- bailiffs
- teachers, guidance counselors, principals
- supervisors, HR managers, etc.

Ideally, LUNA would like their full first and last names. However, some may be unwilling to provide their full last names. In that scenario, please note the initial of the last name.

## Interpreter Give-backs

Suppose an interpreter agrees to interpret a future assignment. However, the day before the assignment, the interpreter can no longer do the assignment. This scenario is what's meant by an "interpreter give-back."

There is no way for interpreters to give back assignments in the *LSP Ware Atrium* mobile app and [goluna360.com](http://goluna360.com). Instead, interpreters must contact LUNA coordinators who can manually remove interpreters from assignments.

To give back an assignment, interpreters should:

- email [\*\*request@luna360.com\*\*](mailto:request@luna360.com) (if the request will take place in 24 hours or more)

or

- call LUNA at **317-341-4137** (Option 1 for Spoken Language or Option 2 for ASL)  
You must call if the assignment will take place in less than 24 hours.

# COMPENSATION

Page 11	Submitting Assignments for Pay
Page 12	Direct Deposit
Page 12	Pay Cycle
Page 12	Pay Schedule
Page 13	2-Hour Minimum
Page 14	24-Hour Cancellation
Page 14	Parking Policy
Page 15	Mileage
Page 15	Travel Time
Page 16	Assignment Extensions

## Submitting Assignments for Pay

For fuller explanations on how to submit assignments for pay, see the “LSP Ware Atrium App and goluna360.com” section of this handbook.

Interpreters can submit assignments for pay through the **LSP Ware Atrium mobile app** or **goluna360.com**. For tutorial videos on submitting assignments for pay with the mobile app, please visit page 7 of this handbook.

Interpreters are to submit assignments for pay within 48 hours of completing an assignment. Failure to meet this timeframe will jeopardize an interpreter’s mileage, travel, and bonus time reimbursement. *Payment for jobs not closed out for more than 30 days may be forfeited.*

### **Direct Deposit**

LUNA's Accounting team sends interpreters their pay through direct deposit. If you would like to change the bank account that receives your direct deposits, contact the Accounting team at [accounting@luna360.com](mailto:accounting@luna360.com) and request a new Credit Authorization Form

### **Pay Cycle**

Interpreter paychecks are processed twice a month:

- The **first paycheck** reflects assignments taken between the 1st and 15th of the month.
- The **second paycheck** reflects assignments taken between the 16th and last day of the month.

### **Pay Schedule**

View the pay schedule under the "Interpreter Resources" page of our website:

<https://luna360.com/portals/interpreter/>

## 2-Hour Minimum

- For a job lasting two hours or less, interpreters earn two hours of pay. For example, for a 90-minute job, interpreters earn two hours of pay.
- For a job lasting more than two hours, interpreters earn:  
**(their hourly rate X duration of the job)**

For example, for a three-hour job, an interpreter paid \$20/hr would earn:  
**(\$20/hour X three hours = \$60 of pay)**

## Rounding

Beyond the scheduled duration of the assignment, LUNA rounds up interpreting time in 15-minute increments.

For example, an interpreter interprets for 3 hours and 6 minutes.  
**The interpreter will earn pay for 3 hours and 15 minutes.**

## Exception to 2-Hour Minimum

This exception applies to Marion Superior Court (MSC) and to Video Remote Interpreting (VRI) assignments.

If interpreters interpret only one MSC job during the AM or PM court session, they will earn the standard 2-hour minimum.

If interpreters are assigned to a VRI assignment, they will be paid a minimum of 1 hour.

## Assignments That Finish Early

If an assignment finishes before the scheduled duration has elapsed, the client can dismiss the interpreter early. In this case, the interpreter will be paid for the entire scheduled duration of the assignment.

For example, an interpreter is assigned to interpret from 8:00 AM - 12:00 PM, or four hours total. At 11:00 AM, the client dismisses the interpreter.

**The interpreter will be paid for four hours of work, as that was the scheduled duration of the assignment.**

Please still adjust your actual end time to reflect the early dismissal. This will not impact what you are paid.

## **24-Hour Cancellation Policy**

**If a client cancels a job with more than 24 hours of notice,** interpreters are not paid.

**If a client cancels a job with less than 24 hours of notice,** interpreters are paid and should reserve the scheduled interpreting time for LUNA in the event that LUNA receives other interpreter requests for which the interpreter could help out. Drive time and mileage for the canceled assignment will not be paid, unless the interpreter has already left their home. For canceled State jobs with less than 24 hours notice, interpreters are paid up to 2 hours regardless of the scheduled duration. For all other jobs, interpreters are paid for the scheduled duration.

## **Parking Policy**

LUNA **does not reimburse** interpreters for parking.

If you have questions about finding garages near your assignment, please contact the LUNA office.

## **Mileage**

Interpreters are eligible for mileage reimbursement if an assignment requires:

- 20 miles or more of one-way travel for non-state clients
- mileage is not reimbursed for state clients\*

Mileage must be approved before the job occurs.

\* In the LSP Ware Atrium app, an asterisk ( \* ) appears before the name of state clients.

For example: \*DCS Marion County or \*Department of Workforce Development

Mileage is reimbursed at the Federal rate.

Interpreters are to submit the round-trip total of the distance traveled.

## **Travel Time**

Interpreters are eligible for travel time reimbursement if an assignment requires:

- 40 miles or more of one-way travel for non-state clients
- 25 miles or more of one-way travel for state clients\*

Travel for state clients must be approved before the job occurs.

\* In the LSP Ware Atrium app, an asterisk ( \* ) appears before the name of state clients.

For example: \*DCS Marion County or \*Department of Workforce Development

In the LSP Ware Atrium app, interpreters are to record the total travel time:

- Adjust the clocks to reflect the total amount of travel time regardless of the actual time traveled. For example, you may set your clocks to read 9:00 AM - 11:00 AM for a total of two hours of travel.

Interpreters will be paid

- their hourly rate for Non-State clients
- their hourly rate for State clients\* \*\*

\* In the LSP Ware Atrium app, an asterisk ( \* ) appears before the name of state clients.

For example: \*DCS Marion County or \*Department of Workforce Development

\*\* The State has a cap for travel time pay, please inquire to see if your travel rate is impacted.

## **Rounding**

Travel time is rounded up in 15-minute increments.

## **Assignments Extensions**

What is an extension? An extension is when the client needs the interpreter longer than the time/duration the client initially scheduled.

For example, if an assignment was scheduled to end at 11:00 AM, and the interpreter is needed until 11:30 AM, this would be a 30-min. extension.

For extensions, interpreters have the client call LUNA at 317-341-4137 (Option 1 for Spoken Language, Option 2 for ASL). LUNA must hear from the client to authorize an extension.

Interpreters are not obligated to agree to extensions - the exceptions being surgeries and labor and delivery.

Surgeries and labor and delivery are assignments that are often extended, and the interpreter and client need not call LUNA to authorize an extension.

## **Consumer No-Shows**

The interpreter must wait a minimum of 20 minutes\* or until they are dismissed by the site representative.

\* The State requires interpreters to wait 45 minutes.

If a patient/consumer fails to show up for an appointment, interpreters must call LUNA at 317-341-4137 (Option 1 for Spoken Language, Option 2 for ASL) to report the no-show. LUNA keeps track of no-shows, and it's important that interpreters call to report no-shows.

Interpreters are paid for the entire scheduled duration of a no-show assignment. You may be asked to cover another assignment, but this is not mandatory.



### State Work vs. Non-State Work

Below is a chart highlighting the differences between work under the State contract and Non-State assignment.

	<b>Non-State Assignments</b>	<b>State Assignments</b>
<b>Mileage</b>	Eligible at 20 miles one-way	Not eligible
<b>Travel Time</b>	Eligible at 40 miles one-way	Eligible at 25 miles one-way
<b>Expected Wait Time</b> <i>(before considering the assignment a no-show)</i>	20 minutes	45 minutes
<b>Cancellations</b>	>24 hours can bill the entire length of the assignment	>24 hours can bill up to two hours

# POLICIES

Page 19	Glossary of Frequently Used Terms
Page 21	Virtual Work (VRI)
Page 21	COVID Policy
Page 21	Inclement Weather
Page 22	Communication Policy
Page 23	Complaint and Grievance Policy
Page 24	Quality Assurance Checks
Page 24	Drug-Free Policy
Page 25	Safety and Accident Policy
Page 26	Working as a Contractor

## Glossary of Frequently Used Terms

<b>American Sign Language (ASL)</b>	Language used by Deaf and hard-of-hearing individuals across the United States and Canada
<b>Atrium</b>	Software used by LUNA’s coordinating staff
<b>Board for Evaluation of Interpreters (BEI)</b>	A certification program responsible for testing and certifying the skill level of ASL-English interpreters
<b>Bridging the Gap (BTG)</b>	A 40-hour professional development program that trains bilingual individuals to interpret in the healthcare setting
<b>Certification Commission for Health-care Interpreters (CCHI)</b>	Administers a national interpreter certification program for medical interpreters of all languages
<b>Client</b>	The business or entity that has made the request and will be invoiced for the interpreting service
<b>Code of Ethics</b>	A set of official standards of conduct that the members of a group are expected to uphold
<b>Consumer</b>	Those individuals who are receiving interpreting services
<b>Contractor</b>	A person who is hired to perform work for another individual or organization on a contract basis
<b>Deaf and Hard-of-Hearing Services (DHHS)</b>	Provides assistance to identify and find resources to meet the needs of Deaf and hard of hearing individuals and their families, throughout the state of Indiana
<b>Educational Interpreter Performance Assessment (EIPA)</b>	A tool designed to evaluate the voice-to-sign and sign-to-voice interpreting skills of interpreters who work in the elementary and secondary school classroom setting
<b>Employee</b>	A person who is hired by an individual or organization to perform work and is paid a salary

## Glossary of Frequently Used Terms Continued

<b>LSP Ware</b>	The software provider for the Atrium app and portal
<b>Limited English Proficiency (LEP)</b>	A person who is not fully fluent in written or spoken English
<b>National Board of Certification for Medical Interpreters (NBCMI)</b>	Administers a national interpreter certification program for medical interpreters of all languages
<b>National Interpreter Certification (NIC)</b>	Certification exam for ASL-English interpreters that assesses the interpreter's general knowledge in the field of interpreting, ethical decision making, and interpreting skills
<b>The Office of Disability Adjudication and Review (ODAR)</b>	A branch of the Social Security Administration, in charge of scheduling the disability hearings for applicants who are appealing a denial of their initial claim
<b>Over-the-Phone Interpreting (OPI)</b>	An interpretation service performed on a three-way call between two parties
<b>Registry of Interpreters for the Deaf (RID)</b>	An organization for ASL-English interpreters, they advocate for best practices in interpreting, professional development for practitioners, and for the highest standards in the provisions of interpreting services for diverse users of languages that are signed or spoken
<b>Video Remote Interpreting (VRI)</b>	A video-telecommunication service that provides language access by using an off-site interpreter who teleconferences into the client's environment
<b>Virtual Interpreting</b>	A video-telecommunication service that is used when both the client and the persons with Limited English proficient or Deaf or hard of hearing are virtually meeting through a teleconferencing platform (for example, a multilingual meeting through Zoom)
<b>Vocational Rehabilitation</b>	A federal-state program that helps eligible individuals with disabilities to achieve their employment goals

### **Virtual Work & VRI**

Virtual work is considered interpreting done on a third-party platform such as Zoom, MS Teams, Webex, etc. VRI work is considered interpreting done within LUNA's VRI portal.

Please log in approximately 10 minutes before any virtual or VRI job and ensure your microphone, webcam, and speakers are working correctly. You also must be in a quiet, private room with a neutral professional background when interpreting virtually.

### **COVID Policy**

LUNA follows all CDC guidelines concerning the health and safety of its contractors. ASL interpreters are expected to have a clear mask on hand. If you experience an exposure while at an interpreting assignment, or if you are experiencing COVID symptoms and have an upcoming assignment, please notify LUNA immediately.

### **Inclement Weather**

If the State of Indiana has closed any county due to dangerous weather conditions that the interpreter must travel through due to inclement weather, the interpreter should not travel through the closed county and may not bill.

If the assignment location (university, business, etc.) decides to close due to inclement weather, the interpreter may bill for the assigned time.

If the assignment and the State of Indiana remain open, but if the interpreter does not feel it is safe to travel and cancels the assignment, the interpreter may not bill. Please communicate the cancellation as early as possible, so LUNA has time to make other arrangements.

## Communication Policy

We pride ourselves, here at LUNA, on putting an emphasis on communication and transparency. After all, we are in the communication business! We, therefore, do our best to make sure that any information you receive from our office is clear, accurate, and relevant. We simply ask the same of our subcontracting interpreters and our partnering agencies. When in doubt, over-communicating is a good rule of thumb. If you feel our communication with you is not up to this standard, please let us know!

Most of the time, communication from our office will be via email, text, or phone. If you would prefer a face-to-face meeting, or if we feel the issue at hand is too complicated for anything other than a face-to-face meeting, we will make accommodations to make sure that can happen.

If you have concerns, comments, or complaints, please send those to: **feedback@LUNA360.com**. Your correspondence will be handled personally by someone on our managerial staff.

## Grievance Policy

Nobody ever likes to think that they might be part of a formal complaint or grievance. In fact, most interpreters go to great lengths to make sure they wear their ethics “on their sleeve” to maintain an air of professionalism and propriety. Not all feedback is negative, and we will certainly pass along any accolades we receive regarding your work. However, if something goes awry, LUNA has guidelines that we will use to assess those situations based on the issue itself, the seriousness, and the frequency. We will consider two types, or levels, of communication about problems on assignment.

### Two levels: Examples of Complaints and Grievances

Types of complaints	Types of grievances
Not arriving on time or at all	Breaching confidentiality
Leaving early without notification to agency	Poor business practices (i.e. taking advantage of state or agency system)
Showing outward disrespect to assignment stakeholders	Unprofessional boundaries
Team interpreter not working	IIC or RID certification lapses or is taken away
Lack of skill for the job	Interpreter engaged in illegal activity
Not a good interpreter/ consumer match	HIPAA violation
Personality issues	Drug/alcohol violation

### Handling Grievances

Due to the gravity of the grievances listed above, LUNA will handle the situation with diplomacy, decorum, and professionalism using the following steps:

1. Must collect the grievance in a documented written/video form (cannot be anonymous).
2. Stakeholders will be made aware, even before resolution
3. Involve stakeholders in resolution if needed
4. Find resolution with as little disruption to services as possible

## **Quality Assurance Checks**

Because of LUNA's commitment to quality, we conduct regular quality assurance checks.

Our Quality Assurance Manager visits our clients' locations to ensure that interpreters are arriving on time and are properly dressed.

## **Drug-Free Policy**

The use of alcohol, illegal drugs, intoxicants, and controlled substances, whether on or off duty, can impair the interpreter's ability to work safely and efficiently. Accordingly, LUNA prohibits the following:

1. Possession, use, or having alcohol or an illegal drug, intoxicant, or controlled substance in your system during assignments.
2. Operating a vehicle while having alcohol or an illegal drug, intoxicant, or controlled substance in your system when traveling to or from assignments.
3. Distribution, sale, manufacture, or purchase--or the attempted distribution, sale, manufacture, or purchase--of an illegal drug, intoxicant, or controlled substance during assignments or while on premises owned or occupied by LUNA.
4. The use of prescription drugs and over-the-counter drugs, which may also affect the interpreter's job performance and safety, may impair their ability to perform the assignment safely or may affect the safety or well-being of others.

Contractors who violate this drug and alcohol abuse policy will be banned from future assignments, and LUNA may also bring the matter to the attention of appropriate law enforcement authorities. Any conviction for criminal conduct involving illegal drugs, intoxicants, or controlled substances, whether on or off an assignment or any violation of this drug and alcohol abuse policy, including having a positive drug test result, may lead to the inability to accept future work assignments.



## **Safety and Accidents**

Each contractor/interpreter is responsible for their safety. If you observe or experience an unsafe condition within the scope of your assignment, please report it immediately. Also, if you are in an accident on the way to an assignment, please inform us at your earliest convenience. If, for any reason, you do not feel safe due to weather or other conditions to travel to an appointment, please notify us as early as possible. As a reminder, LUNA will not provide Worker's Compensation for any injuries experienced during the assignment. We strongly encourage each interpreter/contractor to have insurance coverage, including health, car, and liability.

## **Texting While Driving**

LUNA understands that many interactions in an interpreter's day can occur on a cell phone. At times, our office will be communicating with you through text message. Please note that texting and emailing while operating a motor vehicle is against Indiana state law and LUNA's policy. The law is restricted to the reading, writing, and sending of text messages while a vehicle is in motion and includes all electronic posts, messages, or graphics, whether sent by email, instant messaging, social media, cell phone texting, or other similar technology. Indiana Code 9-21-8-59. If you need to communicate with someone at our office and are on the road, please pull over to a safe location and park your vehicle first.

## Differences between a Contractor and an Employee

There are some important factors to be aware of as you begin working as an independent contractor. Below are some general differences between being an employee and a contractor.

<b>Factor</b>	<b>Contractor</b>	<b>Employee</b>
<b>Control</b>	Creates their own schedule	Has a set schedule
<b>Exclusivity</b>	Can contract with any company at any time	May have a non-compete clause
<b>Benefits</b>	Must provide their own insurance, no access to worker's comp, assumes all risk, must pay their own social security	Insurance, worker's comp, social security paid by company
<b>Compensation</b>	Paid per assignment	Paid a salary or hourly wage
<b>Taxes</b>	Will receive a 1099 and must pay all taxes	Will receive a W2 and company pays a portion of taxes

# PROFESSIONAL DEVELOPMENT

Page 27	LUNAcademy Trainings
Page 29	Becoming a MBE/WBE/DOBE
Page 32	Career Path for an ASL Interpreter
Page 33	Career Path for a Spoken Language Interpreter
Page 34	National Certification for Medical Interpreting
Page 36	Indiana Court Interpreter Certification

## **LUNAcademy Trainings**

Training plays a fundamental role in LUNA's mission of providing language services. The belief that language access is a right compelled LUNA to create LUNAcademy. LUNAcademy houses all of LUNA's training endeavors as a classroom and a service line. LUNAcademy offers training for three audiences: clients, consumers, and language service providers (interpreters and translators).

## **Client Training**

As Indiana's populace diversifies, there is a growing need for linguistically inclusive and culturally astute workplaces, schools, and not-for-profits. LUNA offers both ready-made and customized training to satisfy clients' unique needs and preferences to meet this growing need. Some training topics include:

- diversity and inclusion
- transportation and workforce development
- removing barriers to employment
- equitable hiring practices

## **Consumer Training**

By offering ELL classes, LUNA supports individuals with limited English proficiency (LEP's). LUNA has designed and taught its own curriculum for Levels 1, 2 and 3.

## Language Service Provider (LSP) Training

To provide clients and consumers with the best language services, LUNA assures that its language service providers have ample opportunity for training and professional growth. Training is offered in a great variety of ways, but highlights include:

- Bridging the Gap – a nationally-recognized basic training for medical interpreters
- EIPA Testing for ASL interpreters (Educational Interpreters Performance Assessments)
- Local Legal Lesson for beginning and intermediate court interpreters
- Study groups for Indiana Court Interpreter Certification
- Training on soft skills and interpreter wellness
- Ethics Parties

### Stay up-to-date on LUNA's LSP training in three ways:

1. Keep an eye out for promotional emails from LUNA.
2. Visit **eventbrite.com** to search for and register for LUNA training.
3. Contact **training@luna360.com** to pitch training ideas or inquire about upcoming training.

## **Becoming a Minority/Veteran/Women/Disability Owned Business**

The language service industry understands that diversity offers a competitive advantage in today's multicultural business economy. Therefore, the sector provides numerous opportunities for contractors who have minority (MBE), VETERAN (VBE), WOMEN (WBE), and Disability Owned (DOBE) Businesses. Obtaining certifications as an MBE, VBE, WBE, or DOBE is an opportunity for your business to develop relationships with larger companies and government entities. Certification also enables contractors to increase their income and access more resources at the industry's top level.

### **What is a Minority (MBE), Veteran (VOB), Women (WBE) or Disability Owned (DOBE) business?**

<b>Minority Business Enterprise (MBE)</b>	A business in the United States is at least 51% owned by one or more minority group members. "Minority group members" are United States citizens who are Asian, Black, Hispanic, and Native American.
<b>Veteran Owned Business (VOB)</b>	A business that is at least 51 percent owned by one or more veterans who control and operate the business. The term "veteran" means a person who served in the active military, naval, or air service and was discharged or released under conditions other than dishonorable.
<b>Women Business Enterprise (WBE)</b>	A business in the United States is at least 51% owned by one or more women.
<b>Disability Owned Business (DOBE)</b>	A business physically located in the United States that is at least 51% owned and operated by a person or people with disabilities.

### **Certification as an MBE, VOB, WBE or DOBE**

A certification as MINORITY (MBE), VETERAN (VOB), WOMEN (WBE), or Disability Owned (DOBE) business is a certificate issued by the City or State authorities that recognizes your business as owned, operated, and controlled at least 51% by a member of a minority group, woman, disabled, or veteran.

## **Benefits of an MBE, VOB, WBE, or DOBE Certification**

Increasing your business's access to the market is a priority. To do that, you need to be on your customer's radar, make your services visible, and demonstrate your legitimacy as a business. Getting your business officially certified will build credibility, increase exposure, obtain exclusive resources and information, and create a more productive networking community. Your certification can give you an essential advantage over your competitors. Many opportunities and benefits come with certifying your business:

- Free Marketing tool for your business
- Networking Opportunities
- Exposure
- Free Business Consultations
- Bidding Opportunities
- Information on City or State Projects
- Exclusive contracts with other entities with Diversity Programs
- Additional Business Resources
- Grow your income

## **Steps to get started with certification**

The first step is to determine that your business meets all the eligibility requirements for certification. It's best to familiarize yourself with the certification process and get your documents together that are required for certification within your city or state. You may also want to research your state's agencies that help suppliers with the certification process.

## **Here is how to register with the State of Indiana**

To qualify as a minority, women, or veteran-owned business, a business must be 51 percent owned by qualifying minorities, women, and veterans who possess expertise in the field, control the business enterprise and live in the US. Free step-by-step training for Certification from the State of Indiana is available for new applicants on the third Wednesday of each month. Learn more about the certification clinic and other workshops Indiana Division of Supplier Diversity, you can also find the Top FAQs about certification. <sup>2</sup>

If you do not reside in Indiana, do not worry. Many states and municipalities have their own certifications for minority-owned business. Most guidelines are similar between states and to the certification requirements of the federal government. To determine how to qualify for your state, do an internet search for "minority-owned business certification" and your state, city, or town.

## Additional Resources

- **SBA's Complete Start-Up Guide.** The Small Business Administration (SBA) is one of the best go-to resources for everything you need to know about starting a business. You can find a start-up guide for entrepreneurs to see the basic steps required to plan and grow a business. <sup>3</sup>
- **Central Indiana Women's Business Center.** Hosted by the Indy Chamber, The Central Indiana Women's Business Center (CIWBC) is a cooperative program in partnership with the U.S. Small Business Administration designed to promote the creation and growth of businesses by women entrepreneurs by empowering them towards successful entrepreneurship and economic self-sufficiency. <sup>4</sup>
- **Office of Minority and Women Business Development.** The OMWBD is committed to serving businesses owned by minorities, women, veterans, and people with ADA disabilities. The agency helps you access contract opportunities from the city, county, municipal, and privately funded projects in Central Indiana. <sup>5</sup>

---

<sup>1</sup> Indiana Division of Supplier Diversity, Certify Your Business (2022) available at <https://www.in.gov/idoa/mwbe/minority-and-womens-business-enterprises/certify-your-business/>

<sup>2</sup> IN.Gov, Frequently Asked Questions (2022) available at <https://faqs.in.gov/hc/en-us/search?utf8=%E2%9C%93&query=Minority%20Women%27s%20Business%20Enterprise>

<sup>3</sup> IndyChamber, Enterprenours Tools (2022) available at <https://www.sba.gov/business-guide>

<sup>4</sup> IndyChamber, Enterprenours Tools (2022) available at <https://indychamber.com/entrepreneurship/entrepreneur-tools/>

<sup>5</sup> Office of Minority and Women Business Development (2022) Available at [https://www.indy.gov/agency/office-of-minority-and-women-business-development?fbclid=IwAR1QCDNrJ0ta92Um6\\_BTAIGjEo0yFGmj4DIOEom2oWZgH-ggbVlfEKqAKbl#activities-section](https://www.indy.gov/agency/office-of-minority-and-women-business-development?fbclid=IwAR1QCDNrJ0ta92Um6_BTAIGjEo0yFGmj4DIOEom2oWZgH-ggbVlfEKqAKbl#activities-section)

## LOOKING FOR FREE EVENTS AND WORKSHOPS THAT COULD HELP YOU GROW YOUR BUSINESS?

Visit the LUNA Language Services website, follow us on Instagram @goluna360, LUNA Language Services on Facebook and LinkedIn, or email our Supplier Diversity Officer for more information.

# Career Steps for a Professional Interpreter

## American Sign Language (ASL) Interpreter

- 1 **Acquire professional level proficiency in English and American Sign Language**
- 2 **Complete a bachelor's program for ASL interpretation**
- 3 **Pursue work as a freelance or staff interpreter**
  - Documents to prepare for applying for a professional interpreter role:
    - a CV/resume
    - letters of recommendation
    - formal proof of language proficiency
    - a certificate of completion from an interpreter training program
- 4 **Seek professional permits and state and national certifications**
  - [Indiana Educational Interpreter Permit](#)
  - [Indiana Interpreting Certificate \(IIC\)](#)
  - [National Interpreter Certification \(NIC\)](#) through the Registry of Interpreters for the Deaf
  - [Indiana Court Interpreter Certification](#)
- 5 **Maintain certification(s) and diversify fields of interpretation**
- 6 **Become a professor of ASL interpreting to teach at interpreter training programs**

**LUNA Language services offers training and continuing education classes:**

- [Bridging the Gap \(BTG\) Medical Interpreter Training](#)
- [ASL Interpreter Training](#)

**[Apply for an independent interpreter role with LUNA](#)**



# Career Steps for a Professional Interpreter

## Spoken Language Interpreter

- 1 Acquire professional-level proficiency in English and another language.**
- 2 Complete a formal interpreter training program**
  - 40 hours of basic training in medical interpretation is one of the prerequisites for pursuing national certification for medical interpreting through [CCHI](#) and [NBCMI](#).
    - [Bridging the Gap](#) (BTG) is a 40-hour basic training for medical interpreting that LUNA Language Services both requires of our interpreters and provides as a service. BTG was one of the first curricula and is among the most well-know programs with national recognition.
    - Here are some other 40-hour basic trainings for medical interpreting:
      - ALTA's "[Breaking Boundaries in Healthcare](#)" Training
      - Cross Cultural Communications' "[The Medical Interpreter Online](#)"
      - Other possibilities can be found here:
        - [online classes](#)
        - [in-person classes](#)
- 3 Pursue work as a freelance or staff interpreter**
  - Documents to prepare for applying for a professional interpreter role:
    - a CV/resume
    - letters of recommendation
    - formal proof of language proficiency
    - a certificate of completion from an interpreter training program
- 4 Seek certification in a specific field of interpretation**
  - national certification for medical interpreting through [CCHI](#) or [NBCMI](#)
  - Indiana Court Interpreter Certification
  - Federal Court Interpreter Certification
- 5 Maintain certification(s) and diversify fields of interpretation**

### **LUNA Language services offers training and continuing education classes:**

- [Bridging the Gap \(BTG\) Medical Interpreter Training](#)
- [Spoken Language Interpreter Training](#)

**[Apply for an independent interpreter role with LUNA](#)**

## **National Certification for Medical Interpreting**

Two organizations offer national certification for medical interpreting:

1. CCHI: the Certification Commission for Healthcare Interpreters
2. NBCMI: the National Board of Certification for Medical Interpreters

The application process, testing fees, and two-test certification for CCHI and NBCMI are nearly identical. A critical difference between CCHI and NBCMI is their language offerings for their oral exams.

To see a comparison of CCHI and NBCMI certifications, please visit:  
<https://interpreted.com/about-us/interpreter-certifications-compared/>

### **1. CCHI**

CCHI offers two levels of certification:

- A. CORE Certification Healthcare Interpreter (CoreCHI)
- B. Certified Healthcare Interpreter (CHI).

To pursue CoreCHI and CHI, one must:

- be 18 years or older,
- have a high school diploma or GED,
- have dual language proficiency, and
- have proof of 40 hours of professional interpreting training.

<http://cchicertification.org/certifications/eligibility/>

\*If you have not yet taken a formal 40-hour training class, LUNA offers Bridging the Gap (BTG). BTG is a nationally recognized training class for medical interpreting.

To obtain CoreCHI certification, one must pass a 100-question, multiple-choice written exam. The exam assesses one's knowledge of medical terminology and interpreting procedure. Read more about this exam at <http://cchicertification.org/certifications/preparing/> and <http://cchicertification.org/certifications/preparing/corechi-description/>.

The second tier of certification (CHI) is available in Arabic, Mandarin, and Spanish. It is an oral proficiency exam that tests one's ability to perform consecutive and simultaneous interpreting and sight translation. Read more about this exam at <http://cchicertification.org/certifications/preparing/chi-description/>. To take the oral proficiency exam, one must first pass the CoreCHI written exam.

## 2. NBCMI

NBCMI offers two levels of certification:

- A. Hub Certified Medical Interpreter (Hub-CMI)
- B. Certified Medical Interpreter (CMI).

To pursue Hub-CMI and CMI, one must:

- be 18 years or older,
- have a high school diploma or GED,
- have dual language proficiency, and
- have proof of 40 hours of professional interpreting training.

<https://www.certifiedmedicalinterpreters.org/hub-cmi-all-other-languages>

\*If you have not yet taken a formal 40-hour training class, LUNA offers Bridging the Gap (BTG). BTG is a nationally recognized training class for medical interpreting.

To obtain Hub-CMI certification, one must pass a 51-question, multiple-choice written exam. The exam assesses one's knowledge of medical terminology and interpreting procedure. Read more about this exam at: [https://www.certifiedmedicalinterpreters.org/assets/docs/NBCMI\\_Handbook.pdf?v=2020](https://www.certifiedmedicalinterpreters.org/assets/docs/NBCMI_Handbook.pdf?v=2020)

The second tier of certification (CMI) is available in Cantonese, Korean, Mandarin, Russian, Spanish, and Vietnamese. It is an oral proficiency exam that tests one's ability to perform consecutive and simultaneous interpreting and sight translation. Read more about this exam at: [https://www.certifiedmedicalinterpreters.org/assets/docs/NBCMI\\_Handbook.pdf?v=2020](https://www.certifiedmedicalinterpreters.org/assets/docs/NBCMI_Handbook.pdf?v=2020).

To take the oral proficiency exam, one must first pass the Hub-CMI written exam.

## **Indiana Court Interpreter Certification**

The Indiana Supreme Court (ISC) would like to have more “qualified” and “certified” court interpreters. The ISC organizes two Court Interpreter Certification Programs each year - a spring and fall session.

Their website lays out all one must complete in order to become court certified.

Please visit this webpage: <https://www.in.gov/courts/admin/diversity/language-access/interpreter/>

**“Qualified”** is a title/credential reserved for interpreters who have passed the Written Exam but whose languages do not have an oral exam offered. The interpreter is deemed to have gone as far as one can go in the process.

**“Certified”** is a title/credential reserved for anyone who has passed both the Written Exam and the Oral Exam.

If you’re looking to begin preparing for the Written Exam and the Oral Exam, please visit this webpage <https://www.in.gov/courts/admin/files/intrprt-guidelines.pdf>. This handbook provides an overview of what to expect from the Court Interpreter Certification Program.