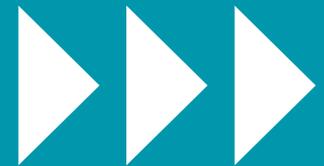


HOW DO I WORK WITH AN INTERPRETER?



INTERPRETING 101

Presented by Ingrid Christensen, *President*

ingridc@ingcointernational.com

(612) 605-8006



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www.ingcointernational.com
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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



+ Use your interpreter!

- Interpreters are a WEALTH of knowledge
- Pick up on cultural cues that are easily overlooked



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



What is my duty as a Rehabilitation Provider?

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



**What do I do when *THIS*
happens?**



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

- Why don’t we use family members as interpreters? If they know the details of the case, wouldn’t it be easier?
 - Data Privacy.
 - Untrained & Unprepared.
 - Outside their role.



+ Data Privacy

Minnesota Administrative Rules CHAPTER 5220, REHABILITATION AND COMPENSATION

5220.1802 COMMUNICATIONS

Subp. 5. **Data privacy.**

A rehabilitation provider must comply with Minnesota Statutes, chapters 175 and 176, the rules adopted under those chapters, Code of Federal Regulations, title 42, part 2, Minnesota Statutes, sections [129A.05](#); [144.291](#) to [144.298](#); [144.651](#); [147.091](#); [181.954](#); [181.960](#); [268A.05](#); [363A.20](#), subdivision 8; and [595.02](#), as applicable, and all other applicable data privacy laws.

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.

When permitted by data privacy laws, disclosure of information obtained in the course of providing rehabilitation services is restricted to what is necessary, verified, and relevant to implementation of the rehabilitation plan.

A rehabilitation provider shall request only the information and data that will assist the parties in developing and carrying out the rehabilitation plan.

5220.1801 PROFESSIONAL CONDUCT.

Subp. 9. **Prohibited conduct.**

The conditions and restrictions of practice as a rehabilitation provider are contained in parts [5220.0100](#) to [5220.1900](#) and Minnesota Statutes, section [176.102](#). The following conduct is specifically prohibited and is also grounds for discipline:

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.



+ “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 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 | |





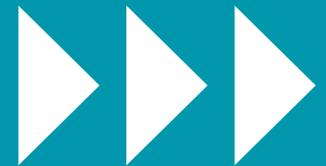
Minnesota Languages



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, Karen, 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?



Ingrid Christensen, *President*
ingridc@ingcointernational.com
612-605-8006