



Working With Hands in Motion Policies and Procedures

Requesting an Interpreter or a Quote

Prior to requesting an Interpreter quote, all potential clients must fill out the Client Registration. Once the registration has been submitted, a member of our staff will send you our Service Agreement that will have your rates.

All requests must be submitted in through our online Interpreter Request Form or through fax. Once a request has been made, we will confirm receipt of the request and then we will get back to you with a confirmation of whom the interpreter(s) are. Note: There may be additional information we may need to collect that is not in the Interpreter Request form before confirming an assignment.

Office Hours

Our office hours are Monday-Friday, 9am – 5pm. If you have a need after hours, simply call our toll-free number at 1-877-310-8389.

Interpreter Count

As an industry standard, most requests that are more than two hours long, or do not offer breaks, will require two interpreters. Sign Language interpreting is a physical activity and health related problems can result from interpreting without breaks. Most platform and conference requests require at least two interpreters. Again, this is a non-negotiable industry standard. **Note: It is at the discretion of the company to determine if and when two interpreters are needed.**

Rates

Hands in Motion offers extremely competitive rates that are among the best in the region. As an industry standard, Hands in Motion does have a two-hour minimum for all requests. Any assignment that runs past its scheduled assignment time will be charged an additional hour.

There are certain circumstances where rates need to be adjusted to fit the requested assignment. Often times, a discounted rate can be offered if a company, organization, or self-payer is willing to contract with Hands in Motion for all their interpreting needs.

Rates are calculated per interpreter. Holiday rates are time and a half for the entire 24-hour period. We honor all federal holidays, as well as Christmas Eve, New Year's Eve and Easter Sunday.

**** Note:** Special GSA are available if applicable. Please contact us for our GSA rates!



Emergency Requests

Any request with less than two full business days (48 business hours) is considered an Emergency Request and will be invoiced as so. Our rate is \$55/hour on top of our General Rate.

Cancellations

Clients will be billed for the full assignment not cancelled with TWO (2) FULL BUSINESS DAYS notice before the scheduled assignment. (i.e. An assignment scheduled for Wednesday at 12PM MUST be cancelled before Monday at 12PM in order to avoid any charges). Please contact our scheduling department directly to cancel any requests.

Weather-Related Cancellations

In the event of a weather related emergency, clients will not be billed if the Federal government announces a closure or the school district in which a request is made announces a closure as well. Otherwise, the regular cancellation policy is still in effect.

Client No-Show

When a client is a no-show, it is the paying customer's decision how long the interpreter(s) should stay on site. As a general guideline, Hands in Motion asks that the interpreter(s) stay thirty (30) minutes or fifteen (15) minutes for every hour of the assignment (whichever is longer).

When a no-show occurs, please inform the Hands in Motion office as soon as you know via email so that we can make note of the no-show in our records. If an on-site contact releases the interpreter(s), please include that name when you contact the office.

Travel Expenses

Unlike other agencies, Hands in Motion does not charge travel fees. The only exception is if an assignment is 25 miles outside of Washington, DC. In that case, the current allowable government rate will be assessed.

Invoicing and Late Payments

Invoices are sent out via e-mail the day after an assignment by our Accounting Manager (unless otherwise requested). Payments are due within 30 days of receipt of invoice. A 5% late fee will be assessed if payment is not paid within 30 days. For every 30 days, an additional 5% late fee will be assessed to any remaining balance. If you have any invoice questions, please contact Christina Rogers at accounting@himservice.com. We accept all major credit cards, ACH and checks.



Service Agreement

A signed Service Agreement is required before an Interpreter Request can be made.

Contracts

Hands in Motion wants to work with you! Contracts and agreements can be arranged to best suit a client's needs, however these arrangements must be made prior to the scheduling of an interpreter for any assignment. For more information about contracts you may contact Leslie Puzio, Operations Director of Hands in Motion (lpuzio@himservice.com).

Reporting Feedback

Hands in Motion does not tolerate abuse directed to working interpreters nor abuse or unethical behavior practiced by an interpreter towards a client. As our interpreters will report ill-suited behavior by a client, we implore clients to do the same if an interpreter mistreats a client in any fashion.

As always, reporting feedback regarding an assignment is welcomed and desired. Please direct such feedback to Leslie Puzio at lpuzio@himservice.com.

Thank you for contacting Hands in Motion!
We look forward to working with you!