

Interpreters Training

Bureau of Civil Rights

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Introductions

- Name
- County you represent
- How long have you performed the role of interpreter
- Answer the question you picked out of the bag

Training objectives

- Understand how the Civil Rights Act of 1964 applies to language services for limited English proficient persons
- Understand the mandate for recipients of federal financial assistance
- Define the role of the interpreter in the social service settings
- Identify the different modes of interpreting
- Understand ODJFS Standards of Interpretation
- Understand the code of ethics that apply to human services interpreters
- Identify the barriers to successful communication through an interpreter
- Understand basic immigration concepts

Training Agenda

- Pre-test
- Terminology
- Title VI of Civil Rights Act
- Modes of Interpreting
- ODJFS Standards of Interpretation
- Role of the Interpreter
- Standards of Professional Conduct
- Ethical Dilemmas

Training Agenda

- Immigration and Cultural Competence
- Ethical Dilemmas II
- Managing the Interpreting process
- Barriers to quality interpreting
- Post Test



So you are bilingual, can you translate
for this client?

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Access to services and benefits is one of the greatest obstacles facing refugees, immigrants and other Ohio residents of Limited English Proficiency (LEP)

#	Language	Total Minutes	%
1	Spanish	8483	79.60
2	Somali	706	6.62
3	Arabic	451	4.23
4	Russian	204	1.91
5	Nepali	148	1.39
6	French	99	0.93
7	Mandarin	87	0.82
8	Tigrinya	82	0.77
9	Fulani	77	0.72
10	Serbian	53	0.50
11	Cantonese	48	0.45
12	Vietnamese	40	0.38
13	Hindi	30	0.28
14	Hausa	28	0.26
15	Amharic	21	0.20
17	Turkish	18	0.17
16	Karen	18	0.17
18	Punjabi	16	0.15
19	Swahili	13	0.12
20	Greek	9	0.08
21	Korean	8	0.08
22	Polish	7	0.07
23	Bengali	6	0.06
24	Thai	5	0.05
	Total	10657	100



Definitions

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Interpreter

- Transfers a SPOKEN or signed message into another language or sign language

Translator

- Transfers WRITTEN documents from one language into another



Can a person who is a good interpreter automatically be a good translator?

Translator

- Works along at his/her own speed on written text
- Can take time to find a word in a dictionary or other reference
- Can leave work and come back the next day to correct it
- May be a part of a team, where improvements or editing can be suggested

Interpreter

- Must work quickly as the provider and client speak
- No time to look up words
- Cannot correct mistakes unless they are detected immediately
- Must have good memory and concentration
- Needs to know technical vocabulary

Ad Hoc Interpreter

- A bilingual staff who is called away from his/her regular responsibilities to interpret as needed
- NOT advisable because the bilingual staff might not have been trained, and may not be a neutral 3rd Party
- Use only in Emergencies with limitations!

Professional Interpreter

Interpreter with appropriate training and experience who is able to interpret with consistency and accuracy and who adheres to a code of professional ethics

Goals of Interpretation

- Facilitate the communication process.
so that the language and cultural gaps are bridged effectively
- Create the impression that the two parties are conversing with each other
- Interpreter should maintain a ***low profile***

Skills of a Professional Interpreter

- Enables effective provision of services and equal access
- Fluency en English and a foreign language
Mastery of the professional and colloquial terminology
- Able to quickly process verbal information
- Correct pronunciation and diction in both languages

Skills of a Professional Interpreter

- Adheres to the interpreter's role without deviating
- Adheres to interpreters ethical standards
- Continuously works to improve cultural competency
- Knowledge of interpreter's techniques
- Able to manage the interpreted session
- Able to solve ethical dilemmas



What are the skills of a good translator?

Certified Interpreter

A professional interpreter who is certified by a competent professional organization or government agency through rigorous criteria and testing

Available Training and Certification

No certification exists in the State of Ohio except for legal interpreters



Definitions

- Source Language (SL)
- “A” Language
- Target Language (TL)
- “B” Language

Modes of Interpretation

1. Simultaneous
2. Consecutive
3. Summary
4. Sight Translation

Where can these different modes of interpretation be used?

Sight Translation

A document is read in a source language and rendered verbally into the target language.

Examples:

Forms, documents, letters, prescriptions, labels, etc.

Document when using sight translation

Qualifying as an Interpreter

- Interpreter Training
- Continued professional education
- Language Screening Assessment
- Field Training
- Employment Orientation
- Regulatory Standards
- Certification programs



Absence of qualified interpreters
may result in...

- Denial of benefits to an otherwise eligible client
- Serious consequences to the client
- Breach of confidentiality
- Liability to the agency
- Ineffective service delivery
- Civil rights violations
- Chilling effect
- Lack of access



Civil Rights Act of 1964

Title VI

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“No person shall be subjected to discrimination on the basis of ***race, color, or national origin*** under any program or activity that receives federal financial assistance.” (Civil Rights Act of 1964, Title VI)



Under National Origin, Title VI further prohibits discrimination against ***Limited English Proficient (LEP)***



Agency Examples

- Health Service Providers
- Human Service Providers
- State, county and local agencies
- Contractors, sub contractors
- Food Banks
- Children Services agencies
- Head Start programs
- Schools
- Child care services
- WIA/WIOA programs
- OhioMeansJobs locations

Key to Compliance

- To ensure *meaningful access* covered entities must:
- Provide timely language assistance
- That results in accurate and effective communication
- At no cost to the customer



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Oral Language Assistance

Covered entities must provide:

- Language interpreters
- Trained & competent interpreters
- Assistance in a timely manner
- **Do Not** use family members as interpreters, or **minor children**

Types of illegal discrimination

Disparate Treatment

Disparate Impact

Examples

Deny benefits to an otherwise eligible LEP family after sending a form in English that could not be completed by the customer

Disparate Treatment

Disparate Impact

Example

Schedule services for Russian speaking clients on Tuesday and Spanish speaking clients on Thursdays.

Disparate Treatment

Disparate Impact

Example

Case worker does not return the customer's phone calls after the clients filed a discrimination complaint

Disparate Treatment

Disparate Impact

Example

Parent is requesting food stamps only for an eligible child. Case worker asks for the parent's Social Security Number

Disparate Treatment

Disparate Impact

Example

A client is asked to bring his/her own interpreter

Disparate Treatment

Disparate Impact

Example

Applications are only available in English

Disparate Treatment

Disparate Impact



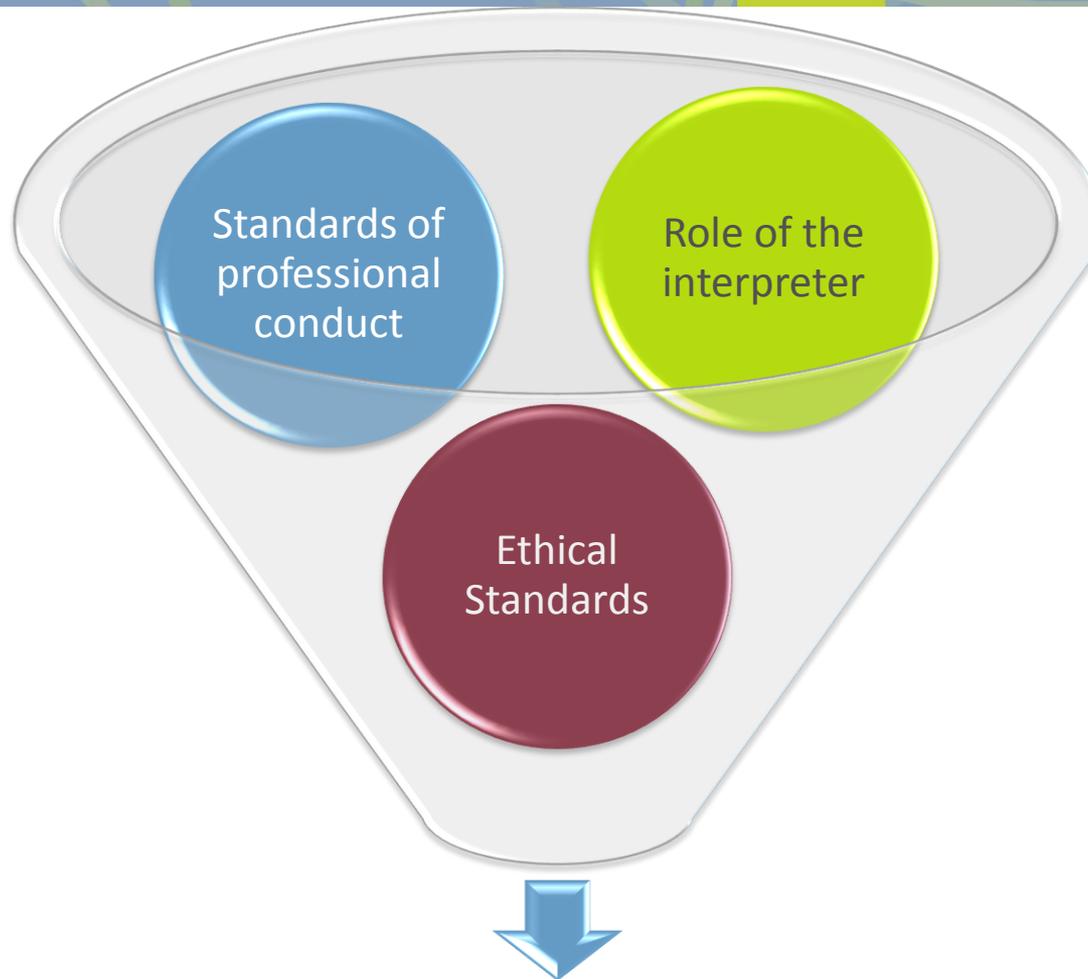
Civil Rights

So, how do we ensure meaningful access?



ODJFS Interpreters Standards

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ODJFS Interpreter Standards

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ODJFS Interpreter Standards

Purpose of Standards

- ✓ Help ODJFS and county agencies ease communication with LEP customers.
- ✓ Help ODJFS and county agencies to develop internal policies.
- ✓ Ensure that LEP customers receive equal access and quality services and benefits.
- ✓ Create state-wide understanding of interpreter's role.
- ✓ Create consistency.

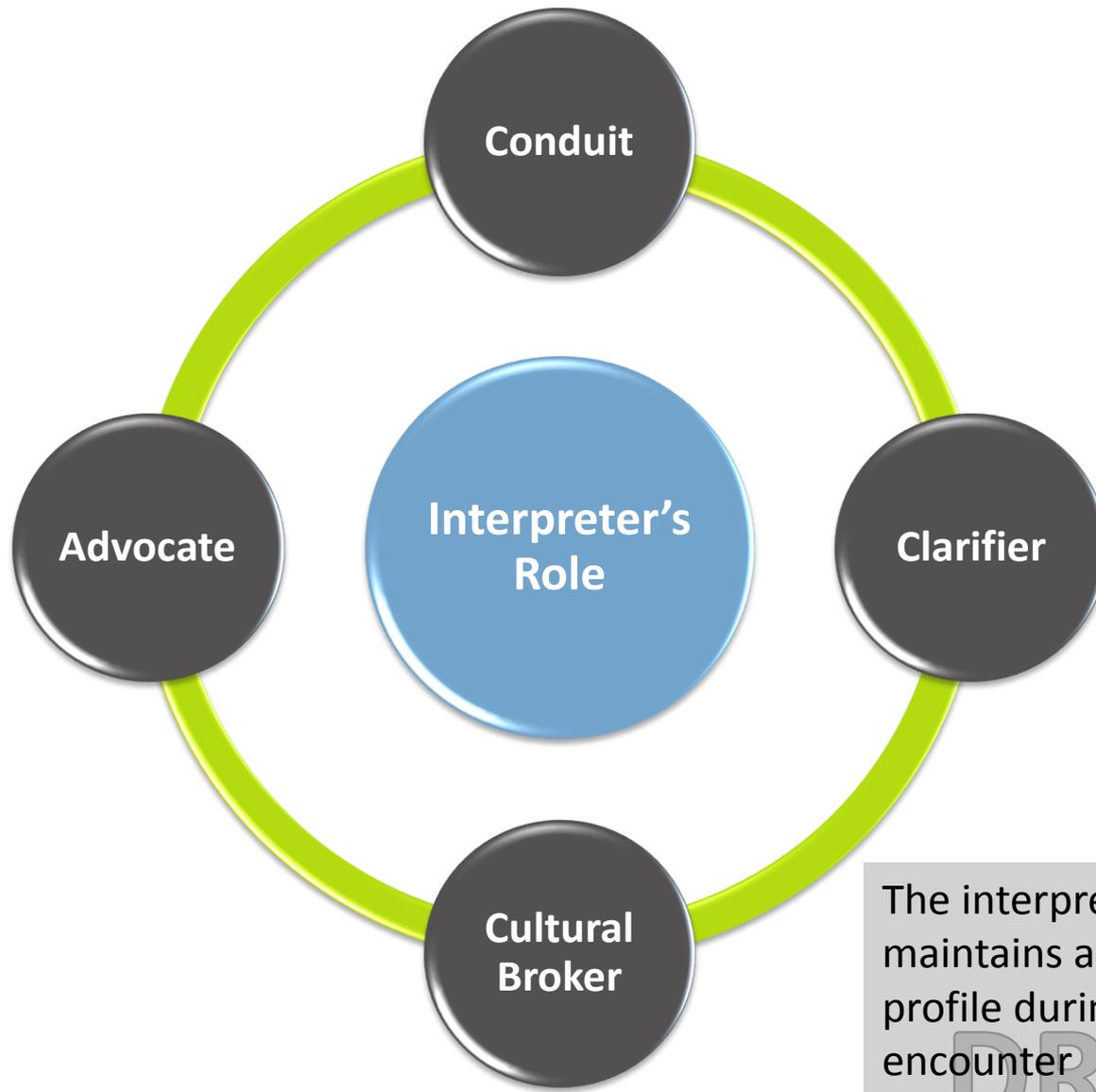
Aside from language proficiency, adherence to the interpreters standards clearly sets apart **trained** and professional interpreters from those who have **not been trained.**



1. The Role of the Interpreter

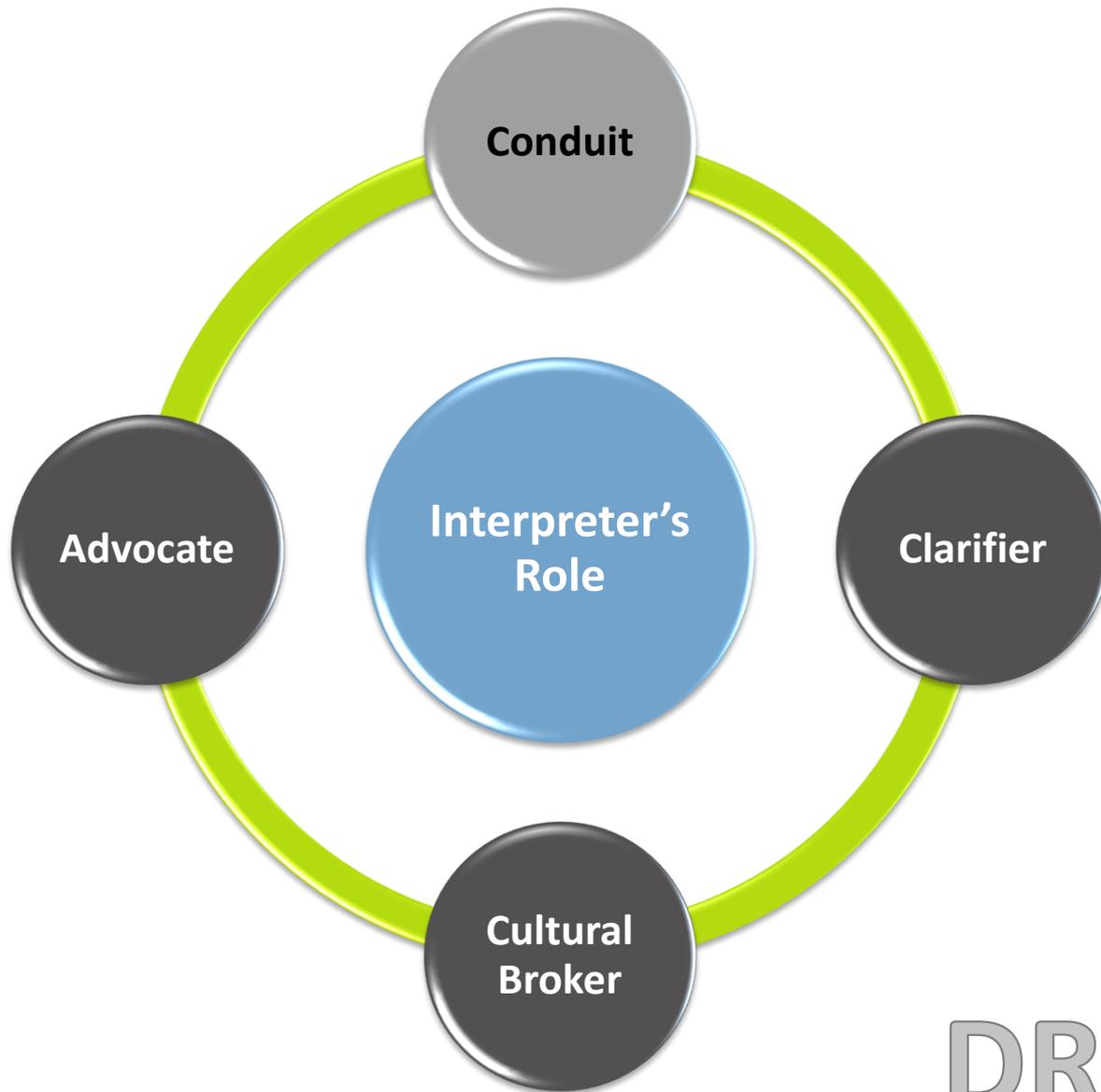
Role of the ODJFS Interpreter

- To facilitate understanding in communication between people who are speaking different languages:
- There are four elements of the role



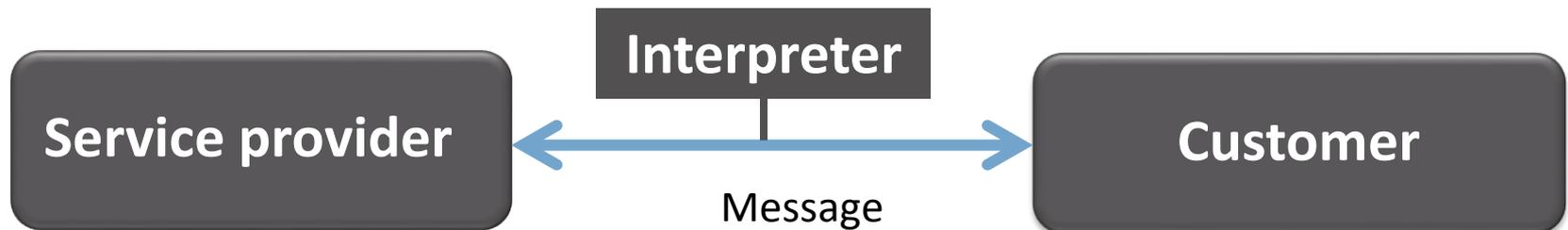
The interpreter maintains a low profile during the encounter

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Conduit

The interpreter interprets everything that is said, exactly as it is said: adds nothing, omits nothing, changes nothing.



The interpreter *is always a neutral 3rd party*

Conduit

- The interpreter gives **complete and accurate** rendition of the message, which sometimes is not the same as literal interpretation
- **Reflects** tone inflection and volume
- A good conduit speaks in **first person** when interpreting
 - Who is responsible for what is said?

Managing the session Tips

When possible, the interpreter obtains information from provider, clarifies what language the customer uses, the provider's goals for the encounter, and other relevant background information.

Arranges the appropriate physical positioning to ensure hearing, seeing, and the comfort of the customer.

Managing the session Tips

When possible, the interpreter communicates with the customer to assess the customer's dialect, communication style, and register (level of formality) of speech.

Interpreter Protocol and Standards of Practice



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Introduction

Hello, my name is.....

I am an interpreter with.....

I will interpret everything said in this room

I will interpret from the “first person”

Please speak directly to each other

Everything said in this room will remain confidential, in accordance to the law

If I need to interrupt for clarification or pause, I'll raise my hand

Do you have any questions regarding my role?

Practice time

Groups of four

Interpreter: Introduces self uses first person

Provider: asks questions to the client

Client: answer questions and ask questions

Observer: observes that all points are addressed, gives feedback

Always remember that everything said in the room during the interview should be interpreted

Completeness



Completeness

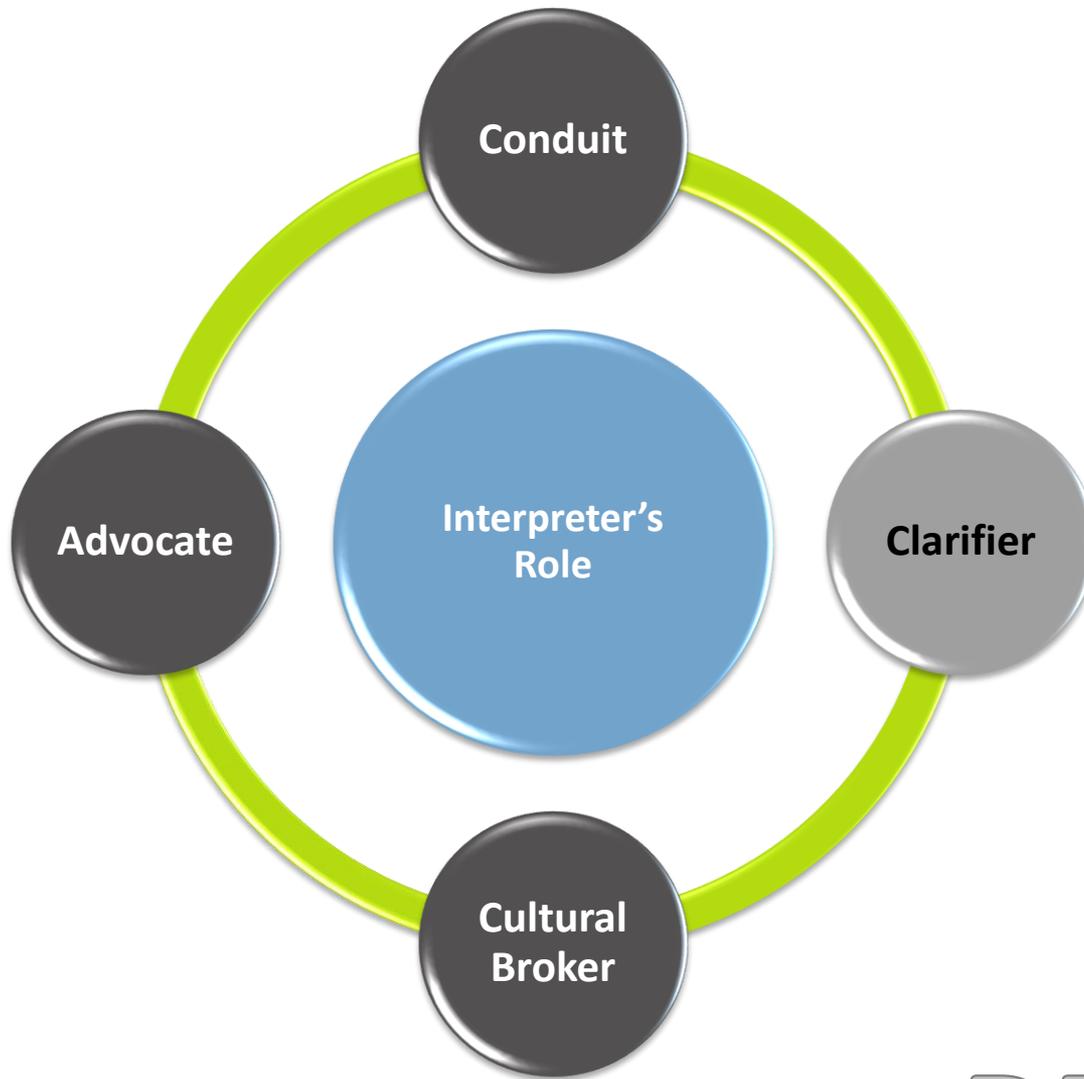
**Never Add, Omit,
or Substitute**

(Correct Technique)

Side conversations







Clarifier

- Interprets what is said **faithfully**, but in a way that would be understood
- The clarifier may need to change the **form** of the message in order to render its **meaning**

Check for comprehension

Clarifier

- Interrupts when he/she does not fully hear or understand the message
- Ensures that he/she can be seen and heard by both parties
- Informs and explains **to both parties** if cultural or linguistic differences require clarification

Be transparent, inform the other party

Clarifier

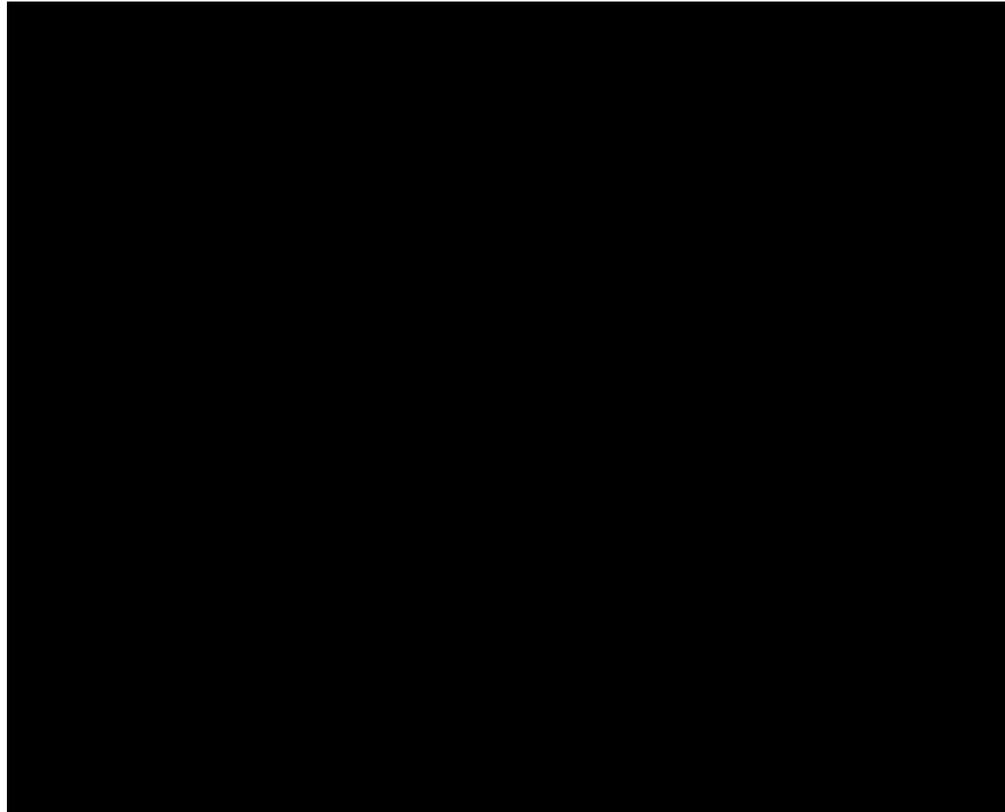
- Acknowledges when there is conflict or tension between the customer and provider
- Assists the parties by clarifying a message. The interpreter is not a mediator
- Does not take sides in the conflict
- Makes sure the customer is clear about next steps and has asked any questions he/she may still have

Managing the session Tips (Intervening)

As a Clarifier, interpreters sometimes need to interrupt the customer or the provider to ensure the flow of communication and understanding between each party.

“the interpreter would like to ask if the client understood”

Clarifying



Managing the session Tip (Intervening)

When:

- Someone uses language the interpreter does not understand
- The interpreter suspects that the customer does not understand what the provider is saying
- Someone uses a term that needs to be explained
- The interpreter needs to clarify the cultural context
- There are misunderstandings due to cultural differences
- Someone is speaking without pausing



Managing the session Tips (Intervening)

How:

- Stay calm
- The intervention should be “transparent”
- The interpreter switches from the first person to third person (“The interpreter would like to ask...”)
- The interpreter should go back to interpreting as soon as possible
- The interpreter should let the provider decide how to handle any difficult situations
- The interpreter should not try to resolve the problem. This is the service provider’s role

Practice time

Groups of four

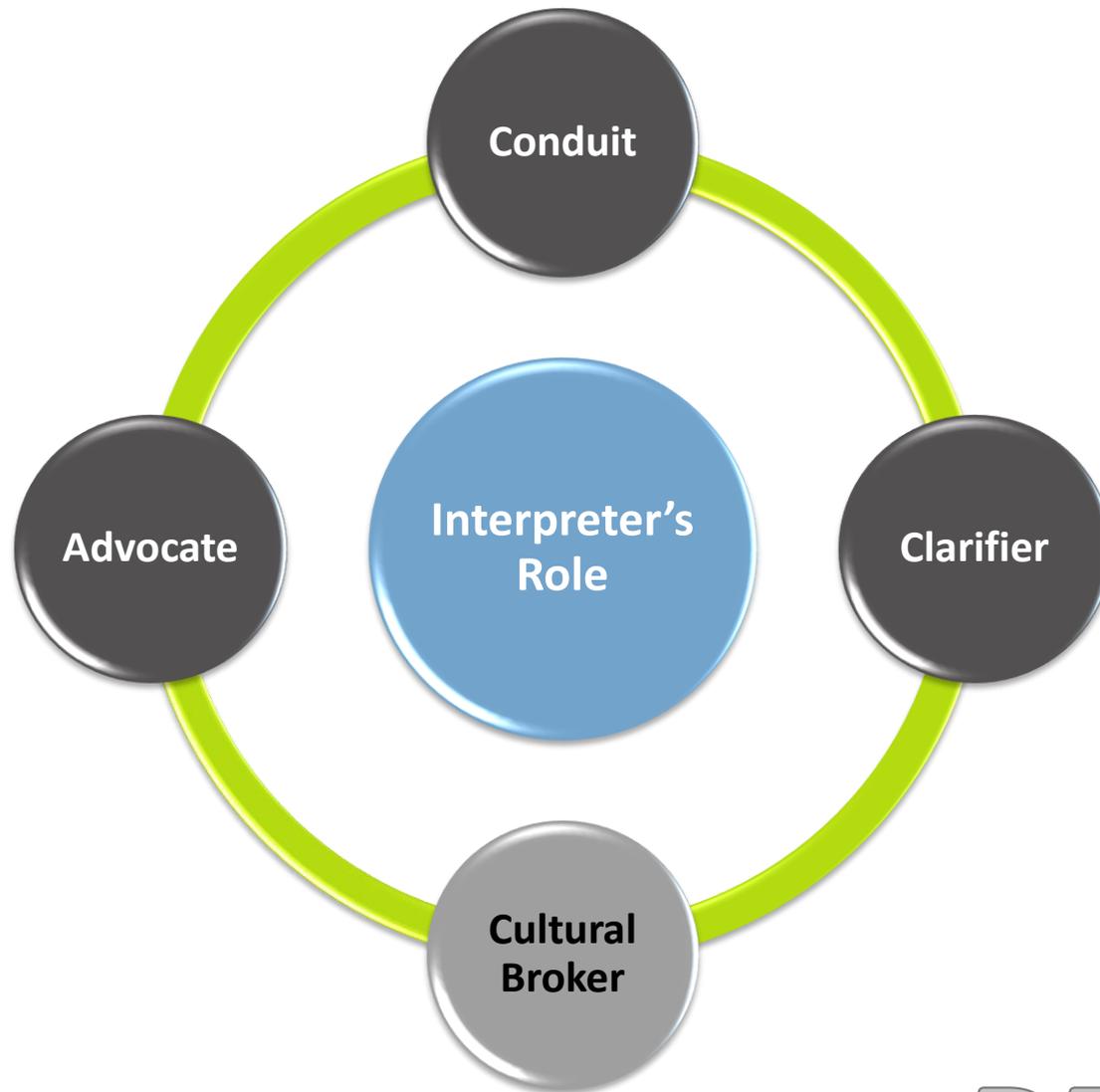
Provider: Informs about a benefit

Interpreter: interprets

Client: Seems puzzled, but nods

Interpreter: Interrupts the session to check for understanding and for clarification

Observer: Evaluates interruption technique checking for clarifier role and transparency



Cultural Broker

- The interpreter is aware of the possibility of cultural misunderstanding and miscommunication
- The interpreter behaves in a culturally appropriate manner, observing the rules of cultural etiquette
- The interpreter adjusts his/her behavior to observe appropriate rules of cultural etiquette
- Non judgmental attitude

Cultural Broker

- The interpreter explores whether factors such as age, gender, or socio-economic background is affecting the communication process

Cultural Broker

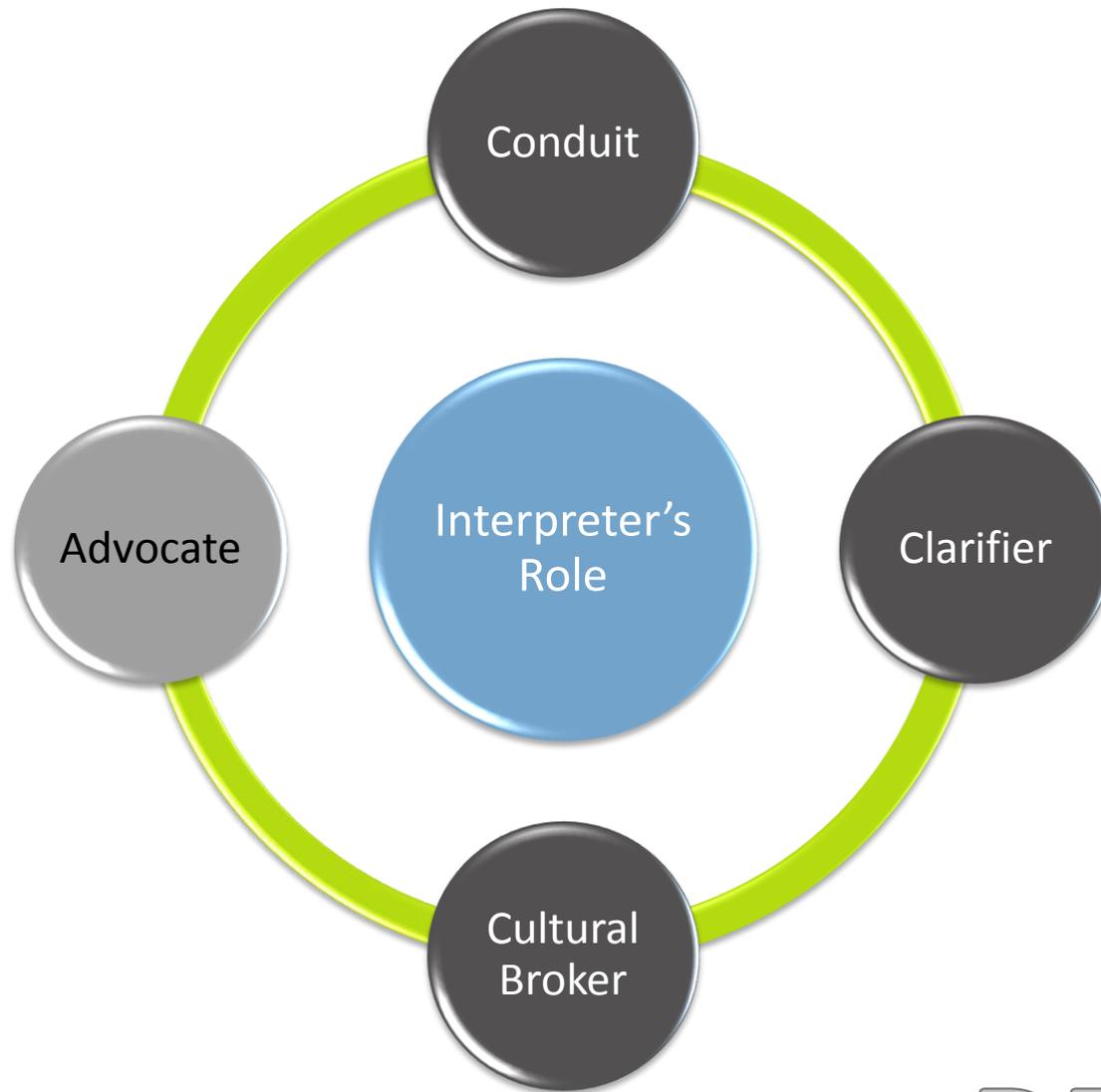
- The interpreter shares relevant cultural information of either party's culture, if and when that may be needed for understanding a message, which may help clarify the problem

Cultural Broker

- The interpreter should be proficient at understanding verbal and nonverbal communication styles and cues that may indicate culturally based misunderstanding or miscommunication
 - When appropriate, the interpreter calls attention of parties to what the problem might be
 - Makes no assumptions and avoids creating or perpetuating stereotypes
 - Assists the parties in searching for clarity

Managing the session Tip

- Be aware that a misunderstanding may be occurring
- Use interruption technique
- Remain “transparent” by informing the client what you will explain to the provider
- **Let the provider decide what to do with the information**
- Get back to interpreting and switch back to 1st person



Advocate

- Addresses behavior which might affect access or quality of services or compromises dignity
- The interpreter should know and use institutional policies and procedures pertaining to non-discriminatory practices toward LEP customers

Advocate

- Used rarely (less than 5% of the times)
- Not appropriate when it undermines the provider's role or expertise
- Not appropriate when it implies a breach of confidentiality



2. Ethical Standards

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Ethics

Refers to well based standards of right and wrong that prescribe what humans ought to do, usually in terms of

- Rights
- Obligations
- Benefits to society
- Fairness
- Specific virtues
- Values



Knowing the ethical standards of a profession helps resolve ethical dilemmas

ODJFS Interpreter Ethical Standards

1. Impartiality
2. Confidentiality
3. Accuracy
4. Completeness
5. Resolving conflict of interest
6. Allowing client's self-determination
7. Professional Distance
8. Attitude toward Customers

ODJFS Interpreter Ethical Standards

9. Compensation

10. Professional competence and Integrity

11. Respect for privacy

12. Professionalism

13. Professional development

14. Duty to Report

15. Duty to Withdraw

16. Acknowledgement by Interpreter

Impartiality

- Interpreters shall be impartial and unbiased
- The interpreter is a neutral 3rd party
- Does not counsel or give personal opinions
- An interpreter shall not accept an assignment and shall withdraw from a situation where his/her strongly held personal values and beliefs may interfere with impartiality

Confidentiality

- Interpreter must treat all information learned during the interpretation as confidential
- This means NOTHING is to be divulged without the full approval of the client and service provider outside of the session
- Exception:
Where the law requires disclosure

Accuracy

- Conveying the message
 - Transmit the message in a faithful manner
 - Considers linguistic variations in both languages
 - Conveys tone and spirit of original message

Completeness

- Conveying everything that is said
- Interpreters **MUST** interpret everything that is said
 - Do not Add
 - Do not omit
 - No matter how uncomfortable
 - This does not mean word for word

Completeness



Accuracy



Conflict of Interest

- If personal involvement makes it difficult to abide by any of the above conditions, the interpreter shall decline or withdraw from the assignment
- Interpreters **MUST** disclose **any existing or potential, real or perceived conflict of interest** that would affect their objectivity or impartiality in delivery of their service

Client Self-Determination

- The client has the right to make decisions and exercise choice based on information
- It's the service provider's responsibility to inform
- No personal opinion may be given
 - But what is the customer asks for an opinion?

Professional Distance

- The interpreter should always maintain necessary professional distance.
- The interpreter refrains from becoming personally involved with problems or issues related to the customer and/or the interpreting session.
- The interpreter refrains from becoming personally involved with customer or provider.

Attitude Toward Clients

- Strive to develop a professional relationship of trust and respect at all times with each customer
- Treat each customer with dignity and respect at all times

Compensation

- The fee agreed upon by the agency is the only compensation to be accepted.
- Interpreters may not accept additional money, gifts, or favors from customers, either directly or on their behalf.
- Interpreters shall not use the agency's time, facilities, equipment or supplies for private gain or advantage, nor should they use their positions to secure privileges or exemptions.

Professional Competence & Integrity

- Interpreter should represent their qualifications, training and experience accurately and completely.
- Interpreters shall only accept assignments for which they are qualified, except in emergency situations, in which case the interpreter's limitations are made known to all parties and only until a qualified interpreter becomes available.

Respect for Privacy

Refrain from:

- Contact with either the provider or customer outside the interpreting situation.
- From asking personal questions of either party outside the interpreting situation.

Professionalism

- Interpreters shall be punctual, prepared and dressed in an appropriate manner.
- The trained interpreter is a professional who maintains professional behavior at all times while assisting customers.

Professional Development

- Interpreter shall be committed to maintaining and enhancing professional skills by pursuing additional education in his/her languages, as well as other relevant subjects through any available opportunities.
- The interpreter shall maintain professional development according to prevailing regulatory and professional standards and job requirements as stated by the employing agency or provider.

Duty to Report

- On rare occasion where the interpreter feels strongly that either party's behavior is affecting access to or quality of service or is compromising either party's dignity, the interpreter follows the social services provider and interpreter's agency policies and procedures for addressing concerns

Duty to Withdraw

- Interpreters shall withdraw immediately from encounters that they perceive to be in violation of the Code of Ethics.

Acknowledgement by Interpreter

- Each Interpreter utilized by ODJFS, a county agency, or by a business supplying interpreters to ODJFS or a county agency shall acknowledge review of these ethical standards and provide assurances that they will be followed.



3. Standards of Professional Conduct

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Standards of Professional Conduct

1. An interpreter should be punctual to all assignments
2. Provides explanation of the role of the interpreter
3. Explains potential consequences of inadequate interpreting, if necessary
4. Acknowledges and corrects his/her own mistakes
5. Completes any required documentation on the interpreting session
6. Dresses appropriately

Standards of Professional Conduct

7. Communicates empathy
8. Demonstrates patience
9. Behaves in a respectful, courteous, and culturally competent manner
10. Adheres to Interpreter Code of Ethics at all times
11. Provides **agency with reasonable notice in case of assignment cancellation**



Immigration Concepts and Refugee Program

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- Family assistance slides to be places here

Acculturation

Acculturation is the process of exchange of cultural features when individuals from relatively different cultures interact (Berry, 1997)

The process of adapting to another culture while retaining beliefs, values, and behaviors the original culture.

Assimilation

The process of adapting to another culture by adopting their cultural features, while losing cultural traits of the original culture.

Acculturation Continuum

- Fascination
- Disenchantment
- Mental Isolation
- Adjustment Recovery

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Fascination

- Finds everything in the culture interesting and exciting
- Discovers/ experiences additional parts of the new culture that are interesting
- Tries out new activities and attitudes with a lot of energy and enthusiasm

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Disenchantment

- Encounters problems. At first: basic needs (housing transportation, job, shopping); later, more complex problems.
- Misunderstanding related to language, customs, and mannerisms occur

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Mental Isolation

- Misses culture
- Feels like an outsider
- May limit or avoid all contact with new culture
- Spends more or all of ones time with own culture group

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Adjustment/Recovery

- Basic needs met (housing, job, etc.)
- Routine established
- Improvement in language skills
- More positive experiences with new culture
- Eventually, one could find it difficult to go back to the old culture

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Immigration experience challenges

- Trauma to start a new life
- Importance of a job that brings health insurance
- Non-transferable employment skills
- Inability to cope with a new way of life, particularly women (unable to drive, husband at work, small children at home, babysitter not available, lack of realization of importance of keeping appointment)...

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- Pressure on children. Children feel lost, caught between two ways of life, parents have to rely on children in a way they were not used to; children have to interpret or translate for the parents.
- Issues inside of a family –wife’s role in a new country, husband’s role, teen and their problems, generation conflicts.
- Children gain power by learning English first and understanding the new culture better

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- Adolescents want to be Americans more than their parents will allow them
 - Sense of entitlement, over-dependency, complaining, suspiciousness
 - Income
 - Banking
 - Health care contrasts

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Stereotypes about immigrants

- Includes ideas that ALL IMMIGRANTS
- Are undocumented
- Are poor
- Are people of color
- Are heterosexual
- Have many children
- Cannot survive economically if undocumented
- Do not want or will not use the legal system
- Have an immigrant status that cannot change
- Come only from certain countries

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Cultural Sensitivity: Some Basics

- When interacting with someone from a culture different from your own...
- Work to pronounce the name as the person says it. Avoid the temptation to shorten or “Americanize” a name that seems unfamiliar or difficult to pronounce.
- When you do not know something, ask. Assume nothing. Asking questions is a great way to validate a person’s experience, culture, and knowledge.

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Cultural Sensitivity: Some Basics

- Be sensitive to different needs. It is important to provide foods and spices that are familiar to people from different cultures.
- Be conscious of word choice. Colloquialisms may not communicate to someone who speaks English as a second language. Unless someone is completely fluent in English, highly specialized words are not useful.

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Cultural Sensitivity: Some Basics

- When someone does not understand you, slow down, do not speak up.
- Listen patiently.
- Avoid value judgments (religion, dress, political stance, etc.)

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Advice to people helping immigrants and refugees

- People are basically the same and have the same needs
- Outward differences are due to culture, religion, and political system
- Much of what Americans perceive as differences in immigrants is caused by the influence of a government system
- Immigrants/refugees as a group have distrust towards institutions and governments

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- Immigrants and refugees are protective of their own closely-knit group because of fear of being persecuted or misunderstood
- They are afraid that people will do them harm and cheat them
- Only time, good will and sincerity can dispel this
- As an U.S. American working with immigrants working and refugees, trust yourself, approach each immigrant/refugee as an individual, be open to one-on-one contact.

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- Recognize the power and influence of culture
 - Understand how your own background affects your response to others
 - Do not assume that all members of a cultural group have the same beliefs and practices
 - Approach each family with no misconceptions
 - Acknowledge how past experiences affect present interactions

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Barriers to successful communication

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Barriers to Successful Communication

- Linguistic Problems
- Cultural Problems
- Mechanical Problems
- Other Barriers to Communication

Linguistic Problems

- Technical Terms
- Idioms
- Inarticulate customer
- Dialectical or regional differences

Cultural Problems

- “Lost in the translation”, non-translatable concepts
- Mistrust, embarrassment, shame
- Family members
- Informed consent
- Unintended offense
- Folk beliefs

Mechanical Problems

- Memory
- Physical distractions

Other Barriers

- Emotional reactions
- Interference by relatives
- Triadic communication