



Interpreting with Global Arena

Scheduling Platform

Once we have received all of your information, we will create a vendor profile for you in our online scheduling platform. When we have an open assignment that matches your language pairs, experience and qualifications, we will send you an email (and text message if you would like) to you with the details. If you are available and would like to accept the assignment, please click on the 'Yes, I accept' button in the email or reply to the text message as instructed. Please do not email the project manager to confirm your availability. If you are chosen for the assignment, you will receive a further email confirming your selection. Please do not attend an assignment if you have not received the separate confirmation email. If in doubt, please email our interpreting team (interpreting@globalarena.com).

Timesheets

At the end of each assignment, you must find an authorized staff member to sign your timesheet and witness you destroy any notes taken during interpreting. You must have your timesheet signed by an **authorized staff member** with your start time and end time recorded. An example of an authorized staff member would be a doctor, charge nurse, case manager, social worker, front desk receptionist, attorney, or court reporter. If you have been granted access to our mobile app, you will be able to have clients digitally sign your timesheet and you can submit your timesheet electronically. Otherwise, completed timesheets may be submitted either via email (IN.invoices@globalarena.com) or fax (267-898-2118).

Billing

Our **payment terms** are 60 days from the date the invoice was submitted, to allow the client time to submit their payment for your services. It is also important to submit your timesheet as soon as possible after the assignment. Timesheets that are not signed by a client representative at the assignment or do not contain complete and accurate start and end times are likely to suffer delays in processing. If you are asked any questions about invoices or language services from the client, please advise them to contact Global Arena using a business card from your plastic ID badge sleeve. You may also write your name on the business card if the client would like to request you again. Please do not schedule interpreting services directly with the client; direct all scheduling to a Global Arena project manager.

Required Documentation

The documents required will vary depending on type of interpreting assignments, for example all court interpreters must be court-certified in their respective state, and hospital interpreters must submit record of a recent negative test for Tuberculosis. There is no national standard for all professional interpreters. A Global Arena recruiter will help guide you toward the requirements

Proprietary and Confidential Information of Global Arena

Headquarters

100 S. Broad St., Ste. 1400
Philadelphia, PA 19110

Mid-Atlantic

3477 Corporate Pkwy., Ste. 100
Center Valley, PA 18034

Pacific Northwest

4705 NE 139th St.
Vancouver, WA 98686

New England

11 South Angell St., #398
Providence, RI 02906



and resources to ensure you qualify for every assignment of interest, and can direct you to state and national organizations in both the medical and legal field.

Background checks

We strongly encourage you to you have background checks complete. As an independent contractor, you are responsible for the applications and any costs involved. Please make sure that your background checks are up-to-date and be sure to send us any updated certificates. If you have already completed any or all of these background checks and they are within date, there is no need to complete them again, please just send us the certificates and we will update your account accordingly. If you have completed a state background and/or child abuse check in a state other than Pennsylvania, it is likely that these will satisfy the requirements. Please contact your project manager to confirm.

FBI CLEARANCE (valid for 3 years): https://www.pa.cogentid.com/index_dpw.htm

- 1) You must first register before taking any steps. Click on Register online. During the registration process, all demographic data for the applicant is collected (name, address, SSN, etc.), so there is no data entry required at the fingerprint collection site. Print out the last page that says you completed registration.
- 2) The applicant proceeds to the fingerprint site of choice. Location of fingerprint sites and days and hours of operation for each site are posted on 3M Cogent's website at https://www.pa.cogentid.com/index_dpw.htm " Print locations and hours"
- 3) At the fingerprint site the Applicant Livescan Operators (ALO) manage the fingerprint collection process. The fingerprint transaction begins when the ALO reviews the applicant's qualified State or Federal photo ID before processing the applicant's transaction.
- 4) After the identity of the applicant has been established, all ten fingers are scanned to complete the process. The entire fingerprint capture process should take no more than three to five minutes. The applicant's scanned fingerprints will be electronically transmitted to the FBI as required by federal statute.
- 5) DPW's Background Check Unit through ChildLine and Abuse Registry will return the Federal Criminal History Record to the applicant.

PA CRIMINAL CHECK (valid for 2 years): <https://epatch.state.pa.us/Home.jsp>

- 1) Submit new record check
- 2) Accept terms and agreement
- 3) Fill out mailing address
- 4) Payment method

PA CHILD ABUSE (valid for 3 years): <https://www.compass.state.pa.us/cwis/public/home>

Click to create an individual account. You have to create the account first before any further steps can be taken. Once your account has been created, you will receive further details for completion of the child abuse.

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Global Arena Paperwork

Global Arena requires that all interpreters sign an **Independent Contractor Agreement**, **Data Protection Policy**, and an **Attachment A**. You will be sent these through DocuSign (a secure online document signature portal). You should sign the documents electronically and submit them through the DocuSign website. You will then receive a signed copy by email.

Global Arena ID badge

Global Arena will issue you an ID badge. You should take this to all assignments as identification. We will also send you interpreting department business cards and we encourage you to store these in the ID badge holder in case a client asks you for Global Arena's contact information. You may write your name on the back of the business cards in case a client would like to request you specifically for future assignments. Please do not include your own contact information on these cards.

ID Badge Photo Requirements:

- Your photo (full color, in front of a plain white background, taken with face fully visible and facing the camera)
- Your full name
- All the languages you interpret
- Any relevant certifications/qualifications you would like included on your ID

Independent Contractor Status

As an interpreter for Global Arena, you are an independent contracted interpreter and not as a Global Arena employee, standard to the interpreting industry. You will not fill out tax paperwork but instead receive a 1099 by January 31 for the previous tax year. We cannot guarantee consistent work and you are permitted to work for multiple agencies. As a 1099 contractor, Global Arena is not responsible for any injuries or incidents that occur at a job site. The Independent Contractor Agreement and the Data Protection Policy state that if you do work for other agencies, that you do not discuss Global Arena's rates and all information provided to you by our company. They also include clauses for HIPAA and confidentiality to protect the information of our clients and their customers.

Certifications & Qualifications

Please submit all language exams, certifications, or certificates of completion of training programs or workshops you may have incurred to the recruiter. And remember, you are never too qualified to further your training or learn something new. If you are not yet **Bridging the Gap** certified and would like to work in a medical setting, please ask a Global Arena representative about registering for Global Arena's next Bridging the Gap training. Bridging the Gap is a 40-hour medical interpreter training program, widely accepted in the medical field as required training, as again

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Global Arena

Be Part of the Conversation



there is no national medical interpreting standard for certification. Global Arena is a registered and affordable training center at the Philadelphia office.

Contact us

Interpreting Project Management team: interpreting@globalarena.com

Timesheet submission: IN.invoices@globalarena.com

Payment Inquiries (for inquiries about timesheets already submitted, upcoming payments or completed payments): payment.inquiries@globalarena.com

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