

Dear Prospective Interpreters and/or Translators,

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

### **How It Works**

Individuals interested in being included in the Douglas County Interpreter and Translator Database will be 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, availability, certifications, limitations, specializations, etc. Once the Interpreter/Translator Information Form and the Interpreters Code of Ethics Form have been completed and signed, the forms can be mailed, faxed, or delivered to the Centro Hispano Resource Center and the individual's information will be included in the Douglas County Interpreter and Translator Database. Organization and business representatives are responsible for contacting the interpreters/translators. The Interpreters/translators are responsible for negotiating the terms of service with the organizations and businesses. 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 Get Involved**

If you or someone you know is interested in being included in the Douglas County Interpreter and Translator Database for use by organizations and businesses of Douglas County, please visit the website at: [www.centrohispanolawrence.org](http://www.centrohispanolawrence.org). 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)

Mailing address: 1229 Vermont; Lawrence, KS; 66044

Center Address: 204 W.13th Street

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 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.

\* 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.

## DOUGLAS COUNTY INTERPRETATION AND TRANSLATION INFORMATION FORM

**DISCLAIMER:** Interpreters / Translators are not employees nor is there any contractual relationship between participating interpreters / translators and the 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.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Email: \_\_\_\_\_

Phone (1): \_\_\_\_\_ (2): \_\_\_\_\_

Gender (circle): Male    Female

1) List languages fluent in: \_\_\_\_\_

2) Are you willing to interpret (spoken)?        Yes    No

In what languages? \_\_\_\_\_

3) Are you willing to translate (written)?        Yes    No

In what languages? \_\_\_\_\_

4) Do you require compensation?        Yes    No    Negotiable

5) List your availability:

Weekdays:

Weekends:

Evenings:

6) List any relevant trainings with the date of completion: \_\_\_\_\_

\_\_\_\_\_

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7) List any relevant certifications you have received with the dates of completion:

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8) List areas of specialization (i.e. court, legal, medical, education, social services, domestic violence):

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9) List any preferences or restrictions you may have about interpreting: (i.e. Prefer to work with females, prefer not to interpret in domestic violence or pregnancy options situations)

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10) List any relevant experience other than trainings:\_\_\_\_\_

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11) I certify that any information I have given is complete and truthful to the best of my ability.

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Signature

Date

**PLEASE SEND COMPLETED FORMS TO:**

Centro Hispano Resource Center  
1229 Vermont St.  
Lawrence, KS 66044

For more information, please contact the Centro Hispano Resource Center at 785-843-2039 or [info@centrohispanolawrence.org](mailto:info@centrohispanolawrence.org).

**\*NOTE:** This information is intended for use by organizations and businesses and will be viewable on the internet at [www.centrohispanolawrence.org](http://www.centrohispanolawrence.org). The Centro Hispano Resource Center and Success by Six will not be held liable for misuse of the information by individuals, businesses or any other other entities.

## 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

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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 an 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

\_\_\_\_\_  
Name and Title (Printed)

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Name (Signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Agency (if applicable)

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

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[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.]

## 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 shread.
- 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.

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- 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 chose 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.

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