



GUIDE TO WORKING WITH INTERPRETERS

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Cultural Interpretation Services
for Our Communities

FOREWORD

The Ottawa Region is culturally diverse with 31% 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 10% average yearly increase in local demand for interpretation services, which, in 2022, translated into approximately 11,640 hours of interpretations.

For service providers, lack of proficiency in English or French cannot become a barrier for immigrants accessing essential health and social services. This is why CISOC was created, to help bridge the gap between cultural and language differences and to ensure that everybody has equal access to health, legal, social, education, and other services.

CISOC is celebrating its 20th year in partnership with the Ottawa and surrounding community and has been a leader in providing high quality interpretation and translation services in the region. We continue to offer services 24 hours a day, 7 days a week, 365 days a year in 60+ languages and dialects through a network of 160 interpreters and translators.

CISOC's nationally recognized CILISAT assessment tool is used to test the language capabilities of interpreters throughout Ontario and Canada. In addition to passing our language proficiency test, our interpreters have successfully completed our Online Community Interpreter Training and Medical Knowledge and Terminology Training programs.

At CISOC, we understand that providing services to clients with diverse cultural and linguistic 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.



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INTRODUCTION

Overview

The Guide is designed to offer detailed guidance and information for every step 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:

- Interpretation terminology
- How interpreters work
- The interpretation process
- How to assess the need for an interpreter
- How to assess the language of your client/patient
- How to arrange for an interpreter
- How to manage the interpreted session

What Language Services are Available?

CISOC offers a wide range of services for service providers:

- Consecutive Interpretation
 - In person
 - By phone
 - Over the internet
- Conference Calls
- Message Relays
- Sight Translations

INTERPRETATION TERMINOLOGY

The following list contains words that will be important for you to understand in the process of booking and working with an interpreter.

COMMUNITY INTERPRETER:	A bilingual, bicultural consecutive interpreter who works in community and social service settings.
TRANSLATOR:	A bilingual person who renders text from one language to another.
CONSECUTIVE INTERPRETATION:	Interpreting “chunks” of speech after the speaker pauses.
SIMULTANEOUS INTERPRETATION:	Converting a speaker’s message into another language while the speaker continues to speak. This technique is most often used in conferences where there may be a number of simultaneous interpreters working in multiple languages.
SIGHT TRANSLATION:	The reading aloud of short texts such as a medical consent form during an interpreted session.
ON-SITE INTERPRETATION:	Face-to-face interpretations that are usually done at the service provider’s location.
TELEPHONE INTERPRETATION/CONFERENCE CALL:	Interpretation that takes place with two parties over the phone.
INTERNET INTERPRETATION:	Interpretation that takes place via video interpretation, whereby the interpreter is in a different location from the service provider and non-English/non-French speaker.
MESSAGE RELAY:	The passing on of a message by an interpreter to the non-English/non-French speaker.
REGISTER:	The level of complexity with which a person speaks. Interpreters must occasionally adjust the register while speaking to one of the parties in order to better facilitate understanding.

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. The Interpreter's Code of Ethics is an invaluable source of guidance for all interpreters, providing an ethical framework that helps interpreters decide courses of action when difficult situations arise.

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.

<p>The Seven Categories of the Interpreter's Code of Ethics</p>	<ul style="list-style-type: none"> • Competence • Confidentiality • Conflict of Interest • Fidelity • Impartiality • Professionalism • Respect and Dignity
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<p>Four Key Elements of the Code of Ethics</p>	<p>CONFIDENTIALITY: Your CISOC interpreter will maintain strict confidentiality in all matters pertaining to an interpretation.</p> <p>ACCURACY: Your CISOC interpreter will render an interpretation faithfully, without additions, omissions, or alterations to the message. Your interpreter will interpret everything that is said by both parties.</p> <p>IMPARTIALITY: Your CISOC interpreter will not permit personal bias or opinions to colour his/her interpretation or affect accuracy.</p> <p>CONFLICT OF INTEREST: Your CISOC interpreter will disclose the existence of any real or perceived conflict of interest before starting the interpretation.</p>
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There are three situations that nullify the interpreter's pledge of confidentiality:

Where information is required by court order, in cases of actual or suspected child or elder abuse, and if someone is threatening violence to self or others.

Protecting and Upholding the Code of Ethics

CISOC interpreters are trained to avoid situations that could potentially hinder their ability to uphold the Code of Ethics. For example, interpreters will 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/herself.

You can help interpreters uphold their Code of Ethics by arranging for them to sit in a waiting area separate from the client before scheduled interpretation; by not leaving them alone with the client; and, if possible, by allowing them to leave the meeting slightly ahead of the client.

Using Family and Friends as Interpreters

Family members and friends should not 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.

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/or 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 do not 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 interpreters make—from the words they choose to the way they conduct themselves—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." A word picture is simply a description of what something means. For example, imagine a language that has no word for "bank." A word picture of "bank" might be "a safe place where many people keep their money."

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") so that s/he can relay messages accurately and with the same tone and meaning 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 Obscenities

Your interpreter will interpret everything that is said by both parties including inappropriate remarks, obscene language, and side comments made to the interpreter. All parties should avoid saying anything they do not want others to hear.

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

Cultural Interpretations

When performing a cultural interpretation, the interpreter offers his/her 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 is 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:

- S/he does not understand a word or concept
- S/he has noticed a cultural reference that is likely to cause misunderstanding
- It is clear that there is a misunderstanding on either side
- S/he needs to ask for a repetition or re-phrase
- S/he needs to correct an interpreting mistake
- Someone is speaking too quickly and/or failing to pause
- S/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 s/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
- During a medical crisis
- 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/patient has difficulty understanding and answering simple questions, speaking in full sentences using correct verb tenses, or you are 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/her. This will help you hear his/her fluency and the kinds of vocabulary s/he uses.
- Ask open-ended questions like “How do you feel about that?” and “Tell me what you think.”
- Listen for the person’s verb tenses—poor verb tense correctness can affect communication
- Ask the client to spell out his/her address.
- Ask questions that require the person to answer in full sentences.

When Your Client/Patient Refuses an Interpreter

Clients/Patients 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/patients also believe their English skills are sufficiently good to do without an interpreter.

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

Tips for Dealing with a Client/Patient 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, s/he will have a choice of interpreter gender and nationality and can, in fact, request a specific interpreter.
- If the client feels that his/her English is such that s/he does not need an interpreter, tell him/her that the interpreter can provide a backup service and will interject only if problems arise.
- If the client still insists that s/he does not need an interpreter, and you feel it is necessary, explain that you need to have one 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/patient 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 55 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.

Language Facts

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

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.

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 represented.
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.

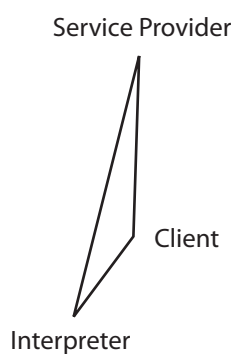
If you are facilitating a group discussion, be aware that consecutive interpreters can only accommodate one speaker at a time. It is the service provider's responsibility to maintain order by ensuring that communicants take turns and do not over-speak each other.

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

- Allow time for the interpreter to talk with the client/patient; this may be necessary if the client/patient needs further clarification to understand the process and to rule out language incompatibility.
- The interpreter will repeat everything s/he has said to the client. It is 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/patient's lives might intersect.

What Your Interpreter Will Say During Introductions

These are the points your interpreter will make when s/he introduces himself/herself 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 is not there
- The interpreter will interpret everything that is said, including side conversations and anything the parties ask him/her not to interpret
- The interpreter will maintain confidentiality
- The interpreter will raise his/her hand to signal the need to interrupt the session or to ask a speaker to slow down his/her 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 s/he will interpret everything that is said and that his/her Code of Ethics prevents him/her 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/patient that everything will remain confidential
- Reiterate that everything the client/patient says will be interpreted, even side conversations
- Tell the client/patient that if s/he has questions or does not understand something, s/he should tell you, not the interpreter
- Remind the client/patient that s/he should pause frequently to let the interpreter translate
- Verify that the client/patient 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 cannot avoid using technical terms, please explain their meanings to the interpreter.

Avoid Using	DO
<ul style="list-style-type: none"> • Jargon • Technical terms • Slang • Metaphors • Local sayings • Acronyms • Idioms • Cultural references • Humour (jokes, puns, etc.) • Colloquialisms • Abbreviations • Double negatives • Figures of speech • Rhetorical questions 	<ul style="list-style-type: none"> • 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 many zeros) • Use examples • Use visual aids

Sample Dialogue	
<p>Wrong:</p> <p>"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."</p>	<p>Right:</p> <p>"I didn't phone you because my computer broke and I couldn't get your telephone number."</p>

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 is 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/patient
- Let the interpreter control the pace of information flow—stop speaking if s/he signals with his/her 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 does not translate well!

Focus

Speak directly to your client/patient. 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/patient will help to build rapport and will result in a more natural flow of information.

Verify Your Client's/Patient's Understanding

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

Tips for Checking Your Client's/Patient's Understanding

- Ask the client/patient directly if everything is clearly understood
- Ask the client/patient open-ended questions to elicit understanding
- Ask the client/patient to repeat back his/her version of what has been said
- Ask the client/patient to summarize the main points of the discussion

Tips for Checking Your Understanding

- Ask the client/patient to re-phrase anything that you do not understand
- Summarize what you think the client/patient has said to verify your understanding
- Re-word information the client/patient 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	Advantages of Telephone
<p><i>Telephone interpretations are not suited to:</i></p> <ul style="list-style-type: none"> • Meetings in which a client/patient 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 need to be made • Meetings where important decisions need to be made • Meetings in which personal involvement or rapport building is needed 	<p><i>Telephone interpretations are suited to:</i></p> <ul style="list-style-type: none"> • 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 do not 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/patient and explain the purpose of the session
- Let the interpreter explain his/her role and the interpreting process
- Proceed with the interpretation, remembering to limit your communication to sections of manageable lengths and to pause often to allow the interpreter to speak
- Clearly indicate the end of the session

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/patients 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/patient’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
ខ្ញុំនិយាយភាសាខ្មែរ	CAMBODIAN
我講廣東話	CANTONESE
我讲广东话	CANTONESE
Chin ɬong ka thiam	CHIN
Mwen pale Kreyòl	CRÉOLE
Ja govorim hrvatski	CROATIAN
من دری صحبت می کنم	DARI
Yɛn ee jam thouŋ ɛ jiɛŋ	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
Io parlo italiano	ITALIAN
私は日本語を話す	JAPANESE
ယဝဲကညီကျိၣ်	KAREN

LANGUAGE SELECTOR (CONTINUED)

Nvuga i Kinyarwanda	KINYARWANDA
Ndavuga i Kirundi	KIRUNDI
한국말 을 합니다	KOREAN
به کرمانجی دناخفم	KURDISH (KURMANJI)
Nalobaka Lingala	LINGALA
Yaz govorim na makedonski	MACEDONIAN
我講中文	MANDARIN
我讲中文	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
Vorbesc românește	ROMANIAN
Я ГОВОРЮ ПО-РУССКИ	RUSSIAN
Ja govorim srpski	SERBIAN
Anigu waxan ku hadlaa Af-Somali	SOMALI
به سۆرانی قسه نه که م	KURDISH (SORANI)
Yo hablo español	SPANISH
මම සිංහල කථා කරනවා	SINHALESE
Ninasema Kiswahili	SWAHILI
Ako ay nakakapagsalita ng Tagalog/Pilipino	TAGALOG
நான் தமிழ் பேசுவேன்	TAMIL
እነ ትግርኛ እነረብ	TIGRIGNA
Türkçe konuşuyorum	TURKISH
Я розмовляю українською	UKRAINIAN
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 round.

There are three ways to book an interpreter:

Telephone:	<p>During Office Hours: 613-237-0502</p> <p>Off-hours: 613-261-7834</p> <p>Toll-free: 1-855-442-4762</p>
Fax:	613-237-5293
Online:	CISOC has a secure online system (we provide 128 bit encryption) that can be tailored to your organization's needs. It can be accessed 24 hours a day to request an interpreter. Please contact us if you would like to create an account.

