

Interpreting Best Practices to Support Communicative Autonomy

Today's Objectives:

- After this workshop, you will be better:
 - Equipped to identify, evaluate, and have the tools necessary to navigate interpreting.
 - Refresh our understanding of interpreter ethics and application.
 - Build the village!



Let's Get a Pulse

What has been the hardest part of going remote?

What has been the biggest surprise?

Overall, where do you need the most support as an interpreter?



Communicative Autonomy



What is Communicative Autonomy?

- It is *the capacity of each party in an encounter to be responsible for and in control of his or her own communication.*
 - Micro level support: “Above all, community interpreters need to be aware of the complexities of intercultural communication and how the presence of an interpreter can impact the situation”.
 - Macro level support: “*The* macro level refers to the conditions necessary for members of society to have access to communicative autonomy when they face language barriers. *The* existence of a professional body of community interpreters, not only supports communicative autonomy: it enables it”.
- Interpreters and the profession at large support communicative autonomy!
- https://www.academia.edu/34450608/Communicative_Autonomy_and_the_Role_of_the_Community_Interpreter



Communicative Autonomy and Interpreters:

Every decision we make either supports or hinders communicative autonomy.

Our decisions have impacts even beyond the encounter.

The demands interpreting require interpreters to have well developed controls





Ethics and Standards



Ethics and Standards



- Ethics are the “rules”. Standards are the guidelines.
- Ethics are what we SHOULD do. Standards are HOW we do it.
- Ethics are stricter. Standards are more flexible.
- Standards are often organized under ethical principles.



In other words, ethics show us ***what to do and help make decisions about the “right” thing to do.***

Ethics

Rules of behavior based on ideas about what is morally good and bad.
The principles of conduct governing an individual or group.
Merriam-Webster dictionaries



A set of principles or values that govern the conduct of members of a profession.
NCIHC National Code of Ethics
2004, p. 6





Accuracy



Role boundaries



Advocacy



Confidentiality



Cultural awareness



Professional development



Impartiality



Respect



Professionalism

NCIHC Code of Ethics

Here are the nine
principles in the
*NCIHC National Code of
Ethics for Interpreters in
Health Care.*



The Key to Cultural Awareness

- Avoid *explaining* culture.
- Instead, *identify* the cultural issue or concern.
- Then let the LEP or client explain it themselves.

Excuse me, as the interpreter I'm concerned that the concept of a consent form isn't clear.

La interprete le ha comunicado al representante que quizás el concepto de una forma de consentimiento no este claro.





Intervening and Strategic Mediation



Intervene to Mediate

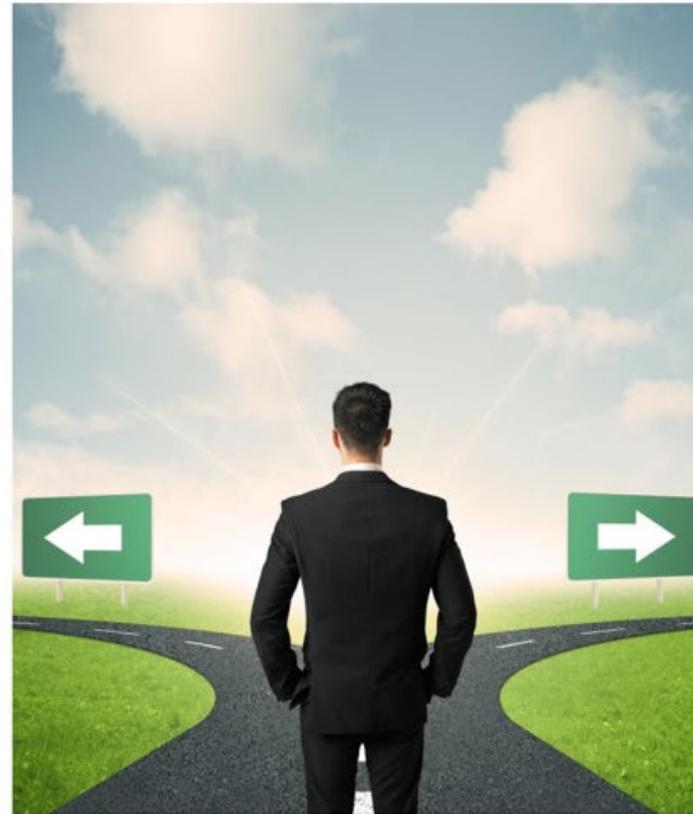


*Or facilitate a service user or patient's access to the service.



When to Mediate

- Mediate for any communication barrier that could have serious consequences.
- Ask yourself:
 - *What will happen if I do not intervene?*
 - *What are the probable consequences?*
- If the potential consequences of NOT intervening exceed the risks of intervening, then—and only then—consider mediating.





Do Not Intervene
Unless...

*The potential
consequences of NOT
intervening exceed the
risks of intervening.*



Should I Mediate? Yes, No, Maybe

1. The patient or client doesn't seem to understand much.
2. Someone uses a term or phrase you don't know.
3. The provider is rude or abrupt.
4. A doctor is prescribing medications to a patient who is fasting for religious reasons—and the doctor clearly does not know this.
5. The patient/client keeps speaking to you and not the provider.
6. The provider does not clearly explain how the system works—and leaves. The patient or client begs you to explain the issues.
7. The provider is speaking *very* high register that seems impossible to interpret in a way that the patient or client would understand.



You Need Mental Scripts

- To practice *strategic* mediation, you need a plan!
- Otherwise you can freeze.
- So plan ahead.
- *Develop mental scripts.*



If You Prepare Scripts You Can...

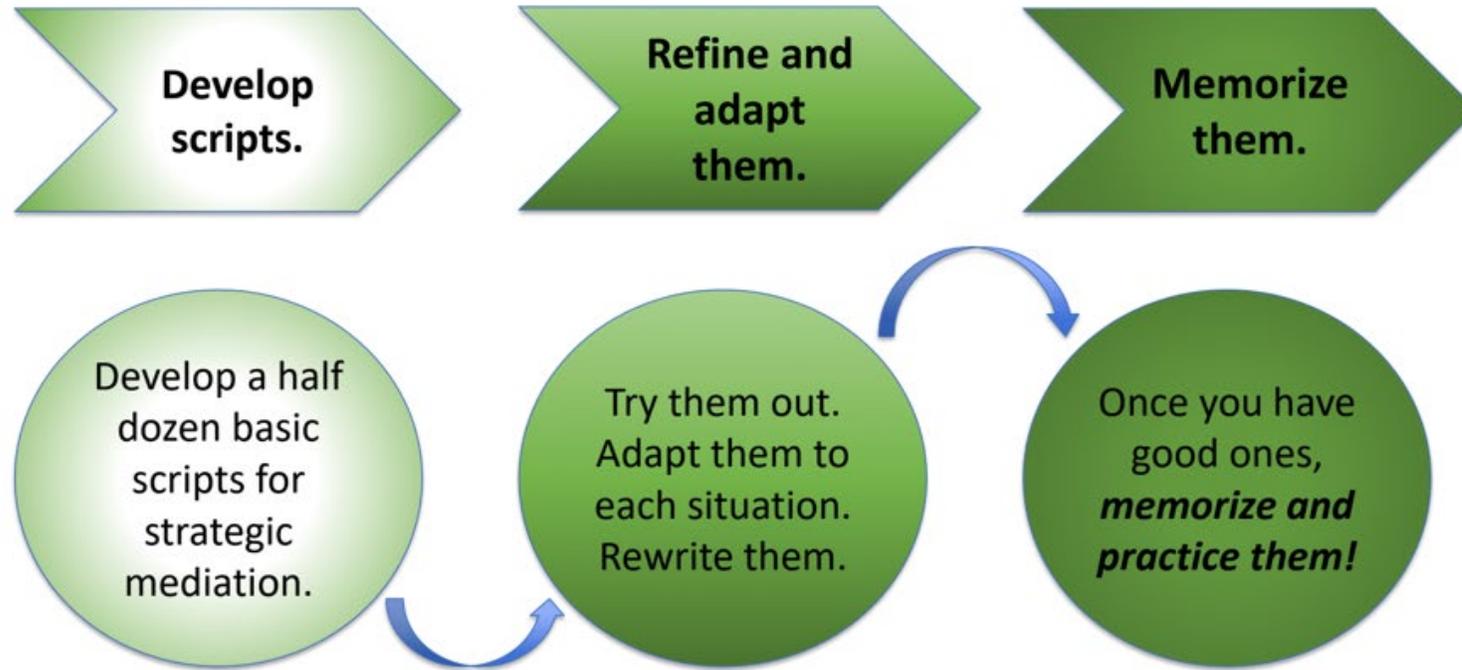
Be brief.

Be clear.

Identify the problem.



Prepare Yourself with Scripts



What
scripts
should I
have?

Clarification

Repetition

Background noise

Line disturbance

People speaking over each other

Needing a pause

Stopping conversation while holding

Five Steps for Strategic Mediation

1. Interpret what was just said or signed.

2. Identify yourself as the interpreter.

3. Mediate briefly.

4. Report your mediation to the other party.

5. Resume interpreting.



A Word About Clarification

- “This is the interpreter speaking, I need a clarification of.....”
- “This is the interpreter speaking, there is no direct translation for _____, will you please define it, and I will interpret your definition”

Each interpreter will have his or her own formula for clarification. Here are a few examples:

“This is the interpreter speaking, I need a clarification of.....”

“This is the interpreter speaking, there is no direct translation for _____, will you please define it, and I will interpret your definition”

The phrasing does not matter if it is *brief, professional and clear*.

Find the formula that works best for you and learn it by heart!

We don't apologize for doing our job nor do we ask permission to do our job. We are interpreters and supporting communicative autonomy is our responsibility.

Ethical Challenges

Ethical Challenge

The LEP patient has many problems that worry you deeply. She is a refugee, and you are a refugee from the same country. She asks for your personal phone number.



Accuracy



Role boundaries



Advocacy



Confidentiality



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Professional development



Impartiality



Respect



Professionalism

- What should you do?
- Which ethical principles apply to this situation?



Ethical Challenge

You take a call and realize the LEP claimant is your second cousin. You barely know him.

- What will you do?
- Which ethical principles apply to this situation?



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Ethical Challenge

You have very strong feelings about undocumented immigrants, and you are asked to interpret for one.

- Will you accept the assignment?
- Why or not not?
- Which ethical principles apply to this situation?



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Ethical Challenge

The rep asks if the LEP client can come back in three weeks. Instead of answering this question, the LEP client talks for three minutes about family matters.



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- What should you do?
- Will you interpret everything?
- Which ethical principles apply to this situation?



Ethical Challenge

A father is at a disability hearing for his son. Sometimes the father jumps in to answer questions directly in English, cutting off the interpreter. Other times, he begins to answer in English, then gets stuck and asks the interpreter for help. Sometimes it is clear to the interpreter from the father's answers that he hasn't fully understood what was said



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- What should you do?
- Which ethical principles apply to this situation?



Ethical Challenge

You are interpreting a session and although everything has gone smoothly until this point, the conversation suddenly turns very technical. After asking for repetition a couple times you notice the client beginning to sound frustrated.



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Professionalism

- What should you do?
- Which ethical principles apply to this situation?



Ethical Challenge

You are interpreting for a social worker taking a case history for a service user seeking shelter and food aid. The social worker consistently says, “Can you ask her how many children she has?” or “Please tell her our services are limited to a month’s stay.” The service user is also speaking to you directly and not to the social worker.

- What will you do?
- Which ethical principles apply to this situation?



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- The client is applying for subsidized housing because he was told to do so. You soon realize he has no concept of what subsidized housing is, so everything the clerk at the government agency says is confusing him. But the clerk never explains, he simply assumes that the client knows how subsidized housing works. What will you say?



- The client is a refugee applying for his social services benefits. When they ask him about his wife, he says he has two. When they keep asking him if both are legally his wife, he just repeats they are both his wives. The two go back and forth. Communication breaks down and the income support specialist is upset. You are aware that in the client's culture, sometimes "wife" is a word you use to honor the mother of your child, even if the woman is not legally your wife. What will you say?



Common Interpreting Challenges

- Difficult accents
- Unfamiliar with terminology
- Inability to remain impartial
- Interpreter is concerned the LEP person is unfamiliar with systems
- No equivalent in the target language
- People talking over each other, not turn taking
- Role confusion with participants
 - English speaker
 - LEP Person
- Cultural Awareness Gaps

Remember:

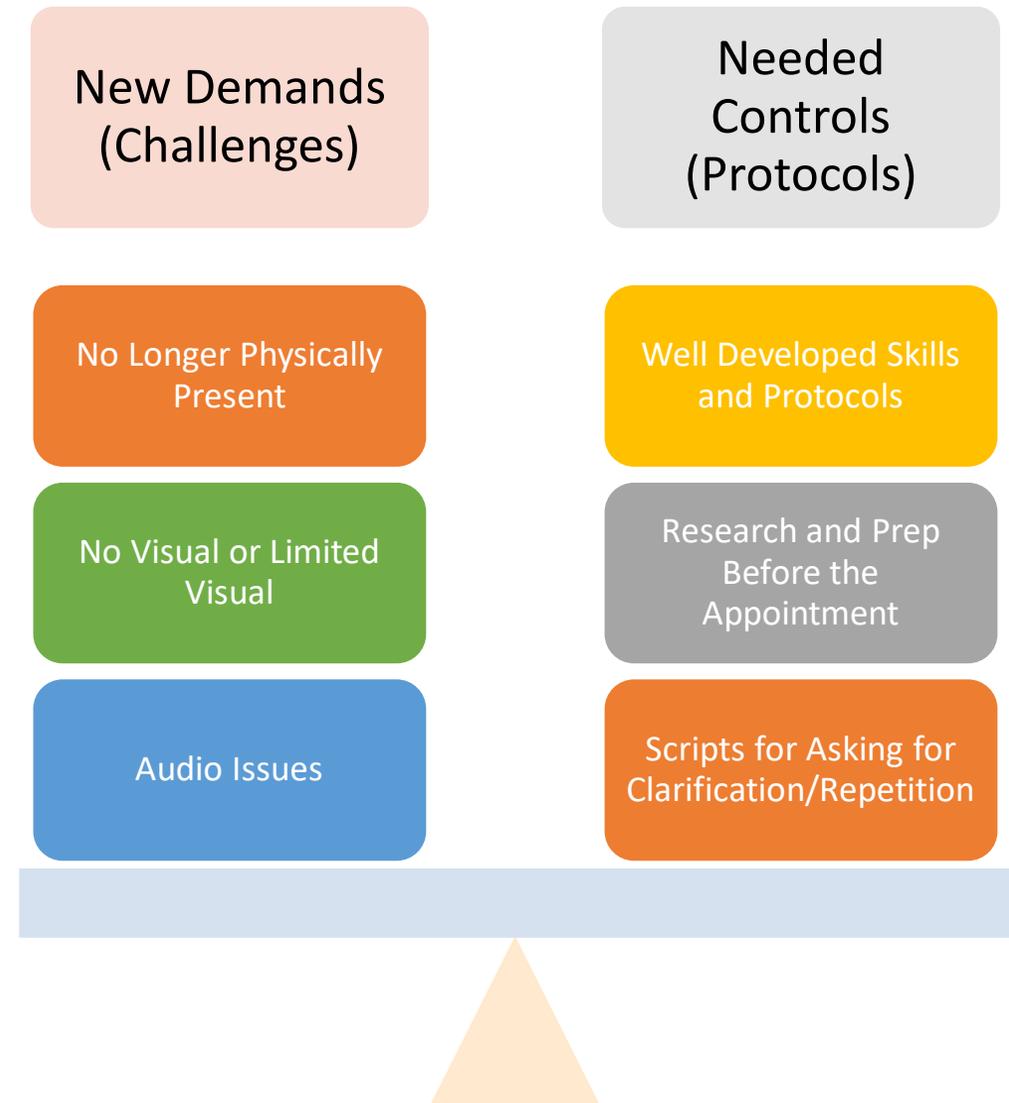
- What did you say?
- Are your choices supporting communicative autonomy?
- What can you do next time?
 - Before the assignment
 - During the assignment
 - After the assignment

Remote Interpreting

Interpreter Remote Readiness Evaluation

- If working from home, is your environment secure?
 - Do you have the necessary computer, webcam, backdrop, and headset?
 - Notebook ready for notetaking?
- Do you have a well-developed schema to leverage?
- How comfortable are you with trouble shooting technology?
- Do you have go-to language when advocating for:
 - Camera placement
 - Audio adjustments
- Can you efficiently and successfully advocate for alternative language access needs that may include:
 - Onsite
 - Specialized interpreter
 - Prep material
 - Recusing yourself

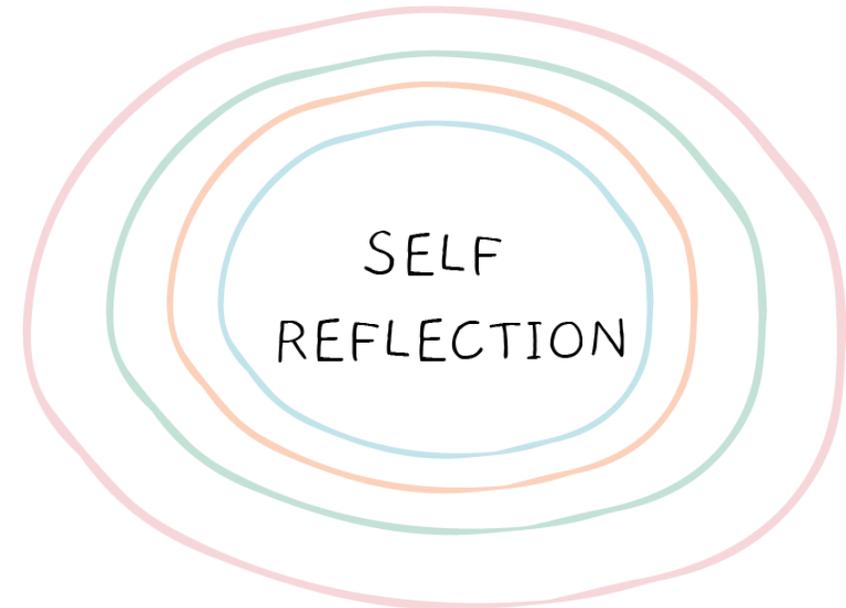
Going Remote: Common Challenges



Self-Reflection

The Essence of Reflective Practice

- Reflective practice involves examining your work to identify the lessons learned and improve your performance.
- Analyzing your performance is essential to enhance your skills.
- Getting feedback from your peers is a gift.



What You Will Learn

- Self-recording exercises show you how to assess your own interpreting.
- Evaluating your recording will show you the current level of your skills.
- You will get a strong sense of your *professional performance* as an interpreter.



Interpreting Feedback Sheet

- Interpreting is a practice profession
- Self reflection is critical to development
- Who is your reflection partner?

Interpreting Feedback Sheet

Date: _____

Topic: _____

Mode: Consecutive Sight Translation Simultaneous

Accuracy and Completeness	Did the interpreter <input type="checkbox"/> Leave content out? <input type="checkbox"/> Add content? <input type="checkbox"/> Distort meaning? <input type="checkbox"/> Communicate the message?	<input type="checkbox"/> A little <input type="checkbox"/> A lot <input type="checkbox"/> A little <input type="checkbox"/> A lot <input type="checkbox"/> A little <input type="checkbox"/> A lot <input type="checkbox"/> A little <input type="checkbox"/> A lot <i>Comments:</i>
Language	Were there problems with <input type="checkbox"/> Grammar? <input type="checkbox"/> Syntax? <input type="checkbox"/> Terminology? <input type="checkbox"/> Pronunciation?	<input type="checkbox"/> A little <input type="checkbox"/> A lot <input type="checkbox"/> A little <input type="checkbox"/> A lot <input type="checkbox"/> A little <input type="checkbox"/> A lot <input type="checkbox"/> A little <input type="checkbox"/> A lot <i>Comments:</i>
Delivery	Was the delivery <input type="checkbox"/> Confident? <input type="checkbox"/> Smooth? <input type="checkbox"/> Understandable? <input type="checkbox"/> Hesitant? Did the interpreter <input type="checkbox"/> Stutter? <input type="checkbox"/> Backtrack/start over?	<input type="checkbox"/> A little <input type="checkbox"/> A lot <input type="checkbox"/> A little <input type="checkbox"/> A lot <input type="checkbox"/> A little <input type="checkbox"/> A lot <input type="checkbox"/> A little <input type="checkbox"/> A lot <input type="checkbox"/> A little <input type="checkbox"/> A lot <input type="checkbox"/> A little <input type="checkbox"/> A lot <i>Comments:</i>
Use of Strategies	Did the interpreter <input type="checkbox"/> Analyze content? <input type="checkbox"/> Restructure sentences? <input type="checkbox"/> Problem-solve? <input type="checkbox"/> Show background knowledge? <input type="checkbox"/> Lag just a little behind the speaker? (for simultaneous only)	<input type="checkbox"/> A little <input type="checkbox"/> A lot <input type="checkbox"/> A little <input type="checkbox"/> A lot <input type="checkbox"/> A little <input type="checkbox"/> A lot <input type="checkbox"/> A little <input type="checkbox"/> A lot <i>Comments:</i>



The Village

The Interpreter Village: Networking

- LinkedIn
 - Hashtags
 - #interpreting
 - #interpreters
 - #languageaccess
 - Follow Industry Organizations, Leaders, Interpreters, Trainers
 - National Council on Interpreting in Health Care (NCIHC)
 - Certification Commission for Healthcare Interpreters (CCHI)
 - National Board of Certification for Medical Interpreters (NBCMI)
 - Gerardo Hernandez, CHI
 - Mireya Perez, Brand the Interpreter
 - The American Association of Interpreter and Translators in Education (AAITE)
- Cross Cultural Communications
 - Webinars
 - Training
 - Textbooks
- Linguist Education Online
 - 3rd Annual Virtual Conference starts THURSDAY
- Instagram
 - #hotsauceinterpreters



What Questions Do You
Have?



About the Presenter

Danielle Meder is a nationally certified ASL interpreter with over 15 years in video remote interpreting as an interpreter and operations leader. She completed the Certificate in Healthcare Interpreting program at RIT-NTID in 2017 and has presented on the ethical application of VRI in medical settings as well as published an article on the subject for Street Leverage in 2017. Danielle is currently the Senior Director of Vendor Management and Interpreter Quality at United Language Group. Danielle is a licensed trainer of The Community Interpreter International (TCII), an interpreter fundamentals training program from Cross Cultural Communications (CCC) and is currently co-authoring a textbook on remote interpreting for CCC as well as the next edition of The Community Interpreter International textbook. Danielle is passionate about advocating for quality and effective language access, supporting the advancement of interpreter training for all interpreters in all languages, and supporting the communicative autonomy of all!

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