

CISOC

Cultural Interpretation Services
for Our Communities



Guide to Working with Interpreters

Foreword

The Ottawa Region is becoming increasingly diverse with almost 20% of its population speaking neither English nor French as a first language. Over the last three years, Cultural Interpretation Services for Our Communities (CISOC) has seen a 15% average yearly increase in local demand for interpretation services, which, in 2008, translated into approximately 18,000 hours of interpretations.

Operating since 1993, CISOC is Ottawa's leading provider of high quality interpretation services, offering round-the-clock interpretations in 60 languages and dialects through its network of 150 certified interpreters.

CISOC's provincially recognized CILISAT assessment tool is used to accredit interpreters throughout Ontario. For its own interpreters, CISOC provides an additional certificate-based training program in Community Interpretation as well as courses in Medical and Legal Terminologies.

At CISOC, we understand that providing services to clients with diverse cultural and linguistics backgrounds can present major challenges to community service providers. For this reason, we have put together this *Guide to Working with Interpreters* to help you better manage your interpreted sessions.

We hope you find it useful.

Benjamin Chacon

Executive Director

CISOC, Ottawa

2009

*Cultural Interpretation Services for Our Communities
is a registered charitable organization - #137347696 RR 0001.*



Contents

Introduction	3
Overview	3
What Language Services are Available?	3
Common Interpretation Terms	4
How Interpreters Work	5
Why Use Professional Interpreters?	5
The Interpreter's Code of Ethics	5
Protecting and Upholding the Code of Ethics	6
Using Family and Friends as Interpreters	6
The Interpretation Process	7
What Do I Need to Know About Interpreting?	7
Interpreting Meanings Not Words	7
Why it Seems to Take Forever to Translate a Short Comment	7
Speaking in the First Person	7
Interpreting Everything – Even the Nasty Bits	7
Cultural Interpretations	8
Objectivity and Neutrality	8
Interrupting the Interpretation	8
Assessing the Need for an Interpreter	9
How Can I Determine if an Interpreter is Needed?	9
Evaluating Language Proficiency	10
When Your Client Refuses an Interpreter	11
Finding the Right Interpreter for Your Client	11
CISOC Language Cards	12
Client-Interpreter Matching Considerations	13
Managing the Interpreted Session	14
What Can I Do to Ensure a Successful Interpretation?	14
Setting up the Room	14
Briefing Sessions with Your Interpreter	15
Introductions	15
Language Tips	17
Pace and Pauses	18
Focus	18
Verify Your Client's Understanding	19
Telephone Interpretations Versus On-site Interpretations	20
Managing a Telephone Interpretation	21
Sight Translations	22
Scheduling Breaks	22
A Member of Your Team	22
Language Selector	23
Arranging for an Interpreter	26
How Can I Book an Interpreter?	26



Introduction

Overview

The *Guide to Working with Interpreters* was developed to help front-line service providers manage their interpreted sessions and improve their communication with clients. The Guide offers detailed guidance and information for every stage of working with an interpreter. Quick reference boxes will give you snapshots of key issues and checklists will help ensure you get the most out of your collaboration.

The Guide provides information on:

- How interpreters work
- The interpretation process
- Assessing the need for an interpreter
- Managing the interpreted session
- Identifying the language of your client
- Arranging for an interpreter

Note: For the sake of simplicity, the Guide uses masculine pronouns to refer to service providers, interpreters and clients, and third person, plural, possessive pronouns.

What Language Services are Available?

The role of the interpreter is to take information spoken in one language and convert it accurately and objectively into another language to enable communication between two people who speak different languages. CISOC offers three kinds of interpreting services:

- On-site interpreting
- Telephone interpreting
- Sight translations



Common Interpretation Terms

Interpreter

Interpreters convert a spoken message from one language into another.

Translator

Translators convert a written text from one language into another.

Consecutive Interpretation

The interpreter allows the speaker to complete a thought or statement before giving an interpretation. This is the kind that CISOC offers.

Simultaneous Interpretation

The interpreter speaks at the same time as the person whose statements are being translated. This kind of interpretation is appropriate for large events like conferences.

Sight Translation

The interpreter provides an oral translation of written texts. This is appropriate for short documents and forms.

On-Site Interpretation

Face-to-face interpretations that are usually done at the service provider's location.

Telephone Interpretation

Telephone interpretations can take place from any location; CISOC offers this service 24 hours a day.

Register

The simplicity or complexity of the language used in discourse; interpreters may lower the register of a message if the language is so complex or specialized that the client wouldn't understand the translation.



How Interpreters Work

Why Use Professional Interpreters?

The Interpreter's Code of Ethics

CISOC interpreters are trained to maintain ethical standards wherever they work and to apply high standards of competence and professional conduct.

Each of CISOC's interpreters makes a formal, written pledge to uphold the Interpreter's Code of Ethics and to adhere to CISOC's Standards of Practice. While the Interpreter's Code of Ethics covers seven important practice concerns, the most important issues addressed are those of confidentiality, accuracy, impartiality and conflict of interest.

Code Of Ethics

- ▶ Confidentiality
- ▶ Fidelity (accuracy)
- ▶ Impartiality
- ▶ Conflict of Interest
- ▶ Competence
- ▶ Professionalism
- ▶ Respect and Dignity

Four Key Elements Of The Code Of Ethics

- Confidentiality** Your CISOC interpreter will maintain strict confidentiality in all matters pertaining to an interpretation.
- Accuracy** Your CISOC interpreter will render an interpretation faithfully, without additions, omissions or alterations of the message. Your interpreter will interpret everything that is said by both parties.
- Impartiality** Your CISOC interpreter will not permit personal bias or opinions to colour his interpretation or affect accuracy.
- Conflict of Interest** Your CISOC interpreter will disclose the existence of any real or perceived conflict of interest before starting the interpretation.



There are three situations that nullify the interpreter's pledge of confidentiality: when a person threatens to hurt himself or others; when child or elder abuse is suspected; and when the courts overrule privilege.

Protecting and Upholding the Code of Ethics

CISOC interpreters are trained to avoid being alone with clients before and after interpretations. This protects all parties by preventing interpreters from gaining personal information about clients that might affect their impartiality or create challenges to confidentiality rules.

If interpreters do find themselves drawn into private conversations with clients, they will politely attempt to end the conversation. If a client proffers information to the interpreter that has a material impact on the interpretation, the interpreter will encourage the client to repeat this information to the service provider. The interpreter will not, however, divulge this information himself.

You can help the interpreter uphold his Code of Ethics by arranging for him to attend a waiting area separate from the client's before a scheduled interpretation; by not leaving him alone with the client; and, if possible, by allowing him to leave the meeting slightly ahead of the client.

Using Family and Friends as Interpreters

Family members and friends shouldn't take the place of professional interpreters because they may be emotionally involved with the client and lack impartiality.

Unlike trained and accredited interpreters, "informal" interpreters are not bound by a Code of Ethics and may, indeed, cause time-consuming problems by misinterpreting key information.

While it is never advisable to allow family members to interpret, this is especially true if the interpreter is a child. Relying on children to act as interpreters can cause unacceptable strain.

In 2005, the California State Assembly approved a Bill prohibiting the use of children under the age of 15 as interpreters in healthcare environments.

Reasons One Should not Use Informal Interpreters

As interpreters, family members and friends may:

- Lack fluency in English/French or the other language
- Add, omit and alter information
- Offer advice or editorial comment
- Be emotionally involved and biased
- Be uncomfortable interpreting sensitive issues
- Filter information in the belief that they are protecting the client
- Not respect confidentiality
- Have a conflict of interest
- Misuse information



The Interpretation Process

What Do I Need to Know About Interpreting?

What most people don't know about interpreting is just how precise interpreters' working protocols are - from the points they must make during introductions to the way they must slip into the third person when seeking on-the-record clarifications.

Every decision an interpreter makes - from the words he chooses to the way he comports himself - is governed by one overriding principle: uphold the Code of Ethics.

Interpreting Meanings Not Words

Professional interpreters do not translate word-by-word but rather concept-by-concept. Meanings of words and phrases can differ across cultures and in some languages there may be no linguistic or conceptual equivalent to an English word or term. In these cases, the interpreter may need to "paint word pictures".

Why it Seems to Take Forever to Translate a Short Comment

English is one of the most direct languages in the world and what can be said in one short sentence in English may take several sentences to express in another language. Also, the act of relaying a message from one grammar system to another - often more complex - one with entirely different communication patterns, can make the interpretation seem to take much longer than it should!

Speaking in the First Person

Your interpreter will translate using the first person singular ("I want" rather than "he wants") in order to relay messages accurately and with the same tone and flavour as the original words. This mode of communicating also helps to establish rapport between the parties.

On occasion, an interpreter may switch to "he said, she said" if the client is confused by the interpreter's use of the first person.

Interpreting Everything – Even the Nasty Bits

Your interpreter will translate everything that's said by both parties including inappropriate remarks, obscene language, and side comments made to the interpreter. All parties should avoid saying anything they don't want others to hear!

In the event that the interpreter converses directly with one or other party to clarify a point, he will explain the content of this side discussion to the other person.



Cultural Interpretations

When performing a cultural interpretation, the interpreter offers his knowledge of the client's or the service provider's culture to elucidate a point or clarify a misunderstanding. This is only offered at the request of a party or when the need for clarity demands it.

During the course of a session, your interpreter may become aware that communication has broken down (or threatens to break down) because of a culture-related misunderstanding. When this happens, the interpreter will interrupt the session and explain the problem to both parties before attempting to broker mutual understanding.

Keep in mind that an interpreter who speaks the same language as your client may not share the same cultural heritage and may not be able to speak with authority about cultural practices.

Objectivity and Neutrality

Unlike many community interpreters, CISOC's linguists never advocate for the client or service provider. Instead, they remain neutral at all times.

Interrupting the Interpretation

It's important that your interpreter has the confidence to interrupt the session in cases where the parties are speaking too quickly, failing to pause to let the interpreter translate, and where clarification is needed. To preserve transparency, your interpreter will explain the reason for the interruption to both parties.

Reasons Why Your Interpreter Might Interrupt A Session

Your interpreter will interrupt the session if:

- He doesn't understand a word or concept
- He has noticed a cultural reference that is likely to cause misunderstanding
- It's clear that there is a misunderstanding on either side
- He needs to ask for a repetition or re-phrase
- He needs to correct an interpreting mistake
- Someone is speaking too quickly and/or failing to pause
- He needs to request a break



Assessing the Need for an Interpreter

How Can I Determine if an Interpreter is Needed?

In some cases, it will be obvious that an interpreter is needed and in others it might be more difficult to assess.

In addition to language proficiency issues, the need for an interpreter depends upon the nature, complexity and implications of the information being conveyed. Even advanced English speakers may need interpreters where specialized terminology is used or complex matters are discussed.

Also, the fact that a person can speak sufficient English to respond to basic questions does not mean that he will be able to communicate in stressful circumstances. Second language competency may decrease dramatically in times of crisis and in emotionally charged situations. This can occur even when a person is normally quite confident and fluent in English. Understanding may also diminish during illness or injury and with age.

There are three general factors to consider when deciding if a person needs an interpreter:

1 When English Skills Are Limited

An interpreter is needed when:

- The client shows no understanding of English
- The client can communicate only in a limited capacity
- The client's comprehension and spoken English skills are at different levels

2 The Language Demands Of The Meeting Are High

An interpreter is needed when:

- Important information is conveyed, especially anything related to entitlements, rights, and responsibilities
- Important decisions must be made (e.g. giving informed consent)
- Any type of formal interview is conducted
- Complex and sensitive matters are discussed



3

Exceptional Circumstances That Affect Fluency

An interpreter is needed when:

- A person is acutely ill
- The person has been injured
- The person receives bad news
- The person is aged
- Discussions are emotionally charged

Evaluating Language Proficiency

An interpreter might be needed if your client has difficulty understanding and answering simple questions, speaking in full sentences using correct verb tenses, or if you're having trouble understanding the point the client is trying to make.

Here are some simple tests to help you make your decision.

Strategies For Determining Language Proficiency

- Ask simple questions about personal details.
- Ask the client to repeat back a message you have just given him. This will help you hear his fluency and the kinds of vocabulary he uses.
- Ask an open-ended question like "How do you feel about that?"
- Listen for the person's verb tenses – poor verb tense correctness can affect communication.
- Ask the client to spell out his address.
- Ask questions that require the person to answer in full sentences.



When Your Client Refuses an Interpreter

Clients may refuse an interpreter for a range of reasons including confidentiality concerns and issues surrounding an interpreter's gender, religion or ethnic background. Very commonly, clients also believe their English skills are sufficiently good to do without an interpreter.

If you feel the client needs an interpreter, the following tips may assist you to deal with the problem.

Tips For Dealing With A Client Who Refuses An Interpreter

- ▶ Let the client know that CISOC interpreters are thoroughly trained and are sworn to a Code of Ethics that includes confidentiality and impartiality.
- ▶ Reassure the client that, where possible, he will have a choice of interpreter nationality and gender and can, in fact, request a specific interpreter.
- ▶ If the client feels that his English is such that he doesn't need an interpreter, tell him that the interpreter can provide a backup service and will interject only if problems arise.
- ▶ If the client still insists that he doesn't need an interpreter, but you feel it is necessary, explain that you need to have an interpreter present to ensure your own understanding.

Finding the Right Interpreter for Your Client

Before arranging for an on-site interpreter, please ensure that you know which language or dialect the client speaks. Ideally, you will also provide CISOC with information about the client's country of origin. This is very helpful for identifying the best interpreter for the job, especially since some languages are spoken in many countries (e.g. Arabic) and dialectal variations can significantly affect the communication.

If you are unsure of the precise language or country of origin of your client, CISOC can help by having an interpreter cross-check the language match by telephone.



CISOC Language Cards

CISOC has developed a language identification card that helps service providers identify a client's language. The card contains "I speak..." statements in 52 languages (subject to updates) and allows clients to indicate their first language. You will find a copy of the card on the last page of your *Guide*.

Tips For Booking The Right Interpreter

To make sure your interpreter meets the needs of your client, keep these considerations in mind when booking:

- Language and/or dialect
- Country of origin and specific region (if known)
- Gender preference
- Age concerns
- Ethno-cultural background
- Clan considerations
- Caste / Class
- Religion
- Confidentiality concerns
- Knowledge of subject matter or previous experience with the client

For more information, see next page.

LANGUAGE FACTS

- *India has 837 living languages.*
- *The Arabic spoken in Sudan is very different from the Arabic spoken in Iraq.*
- *There are almost 2.5 million ethnic Chinese living in Vietnam. Most do not speak Vietnamese.*
- *The Dari language of Afghanistan is virtually identical to the Farsi language of Iran.*
- *While speakers of Cantonese and Mandarin cannot understand each other when they speak, their written languages are identical.*
- *While Arabic is spoken in northern Sudan, it isn't spoken in southern regions.*



Client-Interpreter Matching Considerations

Gender Preferences

The gender of the client may influence the choice of interpreter, particularly where the content of the interpretation deals with personally sensitive information.

Age Concerns

The client's age may affect the choice of interpreter. For instance, in some south-east Asian countries, respect-based protocols dictate that younger people show deference to their elders. In such cases, a younger interpreter's translation using the first person voice might be viewed as impertinent by an older client. Similarly, some subjects may be off bounds.

Ethno-Cultural Background

The ethno-cultural background of an interpreter can be significant in cases where a client has fled political or civil unrest. In general, it is usually best to secure an interpreter from the same culture so that culture-based misunderstandings can be readily mediated. Occasionally, however, clients prefer NOT to have an interpreter of the same nationality.

Tribal/Clan Considerations

In countries with histories of clan warfare, tribal and filial allegiances may be important.

Caste / Class

While traditionally thought to apply strictly to Hindu societies, caste systems are prevalent in other parts of the world. Your CISOC contact can give you relevant background information, if needed.

Religion

Religion may be an important consideration when booking an interpreter. Keep in mind that every non-secular country has lacunas of minority religions.

Confidentiality Concerns

Some clients prefer not to have interpreters from their own communities for fear that confidentiality will be breached. This can create problems where local communities are small and in which everyone knows each other. Letting your client know that interpreters pledge to uphold confidentiality rules may reassure them.

Subject Matter Knowledge

Determine whether or not the interpreter should have subject matter expertise or experience with the processes or regulations of your planned session.



Managing the Interpreted Session

What Can I Do to Ensure a Successful Interpretation?

Always keep in mind that you are in control of the meeting. It is your job, not the interpreter's, to control the proceedings, clarify meanings, verify understanding, and respond to questions.

If you are facilitating a group discussion, be aware that consecutive interpreters can only accommodate one speaker at a time. It is the service provider's responsibility to maintain order by ensuring that communicants take turns and don't over-speak each other.

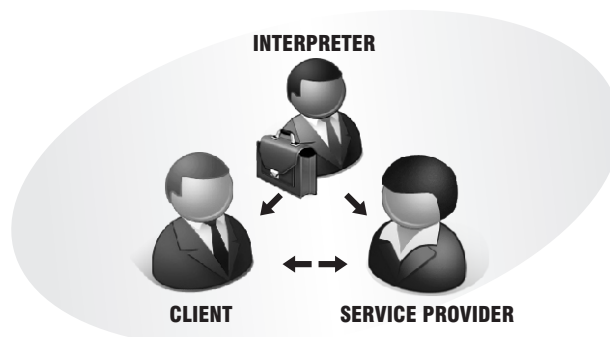
An interpreted conversation takes longer than a regular one. Not only does everything have to be said twice, but often what can be said in a few words in English may require many more in another language.

The amount of extra time needed will be influenced by the structures and complexities of the other language. While English is a low-context, direct language with economical word usage, higher context languages need more words to say the same thing. It may seem that your interpreter is spending much more time translating your sentences than he does the reverse.

Setting up the Room

Interpreters have to be able to hear and be heard, so, if possible, choose a quiet space for the interpretation. Your interpreter needs to be able to interact with both parties without disrupting the flow of dialogue.

Set the room up in such a way that the client and service provider are in each other's direct line of sight with the interpreter slightly outside that line of vision and equidistant from each party:



Positioning the interpreter beyond the gaze of the communicators encourages the parties to speak to each other rather than to the interpreter and keeps the interpreter from being perceived as being on one "side" or the other.

Briefing Sessions with Your Interpreter

A well-briefed and competent interpreter can be relied upon to exercise initiative and discretion. If possible, spend a few minutes with your interpreter before the scheduled meeting to explain the purpose of the session. This is especially important if the session will deal with sensitive or difficult content.



Pre-Session Briefing Checklist

Before a meeting, give your interpreter information about:

- Your position and role
- The purpose of the meeting
- Any complex concepts that will be discussed
- Any special terminologies
- Any sensitive issues that will come up
- Any materials/forms that will be sight translated

Introductions

If you and/or your client have never worked with a CISOC interpreter, the interpreter will explain his role and reassure both you and the client that he will maintain accuracy, impartiality and confidentiality. He will remind you and the client to speak directly to each other.

- Allow time for the interpreter to talk with the client; this may be necessary if the client needs further clarification to understand the process and to rule out language incompatibility.
- The interpreter will repeat everything he has said to the client. It's important that you be patient during this process.
- Take the time to re-assert the interpreter's commitment to confidentiality. This is especially critical when dealing with a small community in which the interpreter's and the client's lives might intersect.



What Your Interpreter Will Say During Introductions

These are the points your interpreter will make when he introduces himself and the process.

- ▶ The interpreter will speak in the first person, repeating exactly what is said, without omission, addition, or alteration.
- ▶ The communicating parties should speak directly to each other, as if the interpreter isn't there.
- ▶ The interpreter will interpret everything that is said, including side conversations and anything the parties ask him not to interpret.
- ▶ The interpreter will maintain confidentiality.
- ▶ The interpreter will raise his hand to signal the need to interrupt the session or to ask a speaker to slow down his speech.
- ▶ Questions should be directed to the other party, not to the interpreter.
- ▶ All notes will be destroyed before leaving the meeting room.

If you and your client have worked with a CISOC interpreter, the interpreter will simply remind both parties that he will interpret everything that is said and that his Code of Ethics prevents him from disclosing information acquired during the interpretation. This pledge of confidentiality extends beyond the confines of the interpreted session. Even in the outside world, CISOC interpreters will not acknowledge having met a client during an interpretation.



Suggested Points You Can Make During Introductions

- Explain who you are, your role, and the purpose of the meeting.
- Explain that the interpreter cannot participate in the conversation.
- Reassure the client that everything will remain confidential.
- Reiterate that everything the client says will be interpreted, even side conversations.
- Tell the client that if he has questions or doesn't understand something, he should tell you, not the interpreter.
- Remind the client that he should pause frequently to let the interpreter translate.
- Verify that the client can understand the interpreter and is ready to proceed.

Language Tips

Making small adjustments to the way you speak may influence the success of the communication. To enhance the process, speak in laymen's terms, make one point at a time, and frame questions so that they are easy to translate. If you can't avoid using technical terms, please explain their meanings to the interpreter.

Avoid Using

- Jargon
- Technical terms
- Slang
- Metaphors
- Local sayings
- Acronyms
- Idioms
- Cultural references
- Humour (jokes, puns, etc.)
- Colloquialisms
- Abbreviations
- Double negatives
- Figures of speech
- Rhetorical questions

DO

- Use straightforward, simple sentences
- Make one point at a time
- Use proper nouns instead of pronouns so the referent is clear ("Tim said" rather than "he said")
- Write out long numbers for the interpreter (especially those with lots of zeros)
- Use examples
- Use visual aids

Sample Dialogue

WRONG:

"I won't beat around the bush, I couldn't get back to you 'cause my system crashed and I couldn't pull up the E707T that had your details."

RIGHT:

"I didn't phone you because my computer broke and I couldn't get your telephone number."



Pace and Pauses

While working with an interpreter the pace of your speech should not be any different from your normal rhythm; in fact, artificially slow speech can interfere with the interpretation process. It's also important to remember that long speech segments place an unnecessary burden on the interpreter's short-term working memory.

Here are some guidelines to help make your interpreted session successful...

Speaking Tips To Help Your Interpreted Session

- ▶ Speak in your natural voice at your normal pace.
- ▶ Pause at the end of every two to three sentences (but never mid-sentence).
- ▶ Avoid breaking up a thought – your interpreter is listening for meaning and context.
- ▶ Give the interpreter enough time to process your information and to convey it to the client.
- ▶ Let the interpreter control the pace of information flow – stop speaking if he signals with his hand.
- ▶ Allow the interpreter to complete a translation before jumping in with more information or questions.
- ▶ Avoid compound questions.
- ▶ Avoid ambiguous and complex grammar.
- ▶ Avoid slang, jargon, acronyms.
- ▶ Avoid humour – it doesn't travel well!

Focus

Speak directly to your client. Even when the interpreter is speaking, keep your focus on the client and avoid the ping-pong effect of darting your eyes and attention back and forth between the client and the interpreter. Staying focused on your client will help to build rapport and will result in a more natural flow of information.



Verify Your Client's Understanding

Check at regular intervals to make sure that you and the client have understood one another fully and well. Look for signs of comprehension, confusion, agreement or disagreement.

Tips For Checking Your Client's Understanding

- ▶ Ask the client directly if everything is clearly understood.
- ▶ Ask the client open-ended questions to elicit understanding.
- ▶ Ask the client to repeat back his version of what's been said.
- ▶ Ask the client to summarize the main points of the discussion.

Tips For Checking Your Understanding

- ▶ Ask the client to re-phrase anything that you don't understand.
- ▶ Summarize what you think the client has said to verify your understanding.
- ▶ Re-word information the client has shared to verify your understanding.

At The End Of The Interpretation...

- ▶ Summarize decisions
- ▶ List instructions



Telephone Interpretations Versus On-site Interpretations

There are two main ways that CISOC can provide interpreting services: in person (on-site) and by telephone. As a general guide, on-site interpretations should be used in circumstances where complex matters need to be discussed or important decisions need to be made.

While on-site interpreting offers a more personal service and ensures a fuller understanding of the subject discussed, telephone interpreting is useful in situations where a person needs immediate assistance or where an on-site interpreter is not available.

Telephone services do not take the place of face-to-face interpreting but they are critical linguistic aids in certain circumstances.

Disadvantages Of Telephone

Telephone interpretations are not suited to:

- Meetings in which a client is under emotional, physical or mental stress
- Meetings that are lengthy and/or complex
- Meetings that use visual aids
- Meetings in which reference to documents needs to be made
- Meetings where important decisions need to be made
- Meetings in which personal involvement or rapport building are needed

Advantages Of Telephone

Telephone interpretations are suited to:

- Emergency situations when no on-site interpreter is available
- Times when immediate service is needed
- Managing issues that are brief in nature (e.g. confirming an appointment or identifying a language)
- Meetings that don't require personal contact or rapport building
- Meetings that demand anonymity
- Meetings that are conducted from a distance



Managing a Telephone Interpretation

Before starting your telephone interpretation keep in mind that interpreters must rely entirely on linguistic input. They have no visual cues to assist in the interpretation.

Often during interpretations, clients will mix their responses between English and the other language. This poses no problem during on-site meetings where the parties can see each other; it can, however, create confusion during telephone interpretations when it becomes difficult to know who exactly is speaking. For this reason, your interpreter may decide to abandon the first person and switch to second and third person voices.

Tips For Managing Your Telephone Interpretation

Here are some tips to help you with your telephone interpretation:

- ▶ Introduce yourself to the interpreter.
- ▶ Introduce yourself and the interpreter to the client and explain the purpose of the session.
- ▶ Let the interpreter explain his role and the interpreting process.
- ▶ Proceed with the interpretation, remembering to limit your communication to sections of manageable length and to pause often to allow the interpreter to speak.
- ▶ Clearly indicate the end of the session.

TIPS



Sight Translations

Interpreters are sometimes asked to 'sight translate' (render orally) written documents related to the interpretation. CISOC interpreters will happily perform sight translations for you; however, the requirements listed in the box below must be met. In the past, interpreters have been left alone with clients to sight translate lengthy, complex, and critically important documents like contracts and medical records. To protect all parties, service providers must now be in the room while interpreters sight translate.

Tips For Managing Sight Translations

Sight translations can be done if the following requirements are met:

- ▶ Documents should be no more than 300 words.
- ▶ The service provider must remain in the room while the text is sight translated.
- ▶ The service provider must verify the client's understanding.
- ▶ Important documents, like informed consents, should not be sight translated.
- ▶ If a text is complex, the service provider should read the document aloud – and provide explanations where needed – while the interpreter translates what the service provider says.

Scheduling Breaks

Interpreting is physically and mentally taxing and demands a high degree of concentration; therefore, your interpreter will need a 15 minute break after each two-hour block of interpreting. On rare occasions, an interpreter will interrupt a session to request a break. Kindly honour any such request.

A Member of Your Team

As a highly skilled professional, your CISOC interpreter is a full-fledged participant in the mediated session and appreciates being treated as a valued member of your team.



Language Selector

Une flas shqip	ALBANIAN
አማርኛ አናገራለሁ	AMHARIC
أنا أتكلم اللغة العربية	ARABIC
YES HOSUM YEM HAYEREN	ARMENIAN
আমি বাংলা বলি	BENGALI
Ja govorim bosanski	BOSNIAN
АЗ ГОВОРЯ НА БЪЛГАРСКИ	BULGARIAN
ကျနော် ဗမာစကား ပြောတတ်သည်။	BURMESE
‘ឈ្មោះ: ឈ្មោះ: ឱសាយនី ខ្ញុំជាអ្នកបកប្រែភាសាខ្មែរ និងភាសាអង្គេស	CAMBODIAN
我讲广东话	CANTONESE
我讲广东话	CANTONESE
Mwen pale Kreyòl	CRÉOLE
Ja govorim hrvatski	CROATIAN
من درى صحبت مى کنم	DARI
Yen ee jam thouŋ ë jiëŋ	DINKA
I speak English	ENGLISH



من فارسی صحبت می کنم	FARSI
Je parle français	FRENCH
Ich spreche Deutsch	GERMAN
Μιλάω Ελληνικά	GREEK
હું ગુજરાતી બોલું છું.	GUJARATI
मैं हिन्दी बोलता/बोलती हूँ।	HINDI
Ēn beszēLek magyarul	HUNGARIAN
lo parlo italiano	ITALIAN
私は日本語を話す	JAPANESE
ယတဲကညီကိုဝ်	KAREN
Nvuga i Kinyarwanda	KINYARWANDA
Ndavuga i Kirundi	KIRUNDI
한국말 을 합니다	KOREAN
به کرمانجی قسه نه که م	KURMANDJI
Nalobaka Lingala	LINGALA
我说普通话	MANDARIN
我说普通话	MANDARIN
म नेपाली बोल्छु ।	NEPALI



زه په پښتو خبری کوم	PASHTO
Mówię po polsku	POLISH
Eu falo Português	PORTUGUESE
ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।	PUNJABI
Eu vorbesc românește	ROMANIAN
Я ГОВОРИЮ ПО-РУССКИ	RUSSIAN
Ja govorim srpski	SERBIAN
Anigu waxan ku hadlaa Af-Somali	SOMALI
به سۆرانی قسه نه که م	SORANI
Yo hablo español	SPANISH
Ninasema Kiswahili	SWAHILI
Ako ay nakakapagsalita ng Tagalog/Pilipino	TAGALOG
நான தமிழ் பசுவனே	TAMIL
አነ ትግርኛ አዛሬ-ብ አየ	TIGRIGNA
Türkçe konuşuyorum	TURKISH
Я розмовляю по-українськи	UKRANIAN
میں اردو بولتا / بولتی ہوں	URDU
Tôi nói tiếng Việt	VIETNAMESE



Arranging for an Interpreter

How Can I Book an Interpreter?

CISOC interpreters are available 24 hours/day all year.

To book an interpreter, please contact Us:



by phone:

Office hours: 613-237-0502

Off-hours: 613-261-7834



by fax:

613-237-5293



by email:

cisoc@cisoc.net

If you would like to book your interpretations through our online secure system (we provide 128 bit encryption to ensure your information remains private), please contact our office and we will be happy to create an account for you.





CISOC

Cultural Interpretation Services
for Our Communities

www.cisoc.net