



Improving Outcomes

EFFECTIVELY WORKING WITH AN INTERPRETER

WYSNLA Quarterly Meeting
Friday, 7/27/2018
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Agenda



- Module 1
 - ORGANIZATIONAL RESPONSE: DEVELOPING A COMPREHENSIVE LANGUAGE ACCESS PLAN
- Module 2
 - INTERPRETERS: AN INTRODUCTION
- Module 3
 - INTERPRETERS: ASSESSING THE NEED
- Module 4
 - INTERPRETERS: BOOKING AND BRIEFING AN INTERPRETER
- Module 5
 - INTERPRETERS: COMMUNICATING VIA AN INTERPRETER
- Module 6:
 - INTERPRETERS: DEBRIEFING WITH AN INTERPRETER
- ADDITIONAL RESOURCES



This is a modular presentation that can be customized depending on your particular requirements.

Today, we will review Module 2, INTERPRETERS: AN INTRODUCTION



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Objectives

- To provide interpreters with a framework for conversations with clients and providers
- To refine the framework with team member feedback
- To finalize and disseminate the presentation/framework
- To inform clients and providers of their roles and responsibilities as part of language access teams
- To assist interpretation professionals with business development and outreach



This presentation is based on a series produced by the Australian, Victorian Government Centre for Culture Ethnicity & Health (CEH) covering aspects of language services. For more information go to www.multicultural.vic.gov.au/projects-and-initiatives/improving-language-services/



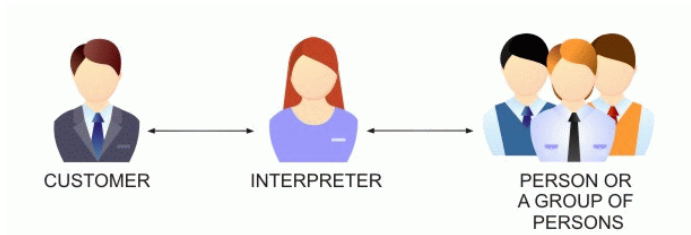
INTERPRETERS: AN INTRODUCTION

MODULE 2



Interpreters: An Introduction

- What is interpreting?
- Who is an interpreter?
- Where do I find an interpreter?
- What are typical interpreting protocols?
- What interpreting styles are there?



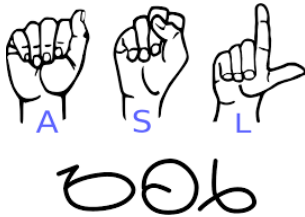


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What is interpreting?



- Interpreting is the oral translation of speech between two different spoken languages.
- Interpreting conveys a message produced in a source language, be it spoken or signed, into a target language, spoken or signed, in real time.
- The objective is to convey every element of the message.



What is the difference between interpreting and translation?



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Who is an interpreter?



- An interpreter is a professional who is qualified to convert speech accurately and objectively into another language and required to act in accordance with a code of ethics.
- An interpreter must remain impartial, not express an opinion and not act as an advocate for a client.
- For these reasons, family members, friends and bilingual staff are not interpreters.
- In the US, there is no national accreditation authority for translators and interpreters. Each state has a different standard.
- There are various state and national certifications in two interpreting specialties: Medical and Legal.

The TIPS repository will be available in the WYSNLA Google Drive.

Tip: Find out more about training and certification at XXX

Tip: Find out more about the interpreters' code of ethics at XXX

Tip: Find out more about the communication roles of bilingual staff by consulting CEH information sheets on this topic.



Where do I find an interpreter?



- Commonly used sources for interpreters are internet searches, telephone directories and referrals.
- In Wyoming, the Department of Public Health, Office of Health Equity maintains a regularly updated list of interpretation and translation service providers. [CURRENT INTERPRETER LIST](#)



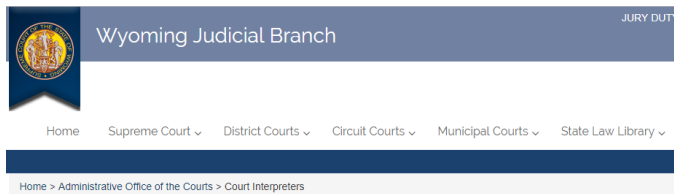
Office Of Health Equity

- Emergency Multilingual Phrasebook
- Interactive Statistics
- Wyoming Health Disparity Report
- Wyoming State Network for Language Access (WYSNLA)
- Language Access Services Toolkit (Translation & Interpreter Information)
- Minority Health Resources
- Culturally And Linguistically Appropriate Services In Health Care (CLAS)

Tip: In most cases, government departments and funded agencies will have a contract with an interpreting agency and do not need to seek out an individual interpreter.

Where do I find an interpreter?

- In Wyoming, the [Supreme Court](#) is responsible for the Court Interpreter Program and maintains a regularly updated list of state certified and registered interpretation professionals.
- View the [CURRENT LIST](#).



Code of Ethics and Oath

The purpose of a code of ethics is to articulate a core set of principles to serve as a reference for interpreters, judges and court administrators as to the conduct expected of a court interpreter. This code of ethics has been adopted by the Wyoming Supreme Court to guide interpreter conduct while working in the courts of Wyoming:

- [Interpreters Code of Ethics](#)
- [Interpreter's Oath](#)

COURT INTERPRETERS

- NAJIT – National Association of Judiciary Interpreters & Translators
 - <https://najit.org/>

Where do I find an interpreter?



- Access the website and view the [CURRENT LIST](#).



- What additional resources are you familiar with that provide interpreting and translation services in Wyoming?
 - Schools – Teton County School District
 - One22 – Jackson/Teton County Non-Profit

- There are three ways of communicating with a client via an interpreter: face-to-face (onsite), telephone and videoconference.



Face-to-face interpreting requires you, the interpreter and the client to be physically present in the one location.

With telephone and videoconferencing, either the interpreter or client may be present with you or each person can be in a separate location.

Face-to-face interpreting should be engaged when complex, legally binding or lengthy matters need to be discussed. Face-to-face interpreting has the advantage of taking into account body language.

Telephone interpreting is useful for shorter, less complex communication or when an extra level of confidentiality is necessary. Telephone interpreting is useful in emergency situations when immediate assistance is required. Telephone interpreting can be used as a first step before engaging a face-to-face interpreter to identify the language needed or to determine the nature of an inquiry.

Telephone interpreting may be the only option in some cases when a face-to-face interpreter cannot be accessed and when videoconferencing is not available.

Videoconferencing, where available, offers the advantage of visual contact over telephone interpreting. A disadvantage of videoconferencing is that it relies on technology that can be unreliable.

QUESTION: What services are available in Wyoming for deaf and hard of hearing people (for example, Video Relay Interpreting – VRI or TDD)

Telecommunications Device for the Deaf

Definition of: TDD/TTY. TDD/TTY. (**Telecommunications Device for the Deaf/TeleTYpewriter**) A user terminal with keyboard and printer or keyboard and screen used by the hearing and speech impaired. Introduced in 1964, the device contains a modem and is used over a standard analog phone line.

What interpreting styles are there?

- Consecutive
- Simultaneous
- Chuchotage
- Machine interpreting/Automated interpreting



Interpreting is performed in different styles, determined by the setting and topic. Knowing the difference between interpreting styles will help to determine which style is best for the situation. The three main styles are outlined below.

Consecutive interpreting is where the speaker and the interpreter speak one after the other. The interpreter listens to a few sentences or messages and then relays this in the other language while the speaker listens. The speaker will continue and the process repeats itself. This is the most common style of interpreting in the government, health and community sectors. Consecutive interpreting is used in interviews, question and answer sessions, presentations, court hearings and conference calls.

Simultaneous interpreting involves the interpreter listening to the first words the speaker says and then proceeding to interpret the words continuously (with a slight delay) as the speaker continues to talk, so that the speaker and the interpreter are speaking simultaneously. Simultaneous interpreting, also known as ‘conference interpreting’ when performed in a soundproof conference booth, requires a higher level of skill than consecutive interpreting.

Chuchotage is simultaneous interpreting in a whisper (thus also known as ‘whispered/whispering interpreting’) without the use of an isolation booth for the benefit of a person or small number of people listening to speech in a language in which they are not fluent. The interpreter is positioned near the target listener(s) and then whispers the speaker’s message so as not to disturb the speaker or other listeners fluent in that language. Chuchotage can be performed so it does not interfere with the flow of thought or speech of the speaker(s), but only if they are comfortable with this mode of interpreting. Whispered interpreting is used in court proceedings, information sessions in large multilingual settings and consultations with clients and their families, such as undertaking a mental health assessment.

Machine interpreting (also known as automated interpreting) converts spoken words into different languages. Machine interpreting does have its place in certain industries where the dialogue may be more straightforward and involve the use of specific trade and business terminology or repeated terms and phrases. Smartphones and tablets can be loaded with applications to perform machine interpreting. While the applications combine two forms of technology – voice recognition software and machine translation – there are still glitches in both, which makes this an unreliable form of communication.

Within immigrant populations, additional complications such as heavy accents, mispronunciations and regional dialects compromise the effectiveness of this technology. Another consideration is the age of the client.

Consistent with government policy on the use of qualified translators, qualified interpreters should be used over machine interpreting.

Tip: If you are unsure what style of interpreting is needed, consult your interpreter agency



THANK YOU!





ADDITIONAL RESOURCES

UNDER DEVELOPMENT

