How to Work with an Interpreter

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Translation Project Manager
All Access Interpreters
## Languages Available

<table>
<thead>
<tr>
<th>Language</th>
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<tbody>
<tr>
<td>Albanian</td>
<td>French Creole</td>
<td>Maay Maay</td>
<td>Swahili</td>
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<tr>
<td>Amharic</td>
<td>Haitian Creole</td>
<td>Mina</td>
<td>Thai</td>
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<td>Arabic</td>
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<td>Bajuni</td>
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<td>Bosnian</td>
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<td>Ewe</td>
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<td>Farsi</td>
<td>Lingala</td>
<td>Somali</td>
<td>American Sign</td>
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<tr>
<td>French</td>
<td>Mandarin</td>
<td>Spanish</td>
<td>Language (ASL)</td>
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Important Terminology

- Interpretation
- Translation
- Source Language
- Target Language
- Sight Translation
- Consecutive Interpretation
- Community Interpreting
### Code of Ethics for The Community Interpreter®

<table>
<thead>
<tr>
<th>Principle</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Confidentiality</strong></td>
<td>The community interpreter does not disclose private or proprietary information learned during the execution of his or her professional duties, except where disclosure is required by institutional regulations or by law.</td>
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<tr>
<td><strong>Accuracy</strong></td>
<td>The community interpreter strives to interpret every message without omissions, additions, distortions or any other changes to the original message.</td>
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<tr>
<td><strong>Impartiality</strong></td>
<td>The community interpreter refrains from allowing personal beliefs to manifest in his or her professional conduct, especially when rendering the content and tone of the message.</td>
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<tr>
<td><strong>Transparency</strong></td>
<td>The community interpreter interprets everything that is said to ensure that all messages expressed during the encounter are communicated to all parties.</td>
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<tr>
<td><strong>Direct Communication</strong></td>
<td>The community interpreter initiates and actively supports practices that enable service users and providers to engage in direct communication.</td>
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<td><strong>Professional Boundaries</strong></td>
<td>The community interpreter should maintain professional boundaries, both during and outside the interpreted encounter.</td>
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<tr>
<td><strong>Intercultural Communication</strong></td>
<td>The community interpreter intervenes to promote meaningful communication across cultural differences only when necessary for clear communication and without articulating the interpreter’s beliefs or speculations about any of the parties’ cultures.</td>
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<td><strong>Professional Conduct</strong></td>
<td>The community interpreter’s conduct should reflect the highest standards of the profession by showing adherence to professional ethics and best practices.</td>
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Tips for Working with Interpreters

By Cynthia E. Roat, MPH

International Consultant on Language Access in Health Care and Client Navigation
Highlights

- Ask one question at a time.
- Assume that everything you say and everything that the client says will be interpreted.
- Do not hold the interpreter responsible for what the client does or doesn’t say; the interpreter is the medium of the message, not the source.
- Use plain English; avoid slang, jargon, technical/medical terms, and acronyms.
Understand that the interpreter may need to “paint word pictures” of some of the terms you may use; this may take longer than your original speech. Many concepts you express have no linguistic, or often even conceptual, equivalent in other languages.
Interpreter positioning

The interpreter should not be the focus of the healthcare interview.

The way that the interpreter positions himself / herself can have a big effect on how client and provider relate to each other.
Unobtrusive position

It is best that the interpreter sit beside the client and a bit behind, in order to encourage the client to speak directly to the provider and give the client a sense that he or she is supported.
Use of the 1st person

If the client says, “My tooth hurts,” in their native language, then the interpreter will interpret “My tooth hurts” in English.

Interpreting in the first person reinforces the primary relationships.
Use of the 1st person

There is no need to say “he said, or she said.”

Interpreting in the first person helps the interpreter focus on repeating exactly what is said.

It shortens the communication and avoids confusion as to who is speaking.
Accurate Interpretation, not a literal interpretation

It’s raining cats and dogs...
No opinions, no advice

The interpreter cannot refer the client to a really good dentist he/she knows.

The interpreter cannot give an opinion on whether the client should have a procedure or not.
Being a Conduit

The interpreter will interpret everything that is said, exactly as it is said.

Add nothing, omit nothing, change nothing.
Purpose of the Interpreter

To facilitate understanding in communication between people who are speaking different languages.
The interpreter merely acts as a bridge between people who speak different languages.
Roles that are inappropriate for an Interpreter:

- Interpreters are not social workers, nor are they babysitters of a client’s children.
- Interpreters cannot actively engage in the treatment of a client.
- Interpreters are not the client’s emotional support system.
- Interpreters are not the client’s best friend.
- Interpreters cannot guarantee that the client will be happy with the interview, nor can they guarantee that the provider will be happy.
No Personal Information

- Interpreters can not give out their personal information to the clients or to the staff where they interpret, such as
  - Cell phone number
  - Email address
- We have business cards for All Access Interpreters to hand out to the clients and / or the staff
Transportation for clients

Interpreters are not allowed to give rides to the clients, under any circumstances.
Who is NOT an appropriate choice for an Interpreter?

- Friends of any LEP (Limited English Proficient)
- Family member of LEP client
- **Minor Children**
- Anyone who has not demonstrated proficiency in both languages
- Anyone who has not received training in interpretation
- Anyone who does not have an understanding of ethics and interpreting practices
Reasons why Providers should not to Use Friends, Family or **Minor Children** as Interpreters:

- May cause a breach of confidentiality
- LEP client may be reluctant to reveal important information
- Have difficulty remaining objective or impartial.
- Do not know the terminology being used.
More Reasons why Providers should not to Use Friends, Family or **Minor Children** as Interpreters:

- Some family members may omit possible information they do not want the parents to know.
- Family members may answer questions for the client without asking the client first.
Minor children should not be used as interpreters unless it is an emergency situation, and only until a qualified interpreter arrives.

- Have not mastered either language at an adult level.
- Do not know how to mediate when a barrier to communication arises.
- Miss school because they are pulled out to interpret.
- Find they are causing an upheaval or reversal in family roles.
Just kidding, everything is fine.
Using Friends and Family Members is also a violation of Title VI of the Civil Rights Act of 1964
Title VI of the Civil Rights Act of 1964

No person in the United States shall, on ground of race, color, or national origin, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.
Title VI of the Civil Rights Act of 1964

- Can not discriminate on the basis of race, color or national origin, if you are receiving federal funds
- Can not require that an LEP client bring a friend or family member to interpret
- Can not ask that an LEP client pay for an interpreter
Title VI of the Civil Rights Act of 1964

- Any health or human service agency that receives federal funding is required to take reasonable steps to provide equal access to public services for LEP clients.
- The agency will provide interpreters at its own expense.
- The agency should post multilingual signs advising LEP clients of their rights.
- The agency may have to provide translations of vital documents for certain languages.
Federal Enforcement

The U.S. Department of Health and Human Services (HHS), Office for Civil Rights (OCR) enforces Section 1557 as to programs that receive funding from HHS.

When OCR finds violations, a covered entity will be required to take corrective actions, which may include revising policies and procedures, and implementing training and monitoring programs. Covered entities may also be required to pay compensatory damages.
Section 1557 also provides individuals the right to sue covered entities in court for discrimination if the program or activity receives Federal financial assistance from HHS or is a State-based Marketplace.
Don’t despair – there are solutions!

Using a professionally trained interpreter helps you comply with regulations and industry standards.
Professional Interpreters are vital for clear communication between a non-English speaking client and an English only speaking provider. The collaboration can lead to an increase in client satisfaction and client compliance, as well as improving client outcomes.
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