

HOW DO I WORK WITH AN INTERPRETER?



INTERPRETING 101

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Interpreters as Professional Communication Facilitators

1. What is interpreting?
2. What do interpreters do?
3. What is *my* duty as a case manager/QRC?



What is Interpreting?

Interpretation means the unrehearsed transmission of a message from one language to another.

Qualified oral interpreters generally use:

- Consecutive Mode
- Simultaneous Mode

Interpreting is spoken, translation is written.



+ What to expect from a spoken language interpreter?

- Seamless flow of conversation
- Honest representation of his/her abilities
- Disclosure of possible conflict of interest



+ What does that mean?

- Interpreter CANNOT explain what you mean ...
- Interpreter CANNOT provide assistance, guidance or advice ...
- Interpreter CANNOT tell you when cultural nuances are going unnoticed or the entire conversation or proceeding is falling apart even though we know it as it's happening.



+ Why?

- “... interpreter is required to interpret the source material **without editing, summarizing, deleting or adding ...**”
- **Code of Professional Responsibility** does not allow the spoken language interpreter to do anything but be a ***conduit of information***, a bridge between the limited-English speaker and the English speaker



What do interpreters do?

- Listen, understand & summarize the message;
- Retain ideas;
- Understand the message's intent;
- Recreate the exact message in the other language;
- Do all of this while speaking and listening for the next phrase.



+ Why should I work with a trained interpreter?

- Reduce liability, help ensure appropriate utilization, increase client compliance and satisfaction with services
- Provide quality service
- Assure effective communication between the you and your client
- Support effective use of time during your encounter
- Improve outcomes



What is my duty as a Case Manager?

- Ensure rehab plan success!
- Develop & implement rehab services
- Invest in outcome



What do I do when *THIS* happens?



+ “My interpreter doesn’t interpret.”

- By far, this is the biggest complaint:
 - Interpreter adds information
 - Long conversation between client and interpreter, yet interpreter responds with a “yes” or “no”



+ “It’s easier to use a family member.”

- Why don’t we use family members as interpreters? If they know all of the details of the case, wouldn’t it be most natural to utilize them?
 - Untrained
 - Unprepared
 - Outside their role
- Emotional stress and trauma for the children has proven to **greatly** affect **when being forced, or even asked, to serve** as an interpreter. While some children feel honored to take on these roles, it misplaces the position of the parent/child relationship.
- We have a special duty to uphold the relationship between the parent / child and to not cause undue stressors.



+ “It takes too long... do I really need an interpreter?”

- Ask the client
 - In their own language
 - Utilizing a neutral person
 - After brief conversation



It's Go Time! *What now?*



鱼香肉丝	¥ 28
Sauteed Shredded Pork in Spicy & Chilli Sauce	
宫爆鸡丁	¥ 28
The palace explodes the diced chicken	
豆豉小排	¥ 28
Fermented soybean small platoon	

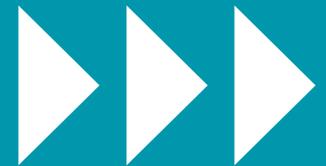


+ Minnesota Languages

- ▶ Abkhazain, Afar, Afghan, Afrikaans, Albanian, American Indian, Amharic, Arabic, Armenian, Asamese, Aymara, Azerbaijani, Basque, Bashkir, Bengali, Bhutani, Bihari, Bislama, Bosnian, Breton, Bulgarian, Burmese, Byelorussian, Cantonese, Catalan, Cebuano, Chippewa, Chinese, Corsican, Croatian, Cutchi, Czech, Dakotah, Danish, Dari, Dutch, Farsi, English, English (Creolized), Eritrean, Estonian, Faroese, Farsi (Persian), Fiji, Finnish, French Canadian, Frisian, Galician, Georgian, German, Greek, Greenlandic, Guarani, Gujarati, Hausa, Hawaiian, Hebrew, Hindi, Hmong, Hungarian, Ibo, Icelandic, Indonesian, Interlingue, Inupiak, Interlingua, Inuktitut, Irish, Italian, Japanese, Javanese, Kannada, Kashmiri, Kazakh, Khmer (Cambodian), Kirghiz, Kirundi, Kiyarwanda, Krahn, Korean, Kurdish, Lao, Lebanese, Latin, Latvian Lettish, Lingala, Lithuanian, Malay, Macedonian, Malagasy, Mandarin, Mandinka, Maori, Marathi, Maltese, Malayalam, Moldavian, Mongolian, Nauru, Nepali, Norwegian, Nuer, Occitan, Ojibway, Oriya, Oromo, Pashto, Polish, Portuguese, Pundjabi, Quechua, Rhaeto-romance, Romanian, Russian, Samoan, Sangho, Sanskrit, Scots Gaelic, Serbian, Sesotho, Setswana, Shona, Singhalese, Sindhi, Siswati, Slovak, Slovenian, Spanish, Somali, Sudanese, Swahili, Swedish, Tagalog, Tajik, Tonga, Tamil, Tatar, Telugu, Thai, Tibetan, Tigrinya, Tsonga, Turkmen, Turkish, Twi, Uigur, Ukrainian, Urdu, Uzbek, Vietnamese, Volapuk, Wolof, Welsh, Xhosa, Yiddish, Yoroba, Zhuang, Zulu



What questions do you have?



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