

***Responding to Elder Abuse in Culturally and Linguistically Diverse  
Communities: a resource for seniors' service providers in Canada***

***Section 2: Working with Interpreters***

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*Project Wisdom: Intercultural Awareness of Elder Abuse, September 2011*

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*Funded by the Government of Canada's New Horizons for Seniors Program*

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**Canada** 

*Project Wisdom: Intercultural Awareness of Elder Abuse, September 2011*

## **Section 2 Table of Contents**

Introduction .....	2
2.A) Language Interpretation Policy Issues .....	2
What to do .....	2
Further Reading & Resources .....	3
2.B) Language Interpretation .....	4
What is Language Interpretation? .....	4
What is the Interpreters Role? .....	4
What to do .....	5
Further Reading & Resources .....	5
2.C) Knowing Your Needs .....	6
Can you see linguistic barriers to services that you provide? .....	6
What to do .....	7
Further Reading & Resources .....	8
2.D) Planning the Interview .....	8
Taking Stock; Finding and Booking a Language Interpreter .....	8
What to do .....	8
2.E) Booking the Interpreter Session .....	9
Determine your local interpretation service providers .....	9
What to do .....	9
2.F) During the Interview .....	10
Dialogue Interpretation .....	10
What to do .....	10
2.G) After the Interview .....	10
What to do .....	11
Further Reading & Resources .....	11

## **Introduction**

This section has been designed as a discussion of the following issues related to working with interpreters. The 'what to do' section under each topic includes suggested actions and practices to build individual and agency capacity to serve linguistically diverse communities by understanding, effectively accessing, and working with interpreters and translation/interpretation services. Suggested resources for further reading are provided following the discussion of each of the following topics.

It must be noted that at the time that this document was produced national, provincial and local strategies to standardize language interpretation were underway resulting in evolving distinctions in terminology and best practice. **It is the reader`s responsibility to ensure that they maintain an understanding of current best practices as they evolve.** The resources provided in this document reflect the most current information available at the time of writing.

- Language Interpretation Policy Issues
- Language Interpretation
- Knowing Your Needs
- Planning the Interview
- Booking the Interpreter Session
- During the Interview
- After the Interview

### **2.A) Language Interpretation Policy Issues**

At the time of writing this document, several efforts to standardize interpreter services were underway and have been evolving within various sectors. While strategies to standardize are evolving and their progress does vary among different sectors and communities, coordinated gains in research, development, planning and implementation are evidenced and found in the resources provided below. These resources, in addition to your own research into existing policies and practices specific to your organization and sector, will assist as you develop or modify internal policies regarding your use of interpreters in your work.

#### ***What to do:***

- Take the time to understand the **current standardization and competency measures** in language interpretation by reviewing your **local language interpreter language skills assessment tools** and your **provincial college language interpretation programs** and

**provincial/federal association standards.** (The Interpreter Language and Skills Assessment Tool (ILSAT), <http://www.acrosslanguages.org/ilsat.htm>, ((CIC) Citizenship and Immigration Canada Language Interpretation and Translation Project, March 25, 2010, [http://atwork.settlement.org/downloads/atwork/Developing\\_Guidelines\\_and\\_Standards\\_to\\_Guide\\_the\\_Delivery\\_of\\_Interpretation\\_in\\_the\\_Settlement\\_Sector.pdf](http://atwork.settlement.org/downloads/atwork/Developing_Guidelines_and_Standards_to_Guide_the_Delivery_of_Interpretation_in_the_Settlement_Sector.pdf))

- Learn the current national, provincial and **local strategies** to standardize language interpretation
- Familiarize yourself with training and associations by reviewing local colleges and translation and interpretation services to find out about interpreter training available in your area (Provincial association web links are located on the Canadian Translators, Terminologists and Interpreters Council website. <http://www.cttic.org/member.asp> and training links are located at the Association of Universities and Colleges of Canada under field of study: Language Interpretation and Translation, Association of Professional Language Interpreters, <http://www.aplicanada.org/>)
- There may be specialized training in setting-specific training such as Court Interpreting, Health Care, Violence Against Women, and Aids available in your community.

#### **Further Reading & Resources:**

- Let's talk / Directories of interpretation Trainers and Service Providers [http://wiki.settlementatwork.org/wiki/Let%27s\\_talk/Directories\\_of\\_Interpretation\\_Trainers\\_and\\_Interpretation\\_Service\\_Providers](http://wiki.settlementatwork.org/wiki/Let%27s_talk/Directories_of_Interpretation_Trainers_and_Interpretation_Service_Providers)
- (CIC) Citizenship and Immigration Canada Language Interpretation and Translation Project, March 25, 2010 [http://atwork.settlement.org/downloads/atwork/Developing\\_Guidelines\\_and\\_Standards\\_to\\_Guide\\_the\\_Delivery\\_of\\_Interpretation\\_in\\_the\\_Settlement\\_Sector.pdf](http://atwork.settlement.org/downloads/atwork/Developing_Guidelines_and_Standards_to_Guide_the_Delivery_of_Interpretation_in_the_Settlement_Sector.pdf)
- National Standards Guide for Community Interpreting Services, [http://www.multiple-languages.com/materials/National\\_Standard\\_Guide\\_for\\_Community\\_Interpreting\\_Services.pdf](http://www.multiple-languages.com/materials/National_Standard_Guide_for_Community_Interpreting_Services.pdf)
- Critical Link International, International Council for the Development of Community Interpreting, The Quiet Revolution, Interpreting in a Changing Landscape, <http://criticallink.org/wp-content/uploads/2011/02/Critical-Link-International-Presentation-at-CL6-2010.pdf>
- National Standard Guide for Community Interpreting Services NSGCIS, <http://healthcareinterpretation.homestead.com/standards.html>
- Associations of Translators and Interpreters <http://www.atio.on.ca/misc/associations.php>

- Canadian Translators, Terminologists and Interpreters Council (CTTIC) ([www.cttic.org](http://www.cttic.org))
- International Federation of Translators, (FIT) The voice of associations of translators, interpreters and terminologists around the world, [http://fit-ift.org.dedi303.nur4.host-h.net/index.php?frontend\\_action=display\\_compound\\_text\\_content&item\\_id=980](http://fit-ift.org.dedi303.nur4.host-h.net/index.php?frontend_action=display_compound_text_content&item_id=980)
- Healthcare Interpretation Network - HIN [www.healthcareinterpretationnetwork.ca](http://www.healthcareinterpretationnetwork.ca)
- ALLIA - Language Industry Association, [www.alia.ca](http://www.alia.ca)
- Service Canada, Evaluation of the Multi-Language Service Initiative, Final Report 2008
- [http://www.servicecanada.gc.ca/eng/about/reports/evaluations/evaluation\\_mlsi.shtml](http://www.servicecanada.gc.ca/eng/about/reports/evaluations/evaluation_mlsi.shtml)
- Health Care Interpreter Services Strengthening Access to Primary Health Care, National Report, 2006 <http://criticallink.org/wp-content/uploads/2011/02/SAPHCNationalReport.pdf>
- Community Interpreting in Canada, 2007, <http://www.imiaweb.org/uploads/pages/471.pdf>
- University of Ottawa School of Translation and Interpretation. [http://www.translation.uottawa.ca/scholarships\\_clsep.html](http://www.translation.uottawa.ca/scholarships_clsep.html)

## **2.B) Language Interpretation**

### ***What is Language Interpretation?***

Your understanding of the **terminology** and **best practices** specific to Language Interpretation is essential to effective communication between service providers, colleagues, clients, interpreter services and interpreters.

For example, an understanding of differences between translation, cultural brokering and language interpretation will assist you in arranging and conducting interpretation sessions.

**Translation is the process of transposing the meaning of a written text from one language (source) to the other (target) by producing an equivalent target text that retains the elements of meaning, form and tone.**

**Translator-** A person who renders the meaning of a written text in a source language to a target language by producing an equivalent written target text that retains the elements of meaning, form and tone. (Healthcare Interpretation Network, 2007)

The terms **cultural brokering/cultural interpreting do not have the same meaning as language interpretation**. The cultural interpreter is said to be an advocate or cultural broker whereas a language interpreter remains impartial and does not advocate.

**Interpretation refers to the act facilitating spoken language communication** between two or more parties who do not share a common language by delivering, as faithfully as possible, the original message from source into target language.

### ***What is the interpreter's role?***

The language interpreter's role is **to facilitating spoken language communication between two or more parties who do not share a common language** by delivering, as faithfully as possible, the original message from source into target language.

The National Standards Guide on Community Interpreting Services references the Standards of Practice and Ethical Principles of the Language Interpreting Training Program of the Ontario Colleges. "There are forty-seven standards of practice interconnected with eight principles:

- 1) Accuracy and Fidelity
- 2) Confidentiality
- 3) Impartiality
- 4) Respect for Persons
- 5) Maintaining Role Boundaries
- 6) Accountability
- 7) Professionalism
- 8) Continued Competence"

Healthcare Interpretation Network, 2007, p. 22

[http://healthcareinterpretation.homestead.com/National\\_Standard\\_Guide\\_for\\_Community\\_Interpreter\\_Services.v2..pdf](http://healthcareinterpretation.homestead.com/National_Standard_Guide_for_Community_Interpreter_Services.v2..pdf)

### ***What to do:***

- Take the time to understand the language interpreter role to deliver as faithfully as possible messages transmitted between individuals who do not share a common language.
- Learn what type of interpretation service options best suits the session: face-to-face/on-site interpretation, telephone interpretation/conference call interpreting, video conferencing, voice over video, live web cam chat, sight translation or message relay. (see 2.C for further discussion)
- Familiarize yourself and your colleagues with the language interpretation industry best practices and code of ethics. (Accuracy and Fidelity, Confidentiality, Impartiality, Maintenance of Role Boundaries, Accountability, Professionalism, Continuing Competence & Professional Development)

- Use the term translation when referring to written documents.

### ***Further Reading & Resources:***

- Settlement at Work; Let's Talk/Fact sheets
  - [http://wiki.settlementatwork.org/wiki/Let%27s\\_talk/Interpretation Standards and Guidelines](http://wiki.settlementatwork.org/wiki/Let%27s_talk/Interpretation_Standards_and_Guidelines)
  - [http://wiki.settlementatwork.org/wiki/Let%27s\\_talk/Fact Sheets](http://wiki.settlementatwork.org/wiki/Let%27s_talk/Fact_Sheets)
- National Standards Guide for Community Interpreting Services, [http://www.multi-languages.com/materials/National Standard Guide for Community Interpreting Services.pdf](http://www.multi-languages.com/materials/National_Standard_Guide_for_Community_Interpreting_Services.pdf)
- Healthcare Interpretation Network, 2007  
<http://healthcareinterpretation.homestead.com/standards.html>
- (CIC) Citizenship and Immigration Canada Language Interpretation and Translation Project, March 25, 2010  
[http://atwork.settlement.org/downloads/atwork/Developing Guidelines and Standards to Guide the Delivery of Interpretation in the Settlement Sector.pdf](http://atwork.settlement.org/downloads/atwork/Developing_Guidelines_and_Standards_to_Guide_the_Delivery_of_Interpretation_in_the_Settlement_Sector.pdf)
- Human Resource and Skills Development Canada  
<http://www5.hrsdc.gc.ca/NOC/English/NOC/2006/ProfileQuickSearch.aspx?val=5&val1=5125&val65=traducteur>
- National Standards Guide for Community Interpreting Services, [http://www.multi-languages.com/materials/National Standard Guide for Community Interpreting Services.pdf](http://www.multi-languages.com/materials/National_Standard_Guide_for_Community_Interpreting_Services.pdf)
- Critical Link International, International Council for the Development of Community Interpreting, The Quiet Revolution, Interpreting in a Changing Landscape,  
<http://criticallink.org/wp-content/uploads/2011/02/Critical-Link-International-Presentation-at-CL6-2010.pdf>
- Immigration and Refugee Board of Canada: Interpreter Handbook  
[www.irb.gc.ca/eng/brdcom/publications/inter/pages/index.aspx](http://www.irb.gc.ca/eng/brdcom/publications/inter/pages/index.aspx)

## **2.C) Knowing Your Needs**

### ***Can you see linguistic barriers to services you provide?***

Awareness of the impact of linguistic barriers on service accessibility, interpretation service consistency, assessment, treatment and care plans is essential to working effectively with people from other cultures.

Knowing what best serves the interpretation session is the first step in ensuring that an interpreter can be arranged and that the client will be comfortable.

The method of interpretation will affect the interpretation session and how the service is handled. Factors including **the individuals, the language interpretation required, the nature of the service/session, and the nature of the communication** will determine what language interpretation arrangements are sought.

The following types of interpretation service options may be available in your area:

**On site/Face to face Interpretation** - The oral communication of a message from one language to another, between parties, either **consecutively** or **simultaneously**, where speakers are face-to-face on site.

**Consecutive Interpretation** - The oral communication of a message from one language to another after the person speaks, consecutively. This is often used in small interview sessions.

**Simultaneous Interpretation** - The oral communication of a message from one language to another as the person is speaking (almost simultaneously). This offers immediate communication in one or more languages and may be used in meetings, and conferences.

**Telephone Interpretation/Conference call interpretation** - The consecutive oral communication between speakers of different languages which takes place over the telephone.

**Video Conferencing Interpretation** - The consecutive oral communication between speakers of different languages that takes place using videoconferencing.

**Sight Translation** - The conversion from written material in one language to a spoken version in another language.

**What to do:**

- Take time to examine your own service and the existing systems to support accessibility to individuals facing linguistic barriers. Ask yourself a few simple questions:
  - What is my current level of knowledge and skills in working with interpreters?
  - What does my current use of interpreters in my daily work look like?
  - What language interpretation service type best supports your service and interpreter session?
  - What services are best supported by the translation of documents?
  - Who do I turn to address these needs?
  - Who is a qualified language interpreter?

- How open am I to implementing a new system? Are there issues or constraints that I struggle with in implementation?

***Further Reading & Resources:***

- [http://wiki.settlementatwork.org/wiki/Let%27s\\_talk/Interpretation and Translation Solutions and Options](http://wiki.settlementatwork.org/wiki/Let%27s_talk/Interpretation_and_Translation_Solutions_and_Options)
  - **Let's Talk includes** a directory of interpretation service providers and interpreter trainers in Ontario
- (CIC) Citizenship and Immigration Canada Language Interpretation and Translation Project, March 25, 2010
- [http://atwork.settlement.org/downloads/atwork/Developing Guidelines and Standards to Guide the Delivery of Interpretation in the Settlement Sector.pdf](http://atwork.settlement.org/downloads/atwork/Developing_Guidelines_and_Standards_to_Guide_the_Delivery_of_Interpretation_in_the_Settlement_Sector.pdf)
- Healthcare Interpretation Network, 2007  
<http://healthcareinterpretation.homestead.com/standards.html>
- Access Alliance Multicultural Health and Community Services, Literature Review: Costs of Not Providing Interpretation in Health Care  
[http://accessalliance.ca/sites/accessalliance/files/documents/Lit\\_Review\\_Cost\\_of\\_Not\\_Providing\\_Interpretation.pdf](http://accessalliance.ca/sites/accessalliance/files/documents/Lit_Review_Cost_of_Not_Providing_Interpretation.pdf)
- <http://www.cttic.org/Professions.asp>

***2.D) Planning the Interpretation Interview***

***Taking Stock, finding and booking a Language Interpreter***

Planning for your interpretation session will increase accessibility, service excellence and your success in addressing linguistic barriers to your service.

***What to do:***

- Take time to examine the nature of your services and the nature of the communication. Ask yourself a few simple questions:
  - What type of interpretation session best serves the client? (Consecutive Interpreting, Telephone interpreting, Simultaneous interpreting, Face-to-face interpreting, Conference)
  - What languages need interpretation?

- Who do I contact when I need an interpretation and how do I identify my needs (see section 2.E below)?
- How able am I to access existing interpretation services? Are there others supports available?

## **2.E) Booking the interpreter session**

### ***Determine your local interpretation service providers.***

- Locating a local Language Interpreter service in your area may be done using directories and on-line services.
- The following information should be provided to the Language Interpretation service provider at the time of interpreter session booking:

#### ***What to do:***

- Specify your interpretation requirements:
  - The **type of interpretation** session (see section 2.C for description of different interpretation session types)
  - The client information including:
    - language required (including dialect)
    - Country of origin
  - Date, time, length of appointment
  - All those who will be in attendance

Knowing a person`s country/community of origin assists in assigning an interpreter with regionally specific language skills. For example, in the Spanish language, there are Spanish words that have different meaning when used in different countries.

- A description of the **nature and context of the appointment** and site specific information.

Knowing and understanding the nature and context of an appointment will assist you in assigning the most suitable interpreter for your session and in preparing the interpreter for the assignment. In some communities, sector specific interpreter training has been made available to interpreters in areas of Domestic Violence, Court Interpretation, and Medical Interpretation.

- The **gender preference of the interpreter** and whether or not you need access to an interpreter living outside the community. An outside interpreter may be required as in cases involving violence or vulnerability as in sexual assault, domestic violence or elder abuse.
- When possible, provide **forms that may be required for the client to read/sign** to the interpreter beforehand for sight translation. A sight translation is an oral translation of a written text provided by the interpreter during the interpretation interview. For example intake forms, consent forms, treatment and/or safety plans may need sight translation.

## ***2.F) During the interview***

### ***Dialogue Interpretation***

The nature of the service, nature of the communication and service availability and accessibility will all influence our decisions and actions including how we make them, whose advice we seek and trust, how we understand and solve problems, and how we assign meaning to our experiences. Increase the success of the interpreter session for both you and your client, by taking the time to examine the nature of your service and the nature of the communication.

#### ***What to do:***

- Ask yourself a few simple questions.
  - How will I prepare the physical space for the communication, whether it is face-to-face or telephone?
  - Have I allowed enough time for the interpreter to introduce themselves and their role at the start of the interpreter session?
  - Have I prepared a clear explanation of my role as a service provider for the interview?
- During the interview/appointment ensure that you:
  - Maintain direct eye contact **with the client and directing all questions to the client** during the face-to-face interpreter sessions.
  - **Pace the conversation** by speaking a sentence or two at a time, providing time for an interpreter to repeat your words
  - Remember to ask the interpreter to provide a sight translation where required.

## **2.G) After the Interview**

- You may need to arrange future interpreter sessions. If this is the case, it will be important to **provide the information on your next steps** clearly **during** the interpreter session.
- Your local interpretation service provider may expect you to complete, sign and/or return a **form or service record** of the session indicating the start and finish time of the session.

### **What to do:**

- Have the service orders needing completion by the interpreter with you in the interpreter session.
- Arrange future interpreter sessions directly with the interpreter service provider in your area noting their administrative procedures and policies?

### **Further Reading & Resources:**

- Settlement at Work: Let's talk ([http://wiki.settlementatwork.org/wiki/Let%27s\\_talk](http://wiki.settlementatwork.org/wiki/Let%27s_talk))
  - Let's talk/ CIC Reports and Literature Reviews  
[http://wiki.settlementatwork.org/wiki/Let%27s\\_talk/CIC\\_Reports\\_and\\_Literature\\_Reviews](http://wiki.settlementatwork.org/wiki/Let%27s_talk/CIC_Reports_and_Literature_Reviews)
  - Let's talk/ How to Prepare a Business Case for Interpretation  
[http://wiki.settlementatwork.org/wiki/Let%27s\\_talk/How\\_to\\_Prepare\\_a\\_Business\\_Case\\_for\\_Interpretation](http://wiki.settlementatwork.org/wiki/Let%27s_talk/How_to_Prepare_a_Business_Case_for_Interpretation)
  - Let's talk/ Links to Organizations and Documents  
[http://wiki.settlementatwork.org/wiki/Let%27s\\_talk/Links\\_to\\_Organizations\\_and\\_Documents](http://wiki.settlementatwork.org/wiki/Let%27s_talk/Links_to_Organizations_and_Documents)
  - Let's talk/ Promising Practices and Case Studies in Ontario  
[http://wiki.settlementatwork.org/wiki/Let%27s\\_talk/Promising\\_Practices\\_and\\_Case\\_Studies\\_in\\_Ontario](http://wiki.settlementatwork.org/wiki/Let%27s_talk/Promising_Practices_and_Case_Studies_in_Ontario)