HOW DO I WORK WITH AN INTERPRETER?

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When you need to speak to the world, we are your voice.
What is Interpreting?

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

*Interpreting is spoken, translation is written.*

There is not ”certification” requirements for interpreters but if you work with a reputable agency, they will ensure that your interpreter has the necessary skills.
Types of Interpretation:

**Simultaneous** - the process of memorize the words that the source-language speaker is saying now, while simultaneously outputting into the target language. (Typically, the interpreter is 5-10 seconds behind the original speaker). The goal for simultaneous interpreting is not to paraphrase, but to convey the exact language.

**Consecutive** - this is a back-and-forth style of interpreting, with taking turns speaking and then interpreting and vice versa. The speaker stops every 1-5 minutes (at the end of a thought) and the interpreter steps in to render what was said into the target language.

**Over-the-Phone Interpretation (OPI)** - Phone interpreting by conducting a 3-way telephone conference call between two individuals who speak different languages and the third-party interpreter. OPI can be utilized on demand or by scheduled in advanced.

**Video-Remote-Interpretation (VRI)** - A video communication service that uses devices such as a web camera or video phones to provide Spoken and Sign Language interpreting services. A combination of OPI & F2F interpretation with a virtual display which is access through Zoom, Google Meets, Microsoft Teams etc. VRI can be utilized on demand or by scheduled in advanced.
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.

▪ The interpreter can only transfer the spoken message from one language to another.
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 you and your client
- Effective use of time improves outcomes
- Don’t use co-workers, friends or family
“It’s easier to use a family member...or a coworker.”

- Data privacy
- No release of information
- Untrained & unprepared
- Outside their role
Data Privacy

5220.1802 COMMUNICATIONS, Subp. 5. Data privacy.
A rehabilitation provider shall not engage in communications with health care providers about an employee without the written consent of the employee. A rehabilitation provider shall safeguard and maintain under conditions of security all information obtained in the course of providing rehabilitation consultation and services and shall limit records access to those parties for whom access is prescribed by Minnesota Statutes, section 176.102, subdivision 7, this chapter, or other applicable law.

5220.1801 PROFESSIONAL CONDUCT, Subp. 9. Prohibited conduct.
E. Failure or inability to perform professional rehabilitation services with reasonable skill because of negligence, habits, or other cause, including the failure of a qualified rehabilitation consultant to monitor a vendor or qualified rehabilitation consultant intern, or the failure of a rehabilitation provider to adequately monitor the performance of services provided by a person working at the rehabilitation provider's direction.
Untrained & Unprepared

- Interpreters are trained professionals
  - Language skills
  - Medical, legal and WC vocabulary
  - Roles and responsibilities
Outside their role.

- Emotional stress and trauma increases for children when being forced or asked to serve as an interpreter. While some children feel honored to take on these roles, it misplaces the position of the family relationship.

- We have a special duty to uphold the parent/child relationship and to not cause undue stress.

- Family deserves to be family.
“I speak Spanish...can I interpret for my client?”

- The short answer? No. 5220.1801, subp. 10

A QRC or placement counselor should NEVER act as an interpreter; an interpreter is a trained professional just like a QRC or a doctor and should not assume the role of interpreter. In addition, there are privacy concerns.
“What do I do when the 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”
- Solve it by instructing the interpreter to interpret all of the information; request a different interpreter if the issue continues
“By law, what institutions are required to provide an interpreter?”

- A medical facility that receives Medicaid reimbursement is required to provide an interpreter when requested; there are no minimum qualification requirements for the interpreter.
- Remember the interpreter is hired by the medical facility to interpret for facility staff, not for the QRC.
"It takes too long...do I really need an interpreter?"

- Ask the client
  - In their own language
  - Utilizing a neutral person
  - After brief conversation
"The insurer won’t pay to translate the progress reports...can I just put it into Google Translate?"

- No. Google Translate, depending on the language, is about 30% accurate. Your responsibility is to make sure your client understands the reports, thus 30% is not fulfilling that responsibility.

- In addition, many limited-English speakers do not read or write. The best practice is to meet with your client, either in person, over the phone or video and read it out loud so the interpreter can interpret the document.
Minnesota Languages

Abkhazian, Afar, Afghan, Afrikaans, Albanian, American Indian, Amharic, Arabic, Armenian, Assamese, 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, Inuktut, Irish, Italian, Japanese, Javanese, Kannada, Karen, Kashmiri, Kazakh, Khmer (Cambodian), Kirghiz, Kirundi, Kinyarwanda, Krahn, Korean, Kurdish, Lao, Lebanese, Latin, Latvian, Lithuanian, Malay, Macedonian, Malagasy, Mandarin, Mandinka, Maori, Marathi, Maltese, Malayalam, Moldavian, Mongolian, Nauru, Nepali, Norwegian, Nuer, Occitan, Ojibway, Oriya, Oromo, Pashto, Polish, Portuguese, Punjabi, 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, Yoruba, Zhuang, Zulu
Questions & Answers

Thank you on behalf of INGCO International.