



Interpretation Policy Standards and Regulations

Mission Statement

To establish professional guidelines for translation and interpretation, thereby enabling individuals with limited English proficiency to communicate effectively, enhance their lives, and achieve their objectives.

Interpreter Code of Ethics

Confidentiality: All information must be regarded as confidential.

Accuracy: The content and essence of the communication should be accurately represented.

Completeness: All spoken or written statements must be conveyed in their entirety.

Non-judgmental Attitude: Maintain neutrality regarding the content to be interpreted or translated.

Attitude Toward Clients: Consistently endeavor to cultivate a relationship founded on trust and respect with the client.

Acceptance of Assignments: It is advisable to decline or withdraw from assignments if one's level of competency or personal feelings hinder compliance with any of the conditions.

Professionalism: Interpreters are expected to arrive punctually, be adequately prepared, and dress in an appropriate manner. Translators should adhere to deadlines, return materials in the same format in which they were received from the client, and consistently strive to maintain professionalism.

Best Practices for Interpreters

- An individual who conveys a message, either spoken or signed, from one language to another, without participating directly in the conversation, fulfills a distinct role. Various behaviors contribute to the effectiveness of this role. Arrive on time and have a professional demeanor.
- It is essential to dress conservatively; a suit is mandatory for legal proceedings, including court appearances or depositions. Prior to the session, you should introduce yourself as an interpreter and inform both parties of your ethical obligations regarding confidentiality, impartiality, and transparency. For instance, you may say, "Hello, my name is _____. I will be your interpreter today. Please be assured that everything spoken during this session will be kept confidential and repeated accordingly." Completely and accurately render the spoken words (interpreters) or submitted documents (translators) into the target language. This means that one must not alter, omit, add any words of one's own or try to explain what is being said.
- Should you be requested to present your qualifications, it is imperative to do so with accuracy, encompassing your experiences and any pertinent training you have undertaken. Speak loudly and clearly, using simple and concise terms.



- Exude confidence in your role. There may be instances in which an individual proficient in a foreign language may challenge the interpretation provided. Nonetheless, you assume the role of the expert interpreter. Should you identify an error, it is imperative to inform both parties without delay.
- Adopt the first-person perspective in communication. For instance, if a non-English speaker states, "I ran away," you should echo this by stating, "I ran away," rather than phrasing it as, "He said he ran away." Additionally, when a client responds to a query in English, it is advisable to reiterate their answer in English. It is prudent to clarify this procedure to both parties in the event they are unfamiliar with the role of an interpreter.
- Maintain impartiality and objectivity at all times. In cases where a potential conflict of interest arises, such as personally knowing any party involved, it is your responsibility to disclose this information to the client.
- Avoid engaging in conversations with the parties outside the scope of your responsibilities as an interpreter.
- Safeguard the confidentiality of all privileged information. You must abstain from discussing any information publicly or offering opinions regarding matters for which you have been retained.
- Should you encounter any reservations about your capacity to competently fulfill an assignment, it is essential to communicate this to the client. If a term is presented that is unfamiliar and its meaning is unclear, you must disclose this to the client and pause to seek clarification on the term's definition.
- Politely decline any gifts or compensatory considerations that exceed the authorized remuneration.

CREDENTIALS

To fulfill one's duties as an interpreter, these basic skills are needed.

- **Language Proficiency:** A fundamental requirement for a proficient interpreter or translator is an exemplary command of both the target language and English. The interpreter is expected to provide a seamless and accurate rendition of the inquiries and responses presented, as well as to deliver precise translations of any written documentation. Mere bilingualism is insufficient and does not qualify an individual to serve as an interpreter or translator in any domain unless the individual has been evaluated by a qualified authority to confirm their capability to fulfill this responsibility. Speed and accuracy are probably the most important priority in interpreting. The interpretation process requires formal training in the skill of interpretation, e.g. a degree, certification, professional experience for an interpreter to be efficient and aware of his/her role and ethics when interpreting.
- **Practice:** Both interpreting and translating take practice. For interpreters, using taped recordings of courtroom or hospital settings is a good practice tool. However, one can practice on almost



anything, such as church sermons, television commercials, or news reports. The key is to interpret the words rapidly, and not ponder the content of the speech. For translators, one can practice translating magazines, books, etc.

- **Attention Skills:** Listening at a high level of concentration allows the interpreter to analyze the meaning of the message completely and accurately. Translators need to pay close attention to details, double checking numbers, dates, names, etc.
- **Analytical Skills:** The interpreter/translator will need to construe the meaning of the message completely and accurately under severe time constraints.
- **Memory Skills:** The interpreter needs to retain the message long enough to render it completely and accurately in the target language while under stress.
- **Language Transfer Skills:** The interpreter/translator needs to find the congruent expression in the target language rapidly and efficiently.
- **Note-taking Skills:** The interpreter should have a note-taking system in place that is specific to the task (simultaneous or consecutive) of interpretation. Translators create glossaries to keep the translation consistent.
- **Cultural Awareness:** The interpreter/translator should understand and render the message accurately and completely, including its cultural references and concepts.
- **Clear and Audible Speech/Visible Signing:** The interpreter needs to be heard and always understood by the audience with little effort.
- **Demeanor Appropriate to Setting:** Appropriate demeanor reflects the interpreter's professionalism and includes the ability to convey emotional content without mimicking the speaker. Translators need to be able to keep the tone of the document and render it correctly in the other language.
- **Adaptability:** Stamina and ability to cope with stress are both important to interpret/translate in a wide variety of settings.
- **Knowledge of Subject Matter:** The interpretation/translation process requires knowledge of the subject matter and its terminology.

Interpreter Attire Guidelines

- Interpreters are expected to dress in [casual, business casual, smart casual, business] attire.
- Interpreters must always present a clean, professional appearance. Everyone is expected to be well-groomed and wear clean clothing, free of holes, tears, or other signs of wear.
- Clothing with offensive or inappropriate designs or stamps are not allowed.
- Clothing should not be too revealing.
- Clothing and grooming styles dictated by religion or ethnicity are exempt.



TASKS

Please contact our Quality Control team IMMEDIATELY to report any issues. These may include:

- Claimant is late or does not attend appointment.
- Claimant's records not found at appointment location.
- Assignment taking place in a different location from the one in your confirmation.
- Additional services requested (x-rays, emergency, pharmacy, etc.)
- Interpreter's delay for any reason (accident, flat tire, traffic, etc.)
- It is prohibited to provide transportation services due to liability purpose.
- Email any follow up appointments to our scheduling department with name, dates, times and location of future appointments within a timely manner.

It is essential to inform the adjuster regarding any concerns related to an assignment.

We are committed to persistently enhancing our efforts to deliver our clients with professional, reliable, and exemplary interpreting SERVICES!