

BEST PRACTICES FOR PROFESSIONAL INTERPRETERS



Webinar by
**Kelowna
Community
Resources**

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Certified Translator
Professional Interpreter**

WHAT IS INTERPRETING?

Faithful, complete and neutral transfer of oral messages from one language into another.

COURT INTERPRETING

CONFERENCE INTERPRETING

HEALTH CARE INTERPRETING

BUSINESS INTERPRETING

INTERPRETING IN DISASTER SITUATIONS

INTERPRETING IN CONFLICT ZONES

REFUGEE INTERPRETING

COMMUNITY INTERPRETING

Why should you
consider certification in
court, community and
medical interpretation?

**Certification creates a new
class of qualified and
certified language
professionals!**

HOW TO JOIN STIBC

The screenshot shows the STIBC website homepage. At the top left, the URL <https://stibc.org> is displayed. To the right of the URL are navigation links for "Contact STIBC" and "Member Login", and social media icons for Facebook, Twitter, LinkedIn, and Instagram. The main header features the STIBC logo (a globe with a ribbon) and the text "Society of Translators and Interpreters of British Columbia". Below the logo is a navigation menu with links for "ABOUT", "MEMBERSHIP", "NEWS & EVENTS", and "FIND A TRANSLATOR/INTERPRETER", along with a search icon. A red arrow points from the URL to the STIBC logo. The main content area has a background image of a man looking at a laptop. Overlaid on this image is a dark box with the text "Find a Translator" and a blue "SEARCH NOW" button. Below this are three white boxes with the following titles and images: "FIND A TRANSLATOR" (with a photo of a man at a desk), "FIND AN INTERPRETER" (with a photo of three people in a meeting), and "UPCOMING EVENTS" (with a photo of a coffee cup and a calendar page).

www.stibc.org



ABOUT

MEMBERSHIP

NEWS & EVENTS

FIND A TRANSLATOR/INTERPRETER



Find a Translator

SEARCH NOW

FIND A TRANSLATOR



FIND AN INTERPRETER



UPCOMING EVENTS





If you are already a language professional, the first step to joining STIBC is becoming an Associate Member.

<https://stibc.org/membership/#levels>

[Admission Policy:](#)

<https://stibc.org/wp-content/uploads/Admission-Policy-1.pdf>

APPLICATION

ELIGIBILITY: To become a member of STIBC, you must have 1 year of full-time experience as a translator or interpreter, or equivalent part-time or volunteer experience. **Proof of experience is compulsory.**

<https://stibc.org/membership/associate-member-application/>

Certification in **court, community** and **medical interpreting** is available through STIBC.

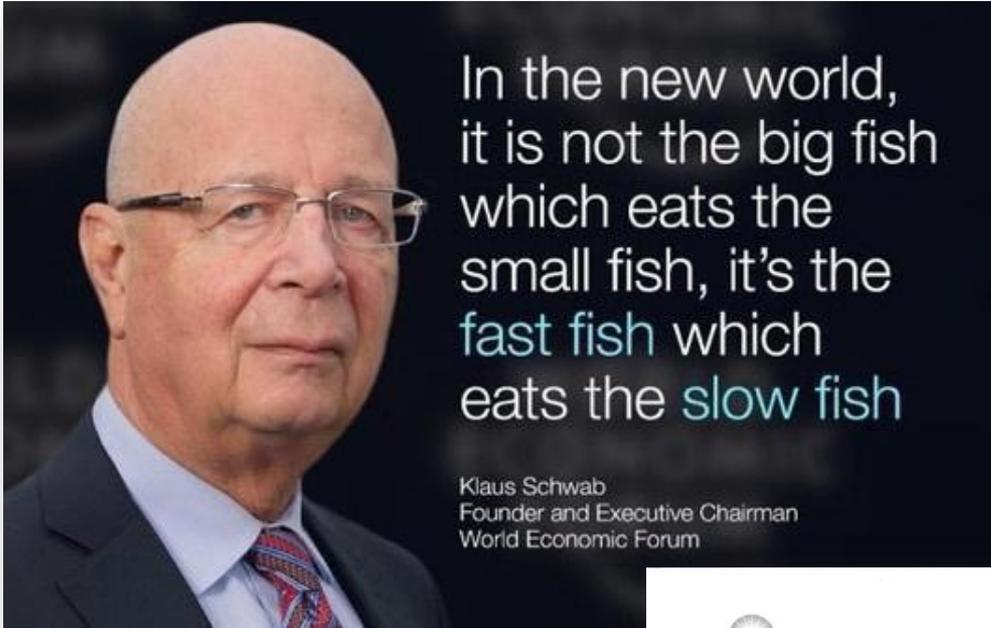
Institutionalizing the Community and Medical Interpreting in Canada

2012 AGM:
STIBC TASK
FORCE



*June 5, 2013 –
CTTIC:
announced the
formation of
the Canadian
Coalition on
Community
Interpreting
(CCCI).*

Certification exam in community and medical interpreting was first offered in 2017



Klaus Schwab
Founder and Executive Chairman
World Economic Forum

2015

Society Act Change: No new titles after December 15, 2015



Protected Titles:

- Certified Translator
- Certified Conference Interpreter
- Certified Terminologist
- Certified Court Interpreter
- Certified Medical Interpreter
- Certified Community Interpreter

Interpreting is an ancient profession!

There are many references to interpreters in ancient books.



From the tomb of Horemhab at Saqqara, ancient Memphis, ca. 1330 BCE.
the National Antiquities Museum Leiden, Holland

Do you think it was a joke?



Nelson Mandela's Memorial
Service
Fake Sign Language
Interpreter
December 2013

Desert Flower-2009

Desert Flower

"Translation"

Trt: :40

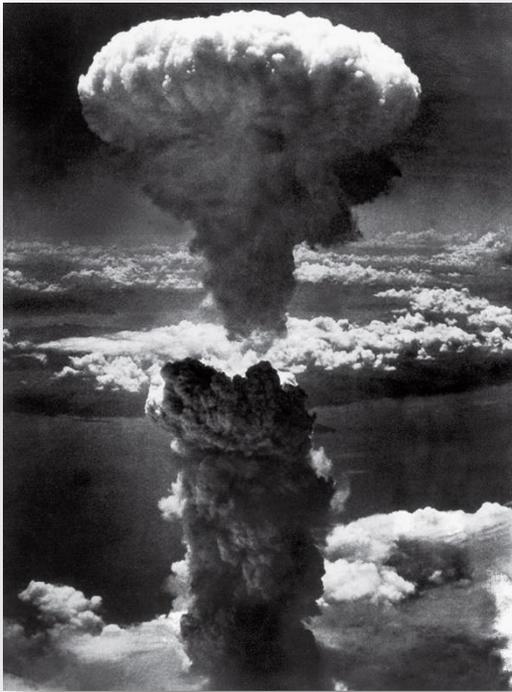
<https://www.youtube.com/watch?v=RjEY99zcslg>

**Translators
and Interpreters can
save...**

LIVES!

The world's most tragic translation mistake:
Mokusatsu - July 28, 1945

"to ignore" or "“refrain from comments at the moment”, “withhold comment””



Nagasaki



Hiroshima

Allied countries demanded in the Potsdam Declaration for unconditional surrender of Japan in World War II

- disaster
- emergencies
- refuge seeking

**It is customary to use
volunteer interpreters!**



Child interpreter



Family member as an interpreter

Tribesman as an interpreter



Training and careful planning is of paramount importance in order to eliminate possible conflicts due to race, culture, religion, language, ethnicity etc.

Professionalization of Community and Medical Interpreting:

ISO 13611:2014 

Interpreting -- Guidelines for community interpreting

http://www.iso.org/iso/catalogue_detail.htm?csnumber=54082

National Standard Guide for Community Interpreting Services:

The eight ethical principles:

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

STIBC-BRITISH COLUMBIA
ATIA-ALBERTA
ATIM-MANITOBA
ATINS-NOVA SCOTIA
ATIO-ONTARIO
ATIS-SASKATCHEWAN
CTINB-NEW BRUNSWICK

Certified Court
Interpreters in Canada

Certified Community and
Medical Interpreters in Canada

Approximately 120

-Approximately 60
-50 by exam

ARE YOU FAMILIAR WITH THE PROVINCIAL AND FEDERAL LAW SYSTEMS?

**If you are only a community or medical interpreter,
refrain from court interpretation assignments!**

CRIMINAL
LAW



CIVIL
LAW

Community versus Court Interpreter

Community Interpreter

Competencies:

- **Mostly Consecutive interpreting**
- **Note-taking**
- **Sight Translation**
- **Awareness of community structure**
- **Sensitive to cultural differences**
- **Community Interpreter Code of Ethics**

Community Interpreter

Work setting:

- **Independently (free-lancer)**
- **Settlement agencies**
- **Education system**
- **Government institutions (e.g. Ministry of Children and Family Development, Ministry of Social Development & Social Innovation)**
- **Police forces (?)**

Medical Interpreter

Competencies:

- Consecutive interpreting
- Sight translation
- Note-taking
- Knowledge of medical terminology
- Familiarity with Canadian health system and terminology
- Awareness of general medical procedures
- Sensitive to cultural differences
- Medical Interpreter Code of Ethics

Work setting:

- Independently (freelancer)
- Health care settings:
Hospitals, clinics,
doctors' offices,
rehabilitation centres,
nursing homes,
mental illness facilities,
substance abuse clinics

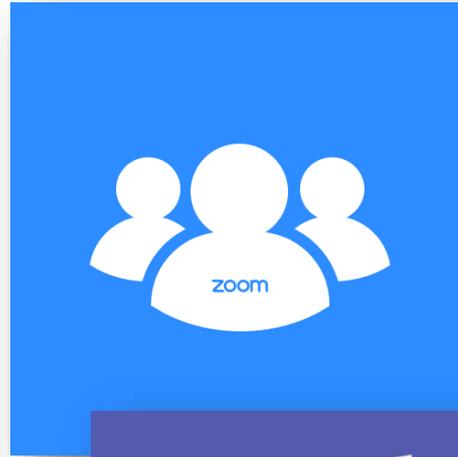
INTERPRETING METHODS:

On-site Interpreting

VRI = Video remote interpreting

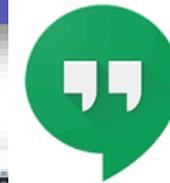
OPI = Over the phone interpreting

CONSECUTIVE INTERPRETING



Equip yourself with the right tools!

SIMULTANEOUS INTERPRETING



Google Hangouts

SIGHT TRANSLATION

Face to face – telephone –
video remote interpreting



ONLINE INTERPRETING

The image shows a video conference window on the left and a web browser window on the right. The video conference window displays a grid of participants, with a control bar at the bottom showing icons for 'MS', 'BS', and 'GZ'. The browser window shows the 'Tureng' website with a search for 'destablized' in the 'Turkish - English' dictionary. The search results show one result: 'Technical' with the English word 'destablized adj.' and the Turkish translation 'destablize olmuş'. Two red arrows point from the bottom of the image towards the video conference control bar and the browser search results.

| Category | English | Turkish |
|----------|-----------|--|
| 1 | Technical | destablized <i>adj.</i> destablize olmuş |

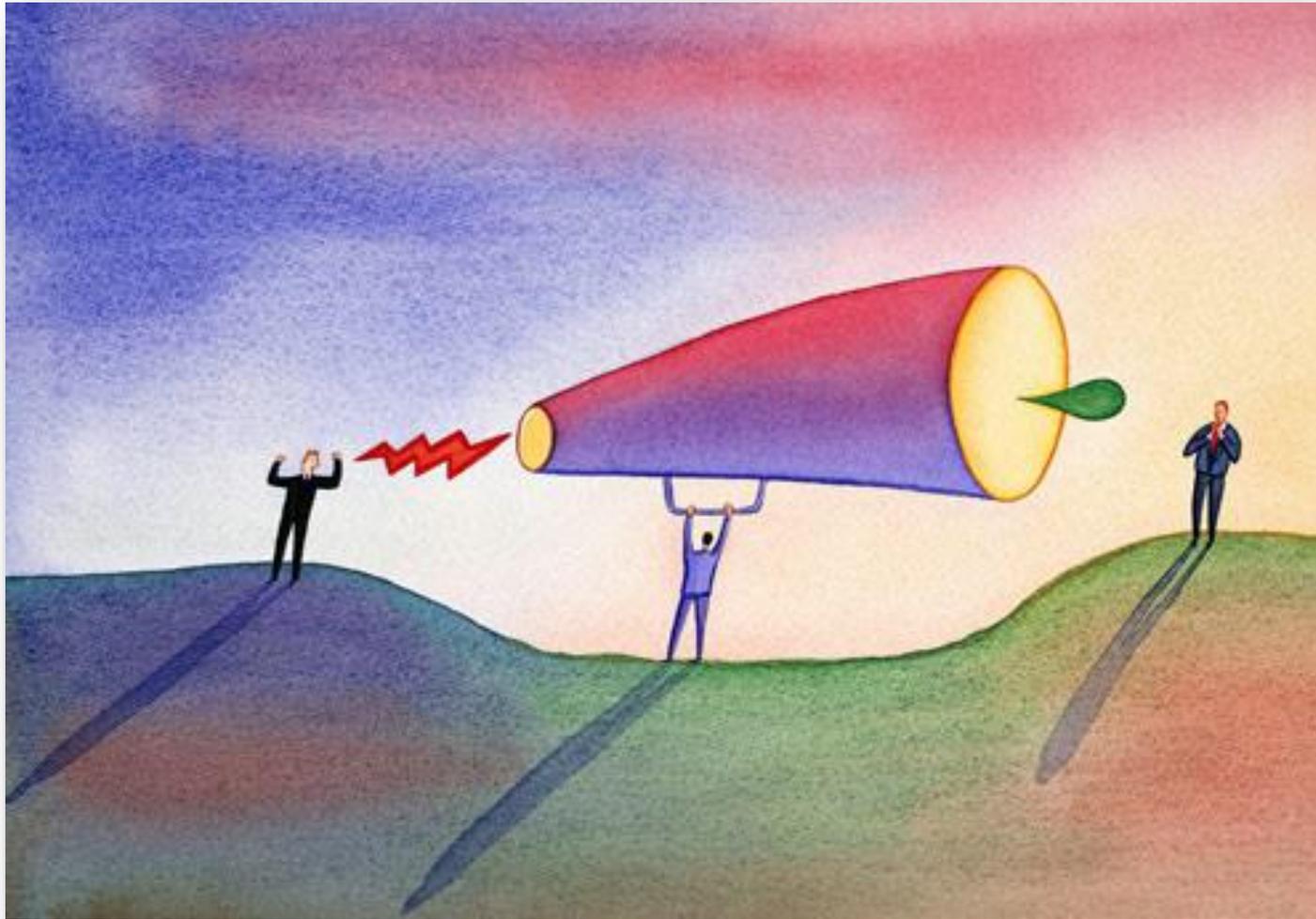
Interpreting between two people or five or more?



Interpreter and orchestra conductor



You must understand both the vocabulary and the idea behind the message before beginning to interpret.



ARE YOU FAMILIAR WITH THE COURT, COMMUNITY AND MEDICAL INTERPRETER'S CODE OF PROFESSIONAL CONDUCT?

1- **Faithful and accurate interpretation** primarily in terms of **meaning**, secondarily in terms of **style**: no **embellishment**, no **addition**, no **omission**.

2- No **explanation** or **expression of opinion** during interpretation.

3- Remaining **impartial** and avoiding any appearance of **bias** or **favouritism** to any person.

4- Avoiding any real or apparent **conflict of interest** and **informing the administrator or the interpreter scheduler** of any possible **conflicts of interest**.

5- No **advice** or **opinion giving** to witnesses or other parties, no **explanation of proceedings**.

6- Keeping all assignment related information **confidential** even when that information is not **privileged information** or required by law to be kept **confidential**.

No discussing any aspect of the case with parties, witnesses or any other person.

7- Immediately inform the administrator any time during an assignment if you feel you are unable to provide proper interpretation.

8- Appear on time for all assignments: give interpreter scheduler advance notice if you are unable to attend so that another interpreter can be assigned.

Do not assign or attempt to assign work to another interpreter!

9- If you are hired by an administrator and/or individual, you still adhere to the same code of conduct.

10- Report to the interpreter scheduler at the conclusion of each assignment for any further instructions, including assisting with further negotiations or meetings, etc.

11- Always remember that you are accountable for complying with directions from administration and abide by their Code of Professional Conduct. Try to find out the details of the code of conduct of the institution you provide interpretation service.

12- Dress and conduct yourself in a manner consistent with the dignity of a professional and the institution you work with.



Note taking techniques

| | | |
|---------------------|-------------|-------------------------|
| 2017 opera | diabetics | 251 |
| May 2015 di la 2a | 3 kidneys | |
| 9/April 2017 | * first 1 | every two/three w |
| 10 kidney operation | BK virus | IVIG |
| 6 months | CT scan | gastrointes |
| | bruising | bleedin |
| High | Goldsmith | Storage Locker/construc |
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| - treatig gelir | | |
| 2011 - 36250 | | |
| 2013 - 25518 | | Flooring Black Eagle |
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| 2015 - 201 | Walk - | 2012 - |
| 2015 - 2018 | | over 40 |
| 2 5250 | | Istanbul Sp |
| 2016 | maintinence | Turk Spot |
| 2016 | Construc | |
| July 2, 2015 | | |
| Dec. 15, 2015 | | |

GUIDELINES FOR PROFESSIONAL INTERPRETERS - 1

A. Before going to an assignment – if possible:

1- Try to find out the subject-matter of the situation/case/disaster

2- Prepare any special terminology you may need

3- Ask to meet with the administrator and the person for whom you will be interpreting a few minutes before the session begins to brief them on how to work with an interpreter:

a- explain to them your role as an interpreter

b- explain your system of controlling the length of speech that you can interpret accurately

c- familiarize yourself with the person's speech pattern

d- remind parties that you will interpret everything they say

GUIDELINES FOR PROFESSIONAL INTERPRETERS - 2

B. At the time of interpretation assignment:

1- Be well groomed – dress in normal business attire.

2- Be punctual: Arrive about 15 minutes before the interpretation session.

3- Introduce yourself to the parties involved (Business Card).

4- Inform the administrator if there is any issue of conflict of interest if this can't be done in advance.

5- If you are interpreting for a person, stand or sit next to him/her and interpret in a whisper so as not to disturb the proceedings.

6- Always face the administrator while interpreting for a person.

7- Interpret everything that a client says. Remember that only interpreter's words go on record (It is standard practice to record simple proceedings now).

GUIDELINES FOR PROFESSIONAL INTERPRETERS - 3

8- Interpret only what is spoken in words. Allow the administrator to clarify gestures, etc.

9- Be accurate in your interpretation. Take time to fully comprehend what is being said, and interpret it faithfully in the target language. Accuracy is more important than speed, though a good interpreter tries to keep up with the speech.

10- Always interpret in the first person. Speak clearly and in a voice that is audible to everyone and is recordable.

11- Do not elaborate upon, or explain a question to the parties involved. That is the administrator's task.

12- To be accurate, you should take notes of names, addresses, dates and numbers unless you are asked not to. At the end of the session you may be asked to hand over the notes to the administrator.

13- Do not translate proper names. Spell out unusual names.

GUIDELINES FOR PROFESSIONAL INTERPRETERS - 4

14- Ask for clarification or repetition whenever you are in doubt. Do not ignore an unknown term nor give it a doubtful paraphrase. Direct all questions to the parties in the third person: “The interpreter requests....”

15- If a word is unfamiliar to you, request permission from the parties to have it clarified or to consult a dictionary.

16- If you made an error, inform the administrator so that the records may be corrected.

17- If anyone questions your interpretation, do not get into an argument with that person. Stand by your interpretation if you know it to be correct. Acknowledge a mistake if you made one. Let the court/administrator handle the situation should disagreement or challenges persist.

18- Give interpretation in the same level of language (register) used in the original. Render faithfully all slang, vulgar expressions, expletives and foul language.

19- Be neutral and impartial in your interpretation. Your opinions and emotions must not intrude.

20- If fatigue or other indispositions affect your interpreting ability, inform the administrator and request a recess.

GUIDELINES FOR COMMUNITY INTERPRETERS - 5

C. General Guidelines

1- You are an interpreter, not a lawyer. Do not give legal advice.

2- Maintain neutrality. Do not act as a referral service for a lawyer.

3- Maintain a professionally detached relationship with the person for whom you are interpreting. Never accept gratuities.

4- Do not discuss any case before anyone in which you are an interpreter.

5- Maintain the confidentiality of the official/client relationship. Keep confidential all matters heard while interpreting.

6- Evaluate judiciously at all times your ability to deliver a professional and accurate interpretation. If you are faced with specialized terminology, dialectical forms or regionalisms, which may impair your comprehension of the conversation, you may need to offer to withdraw from interpreting.

Interpreters are...

Self confident

Outgoing

Sociable

**Culturally sensitive and reliable
language professionals!**

Everyone carries two invisible flags; a red one and a green one!



REFERENCE MATERIALS

Language Portal of Canada:

<https://www.noslangues-ourlanguages.gc.ca/en/index>

The screenshot shows the homepage of the Language Portal of Canada. At the top, there is a navigation bar with the Government of Canada logo and the text "Government of Canada" and "Gouvernement du Canada". A search bar is located on the right side of the header. Below the header is a dark blue navigation menu with various categories: Jobs, Immigration, Travel, Business, Benefits, Health, Taxes, and More services. A breadcrumb trail indicates the current location: Home → Culture, history and sport → Canadian identity and society → Languages.

Resources of the Language Portal of Canada

Access free tools to improve your knowledge of English and French. Polish your writing skills with our quizzes, participate in the Our Languages blog, and explore a selection of language-related Canadian links.

Follow: [Twitter](#) [Facebook](#) [Email](#)

Services and information

Language Navigator

Find advice on grammar, spelling and punctuation, and solutions for difficult points of English and French.

*** Enter your keyword(s) (required)**

Refine your search

All words

Launch search

TERMIUM Plus®

Find the translation for words used in specific fields, in English and French.

*** Enter your term(s) (required)**

Refine your search

All terms

Launch search

Most requested

- [The Portal Weekly](#)
- [Glossary on the COVID-19 pandemic](#)
- [Video: Discover the Language Portal of Canada](#)
- [Blog_post: 4 ways French has influenced the English language](#)
- [Blog_post: Embracing the singular "they" as a gender neutral pronoun](#)
- [Blog_post: The French legend of King Arthur](#)

Translation-Interpretation Portals

<http://translatorscafe.com/cafe/default.asp>

<http://www.proz.com/>

<http://www.translationdirectory.com/>

Critical Link

Critical Link International is an international, non-profit organization committed to the advancement of the field of community interpreting in the social, legal & healthcare sectors.

<http://www.criticallink.org/>

<https://criticallink.org/resource-centre/>

USEFUL RESOURCES

Supreme Court Self-Help Information Centre, Vancouver Justice Access Centre
<http://www.supremecourtselfhelp.bc.ca/>

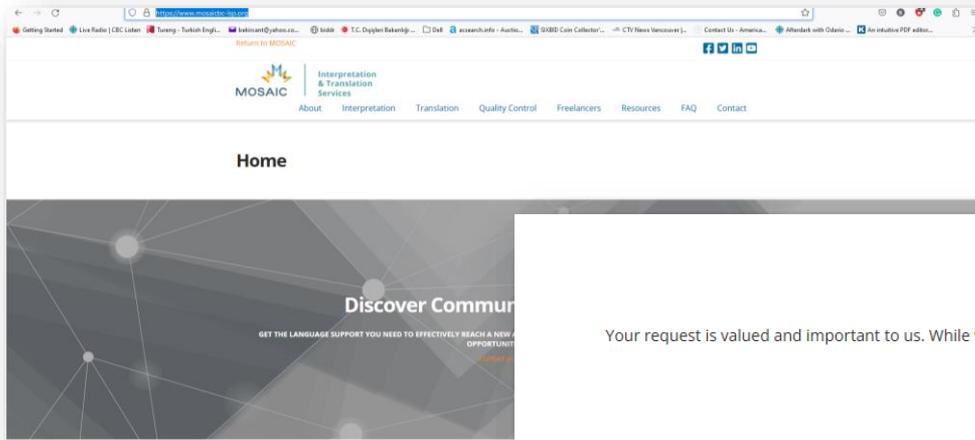
Operated by Courthouse Libraries BC, funded by the Law Foundation of BC with legal resources, Clicklaw is a website features English and multilingual legal information and education designed for the public.

<http://www.clicklaw.bc.ca/>

resources in 15 languages

<http://www.clicklaw.bc.ca/content/languages>

WORK OPPORTUNITIES-MOSAIC



Important Service Updates

Your request is valued and important to us. While we are not open to walk-in clients, we still provide in-person services by appointment. Please contact us by phone or email to set up an appointment time.

Interpretation & Translation Services

Whether you need interpretation for your next major event, official function, legal matter, medical examination or interview, or translation of personal documents, business plans, or marketing initiatives, you can count on us to help you convey your message to your target audience. With more than 30 years of experience, you can rest assured that you will work with professional and/or accredited/certified experts in the field. Not one project is the same, that's why you will get a service customized to your needs.



Interpretation

When you require high-quality, effective interpretation, our professional interpreters provide a wide variety of professional services at competitive rates



Translation

When you need your documents professionally translated and readied for print and/or web, we offer regular, rush and same-day services at competitive rates.



Contact Us

<https://www.mosaicbc-lsp.org/>

WORK OPPORTUNITIES-PLS

Provincial Language Services



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SHARE



Provincial Language Services

Provincial Language Services strives to create equitable language and communication access to all health information for patients and clients.



In this section

| | |
|------------------------------------|---|
| Provincial Language Services | |
| Interpreting | |
| Deaf, Deaf-Blind & Hard of Hearing | + |
| Services Francophones | + |
| Translation | |
| Language Professionals - Resources | |

General inquiries

Phone: 604-297-8400

<http://www.phsa.ca/our-services/programs-services/provincial-language-services>

Useful Link for Medical Interpreters:

<https://www.dmu.edu/medterms/welcome/>

OINES UNIVERSITY OST... (US) <https://www.dmu.edu/medterms/welcome/>

fusi...

ADMISSIONS - ACADEMICS - CAMPUS LIFE RESEARCH ABOUT - CLINIC

ONLINE MEDICAL TERMINOLOGY COURSE

- Certificate of participation
- Welcome
- Overview
- Basics
- Odds and ends
- Circulatory system
- Nervous system
- Digestive system
- Respiratory system
- Urinary system
- Male reproductive system
- Female reproductive system
- Musculoskeletal system
- Cancer terms
- Wrap up

WELCOME AND OVERVIEW

DES MOINES UNIVERSITY

Welcome

You will get the best learning experience if you start at the beginning of the program and work through it in the sequence of topics you find on the menu on each page. This is a word building exercise, and cumulative, so not all word elements are repeated or defined in every module, and quizzes build upon previously learned information. However, you can stop at any point and come back at another time to take up where you left off using the menu button topics as your guide.

At several points in the program you are invited to click on external links that will open in a new browser window.

Continue >

FURTHER QUESTIONS?

Bekircan Tahberer

languageservicescanada@gmail.com



**The Translator
Well... The Interpreter**

<https://www.youtube.com/watch?v=XY66ZJ0TFUI>