



PARTNERSHIPS
FOR TRAUMA RECOVERY

INTERPRETER GUIDELINES FOR OVER THE PHONE & VIDEO REMOTE INTERPRETING

Technology

- Evaluate if you have adequate tools & internet connectivity for video conference calls.
- Use a password-protected, secure internet connection, not public or unsecured Wi-Fi.
- Check the picture & audio quality. Consider calling yourself or a colleague to test this.
- Make sure your devices are fully charged.

Space & Set-up

- Find a private & reasonably quiet physical space for phone/video conference sessions.
- Make sure the space is well lit for video.
- To improve eye contact, position your camera or device at eye-level making it easier to look at the camera, so it will seem as if you are speaking more naturally with the client/clinician on screen.
- Consider removing or covering personal items or distractions in the background (i.e. photos, art, books).
- Speak clearly & be aware of body movement. Get comfortable, shifting can be distracting.
- Silence/turn off all apps & notifications on your computer & phone.

Before Starting

- Have a back-up plan with the clinician in case of technical difficulties.
- Together with the clinician discuss and decide if you will join by video, audio only, or phone.
- Coordinate a pre/post debrief time to check-in with the clinician.
- Be prepared to review the importance of, and confirm, the privacy of your location with a clinician if they ask.

Beginning remote interpretation *

- Consecutive interpreting will be used (each party will take turns speaking).
- Talk in the 1st person when interpreting.
- Stay faithful to the register of the message (the level of formal or complex language used).
- Do not edit, add, substitute, omit, condense or polish statements.
- Manage the pace & ask for pauses as needed.
 - It is ok to ask the client to pause in the middle of emotional monologues so that you can interpret.
- Have a pad of paper, pen, dictionary, google translate, etc. handy.
- Alert the client & clinician if there are barriers to the communication.
 - This is anything that stands in the way of conveying the meaning of a message. Barriers can include: difficulty hearing; difficulty understanding accents, dialects, or jargon; cultural misunderstandings.

- Not everything has a direct translation.
 - If during a session a word or phrase does not have an equivalent from one language to another, use your best judgement and decide whether to address it during the session with the client and clinician or after during a debriefing session with a clinician. Decide based on what would be the least disruptive and also always maintain the integrity of the meaning of the message.
- Introduce yourself in both languages the first time you interpret for client/clinician in 1-2 sentences:
 - Example Script: *Hi my name is ___ & I will be interpreting in ___. Please speak to each other, I will be interpreting everything that is said in the first person & will keep everything confidential.*
- Always repeat what you say in both languages when intervening or clarifying.
 - Intervening Example: clinician says something you did not hear. Tell the client, “as the interpreter, I did not hear the clinician & will ask them to repeat what they said.” Then tell the clinician “as the interpreter, can you repeat what you said I did not hear.” Once it is resolved, go back to interpreting consecutively.

** Adapted from the Interpreter Guidelines: Technical Tips in Interpretation*

Remember to Maintain Boundaries

- Remain in your professional role as interpreter.
- Do not offer direct opinions, support, or resources to a client.
- If you come across resources that might benefit the client, share them with the clinician.
- Do not suggest or offer resources in front of the client or during a therapy session.
- Under very limited circumstances, if it is necessary for you to interact with clients outside of organization related work, speak to the clinician to consider whether there is a conflict of interest.

Self-Care

- Before or after a session...
 - Breathe. Deeply. Exhale Slowly.
 - Stretch your body.
 - Drink water. Snack. Eat food.
 - Develop a ritual (ex: handwashing)
 - Engage your senses to come to the present (hear, smell, touch, taste, see).
 - Make a list of 5 things that ground you & do one after a session, as needed.
- During a session...
 - Breathe. Deeply. Exhale Slowly.
 - Drink water.
 - Physically ground yourself by moving your big toe or rubbing your hands or legs.
 - Focus your senses on something in the room.
 - Fidget with a quiet and unnoticeable item to divert your attention (ie. paperclip, stone).
 - Scale down your emotional involvement with a more neutral tone.
 - Ask for a break.

Resources

The following includes articles, videos and multimedia resource lists to support you in working remotely and caring for yourself. The resources are hyperlinked, and the links are included below so that they can be typed into your browser if this list is printed.

- Remote Interpreting Resources (CCHI)
 - <https://cchicertification.org/ri-resources/>
- 7 Essentials for Looking Your Best in Video Conference Calls
 - <https://www.entrepreneur.com/article/294107>
- 7 Video conference Lighting Tips for the Perfect Video Call
 - <https://www.lifesize.com/en/video-conferencing-blog/video-conference-lighting>
- 10 Breathing Techniques
 - <https://www.healthline.com/health/breathing-exercise>
- Stay Physically Active During Self-Quarantine
 - <http://www.euro.who.int/en/health-topics/health-emergencies/coronavirus-covid-19/novel-coronavirus-2019-ncov-technical-guidance/stay-physically-active-during-self-quarantine>
- Coronavirus: 5 Stretches...While You Work From Home
 - <https://youmatter.world/en/coronavirus-home-quarantine-stretches-posture/>
- Indoor Nourishing Activities Inspiration
 - <https://thewellnesssociety.org/wp-content/uploads/2020/02/Indoor-Nourishing-Activities-Checklist.pdf>
- More self-care resources...

*For the purposes of this document, 'clinician' refers to the service provider, or a person providing a community service.
For the purposes of this document, 'client' refers to the service user, or someone who seeks or needs access to a community service.*