

Dear Organization, Business Representatives, and Community Members,

**The Douglas County Interpreter and Translator Database** consists of names of individuals that serve as interpreters and/or translators in Douglas County and is maintained by the Centro Hispano Resource Center.

### **How It Works**

Interpreters and translators included in the Douglas County Interpreter and Translator Database are required to read and sign the Interpreters Code of Ethics Form and also complete the Interpreter/Translator Information Form, which includes the individuals contact information, certifications, limitations, specializations, etc. Organization and business representatives that choose to use the database for foreign language assistance are responsible for contacting the interpreters and translators and negotiating the terms of service with each interpreter/translator. The database is meant to accommodate interpreters/translators that volunteer, request compensation, or those that do both.

\*Note: The database is intended for use by organizations and businesses. However, Latino Community Coalition, Centro Hispano Resource Center, and Success by Six will not be held liable for misuse of the information by individuals, businesses, or any other entities.

### **How to Access the Douglas County Interpreters Database**

If your organization or business is interested in accessing the Douglas County Interpreter and Translator Database for the use of foreign language assistance, refer to the website at [www.centrohispanolawrence.org](http://www.centrohispanolawrence.org) and open the "Find an Interpreter" file. For questions, contact the Centro Hispano Resource Center.

### **Centro Hispano Resource Center**

Phone & Fax: 785- 843-2039

Email: [info@centrohispanolawrence.org](mailto:info@centrohispanolawrence.org)

Website: [www.centrohispanolawrence.org](http://www.centrohispanolawrence.org)

**DISCLAIMER:** Interpreters / Translators are not employees nor is there any contractual relationship between participating interpreters / translators and the Latino Community Coalition (LCC), Centro Hispano Resource Center or Success by Six. Interpreters / Translators' qualifications or ability to interpret / translate are not screened nor tested. All service agreements between the interpreter / translator and individual, business or agency are solely their responsibility and full liability rests therein.

## TIPS FOR USING INTERPRETERS

- Know what your legal responsibilities are for providing interpreters, more information can be found at [www.lep.gov](http://www.lep.gov).
- Never use children to interpret, and only use relatives or friends when no other interpreter can be found or the client insists on using his/her own interpreter.
- It is always best to use an interpreter that has some training in interpreting skills, remember it is not enough to be just bilingual.
- It is best to evaluate the language proficiency of an interpreter through a reputable independent source. Excessive hesitation, pausing and repeated clarifications may be a cause for concern regarding the interpreter's fluency or proficiency.
- Share your Interpreter Code of Ethics (especially as it relates to confidentiality) with all interpreters and ask them to sign if it is your policy.
- Make sure to document in the client record the interpreter's name and contact information.
- Brief the interpreter before the interview, give her/him relevant information about the session
- Do not assume that an interpreter will be able to translate (provide explanations of written material or provide a written message i.e. release of information, permission to treat).
- Allow for extra time for the session as interpreting may require 2-3 times more than non-interpreted sessions.
- When possible chose an interpreter whose age, sex, background makes it easier to work with the client, etc
- Try to make sure the interpreter has some understanding of the importance of the session
- Ask the interpreter to share cultural beliefs and practices that may be relevant to the current situation.
- Address the patient directly, avoid directing your comments to the interpreter
- Don't talk for long without letting the interpreter speak. Be aware that some interpreters may use pen and paper to take notes in order to better interpret. Ask for the notes at the end of the session to shred.
- Don't use idioms, jargon or technical language that may be difficult to interpret or understand.
- Let the interpreter know he/she can request clarification from you or the client when needed.
- It is a provider's responsibility to restate or clarify information if the client doesn't understand.
- Evaluate the interpreter's style and approach toward clients. For special situations and problem cases try to match the interpreter to the task
- Be patient, careful interpretation often required the interpreter to use long phrases
- Remember that non-verbal language varies from culture to culture and do not make assumptions based on your own cultural norms, i.e. eye contact.

- If it's culturally appropriate the client may speak to the interpreter directly, but keep in the mind the provider is directing the conversation and communication should be focused between the provider and client.
- Pursue seemingly unconnected issues that the client raises, these issues may lead to crucial information or uncovered difficulties with the interpretation.
- Come back to an issue if you suspect a problem, be certain the interpreter knows what you want, use related questions, changing the wording and come at it indirectly

## **TIPS FOR INTERPRETERS**

- Interpreters should introduce themselves and their role, stating that they will interpret everything that is said without omission, and without additional information.
- Interpreters should reinforce to clients that all information will remain confidential.\*
- Interpreters should refrain from adding meaning or their own ideas, answering for the client, or omitting information.
- To the extent possibility the interpreter should position him/herself behind or to the side of the client so that client and provider are looking at one another.
- The interpreter may choose to bow his/her head while interpreting to encourage the client and provide to speak to one another.
- The interpreter should check for understanding throughout the session.
- The interpreter should request clarification from the provider or the client when there is a lack of understanding based on culture, background, educational level, etc.
- The interpreter must let the client take responsibility to clarify or explain when the provider does not understand.

\* The interpreter is responsible for requesting the confidentiality policy for the agency for which he/she is interpreting. Some entities are required by law to report (mandated reporters) in case of child or elder abuse. The interpreter should inform the client of the agency policy at the beginning of the session.

## **Interpreter Code of Ethics**

- **Confidentiality-** Interpreters must treat all information learned during the interpretation as confidential. Information shall only be shared on a "need to know" basis with other employees and service providers to the extent permitted by law.\* Interpreters shall not use confidential information acquired in the course of official duties, or request or gain access to confidential information maintained

by providers, in order to further his or her own personal interest or the interests of a friend, relative or business associate.

- **Accuracy: Conveying the Content and Spirit of What is Said-**Interpreters must transmit the message in a thorough and faithful manner, giving consideration to linguistic variations in both languages and conveying the tone and spirit of the original message. A word-for-word interpretation may not convey the intended idea. The interpreter must determine the relevant concept and say it in language that is readily understandable and culturally appropriate to the listener. In addition, the interpreter will make every effort to assure that the client has understood questions, instructions and other information transmitted by the service provider.
- **Completeness: Conveying Everything That Is Said-** Interpreters must interpret everything that is said by all people in the interaction, without omitting, adding, condensing or changing anything. If the content to be interpreted might be perceived as offensive, insensitive or otherwise harmful to the dignity and well being of the client, the interpreter should advise the providers, of this before interpreting.
- **Conveying Cultural Frameworks-** Interpreters shall explain cultural differences of practice to the providers and clients when appropriate.
- **Non-Judgmental Attitude about the Content To Be Interpreted-** An interpreter's function is to facilitate communication. Interpreters are not responsible for what is said by anyone for whom they are interpreting. Even if the interpreter disagrees with what is said, thinks it is wrong, a lie or even immoral, the interpreters must suspend judgment, make no comment, and interpret everything accurately.
- **Client Self-Determination-** The client may ask the interpreter for his or her opinion. When this happens, the interpreter may provide or restate information that will assist the client in making his or her own decision. The interpreter will not influence the opinion of clients by telling them what action to take
- **Attitude Toward Clients-** The interpreter should strive to develop a relationship of trust and respect at all times with the client by adopting a caring, attentive, yet discreet and impartial attitude toward the client, toward his or her question, concerns and needs. The interpreter shall treat each client equally with dignity and respect regardless of race, color, gender, religion, nationality, political persuasion or life-style choice.
- **Acceptance of Assignments-** If competency level or personal sentiments make it difficult to abide by any of the above conditions, the interpreter shall decline or withdraw from the assignment. Interpreters should disclose any real or perceived conflict of interest that could affect their objectivity. For example, interpreters should refrain from providing services to family members or to close personal friends except in emergencies. In personal relationships, it is difficult to remain unbiased or non-judgmental.

In emergency situations, interpreters may be asked to do interpretations for which they are not qualified. The interpreter may consent only as long as all parties understand the limitations and another interpreter is available.

- **Compensation-** The fee for interpretation should be agreed upon by the provider and interpreter and should not be charged to the client in accordance with LEP Guidance found at [www.hhs.gov/ocr/lep/revisedlep](http://www.hhs.gov/ocr/lep/revisedlep)
- **Self-Evaluation-** Interpreters shall represent their certifications, training and experience accurately and completely.
- **Ethical Violations-** Interpreters shall withdraw immediately from encounters that they perceive to be in violation of the Code of Ethics
- **Professionalism-** Interpreters shall be punctual, prepared and dressed in an appropriate manner. The trained interpreter is a professional who maintains professional behavior at all time while assisting clients and who seeks to further his or her knowledge and skills through continuing studies and training.

By signing this document, I am verifying that I have read, understand and agree to all the provision listed in the above Code of Ethics

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Name and Title (Printed)

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Name (Signature)

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Date

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Agency (if applicable)

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Address

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City, State, Zip Code

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Telephone

[Adapted from: The Cross Cultural Health Care Program (CCHCP) Medical Interpreter Code of Ethics. Source: This code is a compilation of the Codes of Ethics from the Hospital Interpretation Program in Seattle, WA; Boston City Hospital in Boston, MA; and the American Medical Interpreters and Translators Association (AMISTAS) in Stanford, CA.]

## **SPANISH**

**Last Name:** Blanchon

**First Name:** Grant

**Telephone:** 913-424-7181,

**Email:** grantblanchon@yahoo.com

**Fluent Languages:** Spanish, Romanian

**Interpreted Languages:** Spanish, Romanian

**Translated Languages Written:** Spanish Romanian

**Compensation:** Negotiable

**Trainings:** Bridging the Gap - 40hrs completed Dec. 2006

**Proficiency Evaluation and Certification:** B.A. in Spanish

**Specialization:** Most experienced in Medical field

**Limitations:**

**Other Relevant Experience:** Several hours of experience in interpreting for pre/post natal mothers.

**Last Name:** Decker

**First Name:** Greg

**Telephone:** 785-550-8533,

**Email:** gdecker@ku.edu

**Fluent Languages:** Spanish

**Interpreted Languages:** Spanish/English

**Translated Languages Written:** Spanish

**Compensation:** Negotiable

**Trainings:** Is a psychological counselor in KS and has many hours in crisis training, communications training, conflict resolution, etc.

**Proficiency Evaluation and Certification:**

**Specialization:** Psychology, legal, personal, and social services interpreting experience

**Limitations:** Would like to avoid interpreting sophisticated testimonies involving biological matters.

**Other Relevant Experience:** Beginning and Intermediate Spanish Instructor at KU. Interpreted in California for migrant Spanish speakers in a low-income housing project.

**Last Name:** Goold

**First Name:** Megan

**Telephone:** 785-864-8026,520-631-6998

**Email:** meggui@yahoo.com

**Fluent Languages:** Spanish

**Interpreted Languages:** Spanish

**Translated Languages Written:** Spanish

**Compensation:** Required

**Trainings:**

**Proficiency Evaluation and Certification:**

**Specialization:**

**Limitations:** None

**Other Relevant Experience:** Traveled and lived abroad for extensive periods of time in Spain & Latin America. Translated for migratory Mexican workers at family farm for 5 yrs.

**Last Name:** Ground

**First Name:** Maria- Ines

**Telephone:** 856-3243,703-8192-525

**Email:** micground@hotmail.com

**Fluent Languages:** Spanish

**Interpreted Languages:** Spanish

**Translated Languages Written:** Spanish

**Compensation:** Required

**Trainings:** School of Interpreters: Santiago, Chile; Health Department Training, Lawrence KS

**Proficiency Evaluation and Certification:** Interpreter/Translator Certificate - Chile 1980.

**Specialization:** Education, social services, domestic violence, medical.

**Limitations:** None

**Other Relevant Experience:** Interpreter International School: Mongolia '98-'00. Interpreter Dominion High School, VA '02-'04'. Interpreter Social Services, VA Hospitals '90-'95.

**Last Name:** Jones

**First Name:** Karina

**Telephone:** 785-841-3977,

**Email:** luckyaurorastar@yahoo.com

**Fluent Languages:** Spanish/English

**Interpreted Languages:** Spanish/English

**Translated Languages Written:** Spanish

**Compensation:** Negotiable

**Trainings:**

**Proficiency Evaluation and Certification:**

**Specialization:** Nursing, case management

**Limitations:** None

**Other Relevant Experience:** Native Spanish Speaker

**Last Name:** Moses

**First Name:** Rebekah Lynn

**Telephone:** 785-393-2044,

**Email:** moses.rebekah@gmail.com

**Fluent Languages:** English and Spanish

**Interpreted Languages:** English, Spanish

**Translated Languages Written:** English, Spanish

**Compensation:** negotiable

**Trainings:** 1. Worked as an immigration paralegal for 2+ years translating and interpreting for lawyers and clients. 2. Have a B.A. in Spanish from KU with 3.98 GPA.

**Proficiency Evaluation and Certification:**

**Specialization:** legal, education, special services, domestic abuse. I can also interpret/translate medical and have also interpreted in court.

**Limitations:**

**Other Relevant Experience:** Worked with Mujeres Unidas Saliendo Adelante (MUSA) in KCK to unite and translate and perform plays that educate about interfamilial violence.

**Last Name:** Perkins-McGuinness

**First Name:** Margaret

**Telephone:** 785-218-3967,

**Email:** puravidamargarita@yahoo.com

**Fluent Languages:** Spanish/English

**Interpreted Languages:** Spanish/English

**Translated Languages Written:** No

**Compensation:** Not required

**Proficiency Evaluation and Certification:**

**Specialization:** Social Services (BSW)

**Limitations:** Will decline if she does not feel qualified

**Other Relevant Experience:** Lived in Central America, currently volunteers as an interpreter in social service settings

**Last Name:** Perry

**First Name:** Rachael

**Telephone:** 785-221-0545

**Email:** volunteer@rhvc.org

**Fluent Languages:** English/Spanish

**Interpreted Languages:** English/Spanish

**Translated Languages Written:** English/Spanish

**Compensation:** negotiable

**Trainings:** B.A. in Spanish from KU, 2007

**Other Relevant Experience:** studied abroad in Mexico and Costa Rica

**Last Name:** Porter

**First Name:** Katherine

**Telephone:** 913-634-1198,

**Email:** katherine@carryacross.com

**Fluent Languages:** English, Spanish, Portuguese

**Interpreted Languages:** Spanish, English

**Translated Languages Written:** Spanish, English, Portuguese

**Compensation:** Yes

**Trainings:** workshop on HIV and AIDs for professional interpreters, by the Cross Cultural Health Care Program-May 2006,

**Proficiency Evaluation and Certification:** B.A. in Linguistics and Spanish, minor in Latin American Studies from the University of Kansas, December 2007; Postgraduate Certificate in Technical Translation and Electronic Tools from the Universitat Rovira i Virgili (Spain)-December 2006, Certificate in Basic Medical and Social Services Interpreting from the Cross Cultural Health Care Program-November 2005

**Specialization:** medical-especially gastroenterology, prenatal, and pregnancy care; elementary education, social services

**Limitations:**

**Other Relevant Experience:** several hours experience interpreting for women at prenatal appointments through the Douglas County Health Department; several hours experience interpreting at various school events for the Lawrence School District.

**Last Name:** Sandoval

**First Name:** Erika

**Telephone:** 316-518-0632,

**Email:** emsanb@ku.edu

**Fluent Languages:** Spanish

**Interpreted Languages:** Spanish

**Translated Languages Written:** Spanish

**Compensation:** negotiable

**Trainings:** BA in Spanish

**Proficiency Evaluation and Certification:** BA in Spanish

**Specialization:** court, legal, medical, education, social services, domestic violence

**Limitations:**

**Other Relevant Experience:** Have lived in Mexico/Argentina. My first language is Spanish and I have been interpreting for more than 10 years.

**Last Name:** Spacek

**First Name:** Paul

**Telephone:** 785-249-3602,

**Email:** humbum@ku.edu

**Fluent Languages:** English, Spanish

**Interpreted Languages:** Spanish, English

**Translated Languages Written:** Spanish, English

**Compensation:** No

**Trainings:** 6 years of studying

**Proficiency Evaluation and Certification:**

**Specialization:** some educational experience

**Limitations:** prefer low pressure situations, such as assisting with filing or filling out forms

**Other Relevant Experience:** experience with children

**Last Name:** Weeks  
**First Name:** Francisca  
**Telephone:** 785-841-7818, Cell: 691-6261  
**Email:** None  
**Fluent Languages:** Spanish/English  
**Interpreted Languages:** Spanish/English  
**Translated Languages Written:** No  
**Compensation:** Negotiable  
**Trainings:** CCHCP Bridging the Gap Interpreter's Training: '06 and '04. HIV/Aids Interpreter Training session at Guadalupe Center in Kansas City, Mo in April '05.  
**Proficiency Evaluation and Certification:**  
**Specialization:** Medical and Social Services  
**Limitations:** Prefers to work with females, not to interpret in domestic violence or pregnancy options situations  
**Other Relevant Experience:** Started by interpreting for family members.

## **PORTUGUESE**

**Last Name:** Porter  
**First Name:** Katherine  
**Telephone:** 913-634-1198,  
**Email:** katherine@carryacross.com  
**Fluent Languages:** English, Spanish, Portuguese  
**Interpreted Languages:** Spanish, English  
**Translated Languages Written:** Spanish, English, Portuguese  
**Compensation:** Yes  
**Trainings:** workshop on HIV and AIDs for professional interpreters, by the Cross Cultural Health Care Program-May 2006,  
**Proficiency Evaluation and Certification:** B.A. in Linguistics and Spanish, minor in Latin American Studies from the University of Kansas, December 2007; Postgraduate Certificate in Technical Translation and Electronic Tools from the Universitat Rovira i Virgili (Spain)-December 2006, Certificate in Basic Medical and Social Services Interpreting from the Cross Cultural Health Care Program-November 2005  
**Specialization:** medical-especially gastroenterology, prenatal, and pregnancy care; elementary education, social services  
**Limitations:**  
**Other Relevant Experience:** several hours experience interpreting for women at prenatal appointments through the Douglas County Health Department; several hours experience interpreting at various school events for the Lawrence School District.

## **MANDARIN CHINESE**

**Last Name:** Li

**First Name:** Abby

**Telephone:** 785-691-8301,

**Email:** cwc\_aj@yahoo.com

**Fluent Languages:** Mandarin Chinese

**Interpreted Languages:** Mandarin Chinese

**Translated Languages Written:** Chinese

**Compensation:** Negotiable

**Trainings:** UCLA Ext: Certification program in Interpretation & Translation Chinese/English '06; Bridging the Gap Training in Medical and Social Service Interpreting, Dec. 04; Paralegal Studies Certification, May '07.

**Proficiency Evaluation and Certification:** Court Interpreter & Translator Chinese/English '06.

**Specialization:** U.S. District Court contractor, social services, medical, education, domestic violence, legal

**Limitations:** None

**Other Relevant Experience:** 4 yrs experience in criminal proceedings for federal & State courts; labor law, family law, & workers comp related cases; Interpreted for clinical psychologists and physicians.

## **ARABIC**

**Last Name:** Al-Mulki

**First Name:** Osama

**Telephone:** 785-832-21683,785-766-1526

**Email:** msoccer254@yahoo.com

**Fluent Languages:** Arabic

**Interpreted Languages:** Arabic

**Translated Languages Written:** Arabic

**Compensation:** Required

**Proficiency Evaluation and Certification:** B.A. in English and Translation

**Specialization:** Teaching

**Limitations:** None

**Other Relevant Experience:** Translated OSHA Act 72 to Arabic for University of Central MI, Translated documents for Lawrence School District

**Last Name:** Bishr

**First Name:** Mahmoud

**Telephone:** 785-690-7380,

**Email:** mahmoud.bishr@hotmail.com

**Fluent Languages:** Arabic

**Interpreted Languages:** Arabic

**Translated Languages Written:** Arabic

**Compensation:** Negotiable

**Proficiency Evaluation and Certification:** PhD in Molecular Biology- '91, a Masters in Microbiology '85, and training in Microbiology and Anatomy and Physiology.

**Specialization:** Court, Medical, Education (PhD Molecular Biology, Anatomy and Physiology, Microbiology)

**Limitations:** None

**Other Relevant Experience:** Excellent communication skills