

TRANSLIT **PRO**

**TRAINING
PROGRAMME
IN**

**COMMUNITY
INTERPRETING**

(3 x 2-hour modules)



Copyright Notice

- This presentation, its content, as well as any other document and content produced by TRANSLIT for training purposes, is copyright of TRANSLIT © 2020. All rights reserved.
- Any redistribution or reproduction of part or all of the contents in any form is prohibited other than for your personal and non-commercial use only.
- You may not, except with our express written permission, distribute or commercially exploit the content.

Module 2: Learning Objectives

1. Learn about various settings in which community interpreting takes place, and specific challenges presented by these settings
2. Understand general rules of community interpreting specific to various settings, and learn to deal with the setting-specific challenges
3. Learn how to find and use various language resources while preparing for assignment in various settings

Why Community Interpreting?

Equality



Equity



Community Interpreting Definition

'CI is a type of interpreting that enables national and regional authorities to communicate with persons with a migrant and/or refugee background who do not speak or understand the national language(s) (sufficiently well), in order to

- screen their status as (potential) asylum seekers or
- allow them to have access to public services such as health care, municipal and police services.

<https://ec.europa.eu>

Community Interpreting Settings

- Healthcare & Welfare
- Law Enforcement + Immigration
- Civil Registration services
- School meetings, parent/teacher meetings
- Training authorities (SafePass, Driving test)



Healthcare

- Interpreting in healthcare settings, including hospitals & doctor's appointments
- Finding and learning specialised vocabulary



Healthcare

- Communication between a medical professional and a patient / patient's family
- Scary idea! – you are not a doctor!!!
- But – neither is the patient (well, most of the time)



How can you do it?

Knowledge &
Experience

VS

Ability to
Cope



Coping with difficulties

- Clarifications / questions from the interpreter are (or should be) welcome
- Diagnosis / prognosis / treatment depends on the accuracy of interpreting

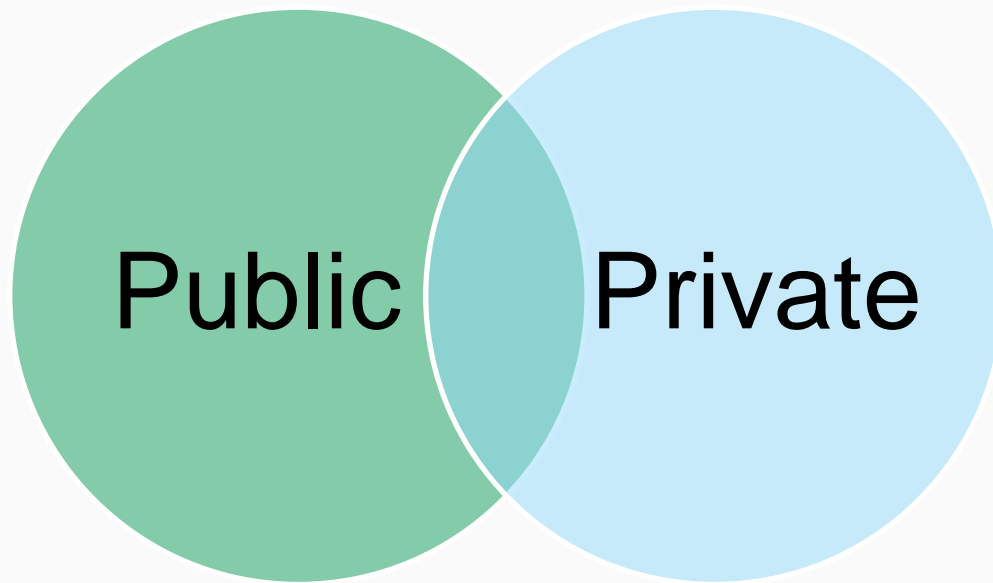


Healthcare Settings: special considerations

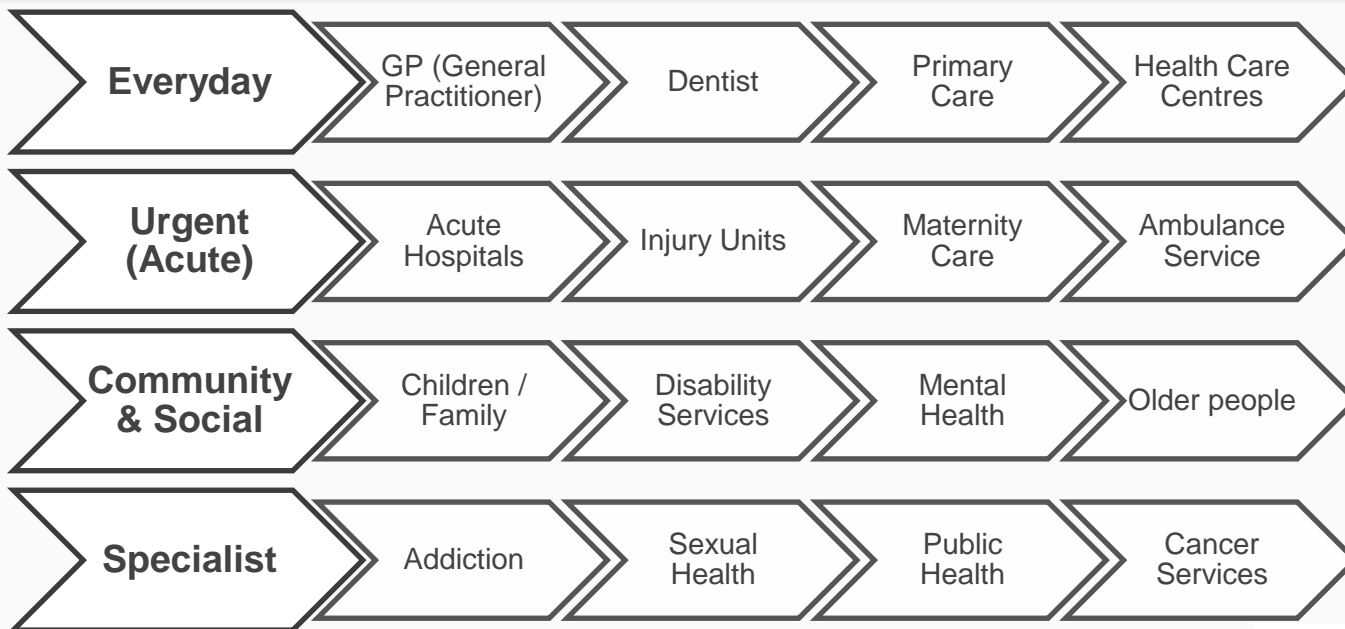
- Establishes trust & confidence
- Good choices by the patient
- Informed consent



Healthcare system in Ireland



Public Healthcare in Ireland



Private Healthcare in Ireland

- Hospitals
- Consultants
- Diagnostics and Tests
- Physio, Osteopathy, Reflexology, Acupuncture, Nutritionist



Types of Appointment

- Non-acute:
Routine visits / consultations, exams,
assessments with GPs, consultants,
dentists, public health nurses, home help,
elderly care, end-of-life care



Types of Appointment

- Acute:
Clinical consultations, exams,
assessments, treatment



Types of Appointment

- Counselling

Drugs, terminal illness, abortion,
bereavement, violence, rape, torture, etc



The Process

- Arrive on time
- Introduce yourself at the reception
- Find relevant department / rooms
- Locate liaison person
- Request a briefing if appropriate
- Get your attendance form signed before & after



At the start of the appointment:

In both languages:

- Introduce yourself
- Specify your languages
- Emphasise your neutrality & confidentiality
- Say that you will interpret directly what each person says
- Ask the participants to talk to each other directly
- Ask them to speak in short paragraphs



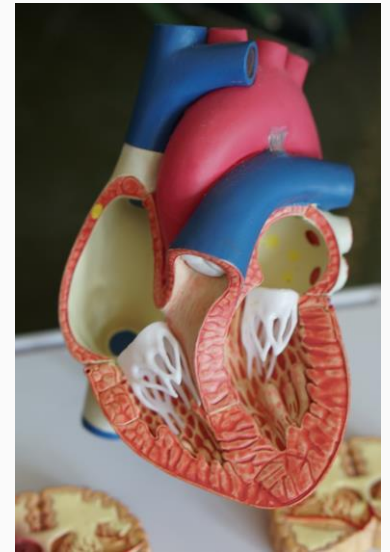
What interpreters must not do

- Offer medical opinion or advice
- Omit any information provided by the patient
- Assume patient needs something and act on the assumption
- Interfere in the care given by provider



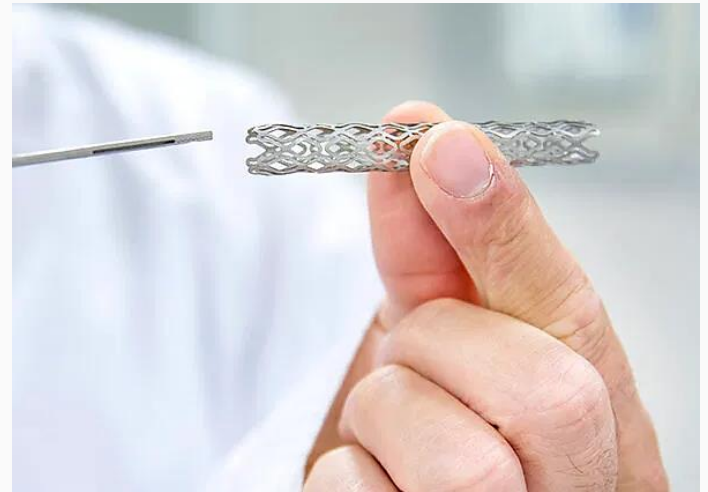
You don't understand / know

- Ask to repeat (did you hear correctly?)
- Utilise any visual aids
- Patient's speech: interpret as it is (for diagnostic reasons)



You don't understand / know

- Doctor's speech: clarify / ask to rephrase
- "This device that doctor called "stent"
- Use of online glossaries: if you must



Medical brochures

- Sight translation
- Always research to see if there are any in the required language
- Obtain them in English and make sure you know them well (on websites)
- Always recommend professional translation

HE **Clinical Design & Innovation** **Specialist Perinatal Mental Health**

World Maternal Mental Health Day
6th May, 2020

10 THINGS TO KNOW ABOUT PERINATAL MENTAL HEALTH

1. You can still be a great mother even if you are experiencing perinatal mental illness
2. 10-15% of women can experience mild to moderate postnatal depression, fathers and partners can suffer with perinatal mental illness too
3. You won't have your baby taken away if you ask for help with your mental health
4. Suicide is one of the leading causes of maternal deaths
5. Antenatal mental illness (unwell) is a strong risk factor for perinatal illness, so it's important to seek help while you are pregnant
6. 70-100% of women experience unwanted, intrusive thoughts about their baby
7. Your GP or perinatal mental health team are there to discuss medication options if required, you can take most mental health medications while you are pregnant and breastfeeding
8. Post-traumatic Stress Disorder is estimated to occur in 6% of mothers following an emergency section
9. Women are routinely asked about their mental health at booking clinics in maternity units/hospitals
10. Mental Health Midwives and Perinatal Mental Health teams provide specialist support for women

MORE INFORMATION:

For more information visit:
Specialist Perinatal Mental Health
Specialist Perinatal Mental Health information app for GPs and healthcare staff available at: <https://www.heathcareinnovation.com>

Cultural differences

- Module 3 “Sensitive & Difficult Cases”
- Male / female interactions
- No words or concepts for procedures (ask doctor to explain)



Main Focus

- Accurate, faithful and efficient interpreting taking into account non-verbal context (e.g. we'll see)



Preparation: Glossaries & Terminology

- Client / project word lists and glossaries
- Glossaries (preferred terms, synonyms, definitions, abbreviations, etc)
- Abbreviations lists
- Review the glossary after the assignment
- Balance preparation vs assignment



Memory: learning information

- Short-term / Long-term memory
- Acoustic memory (what you hear)
- Visual memory (what you see)
- Semantic memory (meaning / context)

Say words out loud, write them down, use in sentences



Some Resource for Preparation

The screenshot shows the website for the National Social Inclusion Office. At the top left is the HSE Social Inclusion logo. To its right is a search bar with the text 'Search' and a magnifying glass icon. Below the logo and search bar is a horizontal navigation menu with several categories: 'About Social Inclusion', 'Homelessness and Addiction', 'Intercultural Health', 'Travellers and Roma', and 'Other Areas'. Below this menu is a breadcrumb trail: 'National Office for Social Inclusion > About Social Inclusion > Translation Hub > Multilingual resources and Translated material'. On the left side of the page, there is a vertical navigation menu with links: '> About Social Inclusion', '> Our Team', '> Our Partner Organisations', '> Research and Reports', '> Training', '> Parliamentary Questions', '> Translation Hub', '> Other Resources', and '> Multilingual resources and Translated material'. The main content area features the heading 'HSE Multilingual Resources and Translated Information'. Below this heading is a thumbnail image of a document titled 'About the Irish health system' with text in both English and Arabic. To the right of the thumbnail, the text reads: 'About the Irish Health Service', 'The guide is in three parts:', 'Part 1 gives information on how to access different types of health care, the service free and how the GP, Pharmacy and hospital systems work.', and 'Part 2 gives information about specialist services (dental treatments, eye tests, he...'. A yellow circular icon with a black pattern is visible on the right side of the page.

Some Resource for Preparation

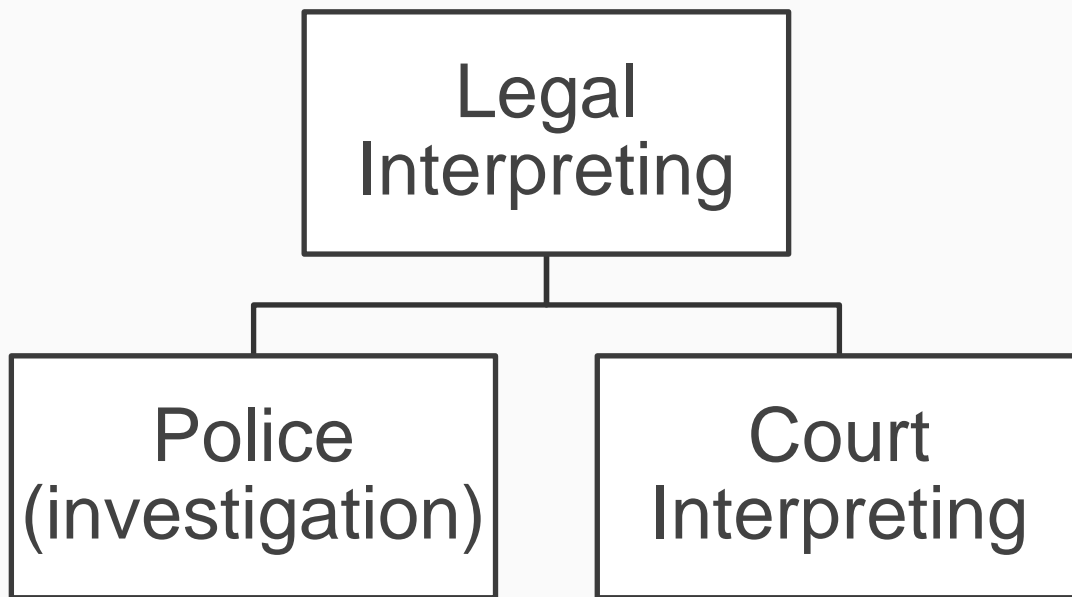
- <https://www.hse.ie/eng/about/who/primarycare/socialinclusion/about-social-inclusion/translation-hub/multilingual-resources-and-translated-material/>
- <https://webarchive.nationalarchives.gov.uk/> (emergency multilingual phrasebook)
- <https://healthconnect.ie/>
- <https://www.healthreach.nlm.nih.gov/index.html> (US Medical library, by topic & language)
- <https://www.healthinfotranslations.org/> (by topic & language)

Session 2: Law Enforcement

- Interpreting in law-enforcement
- Finding and learning specialised vocabulary



Legal Interpreting



Law Enforcement Interpreting

Directive 2010/64/EU of the European Parliament: “the quality of the interpretation and translation provided shall be sufficient to safeguard the fairness of the proceedings, in particular by ensuring that suspected or accused persons have knowledge of the cases against them and are able to exercise their rights of defence.”



Stages of the Process

- Crime
- Investigation / mediation
- Court Case & Judgement
- Imprisonment / award
- Parole / Probation / Welfare

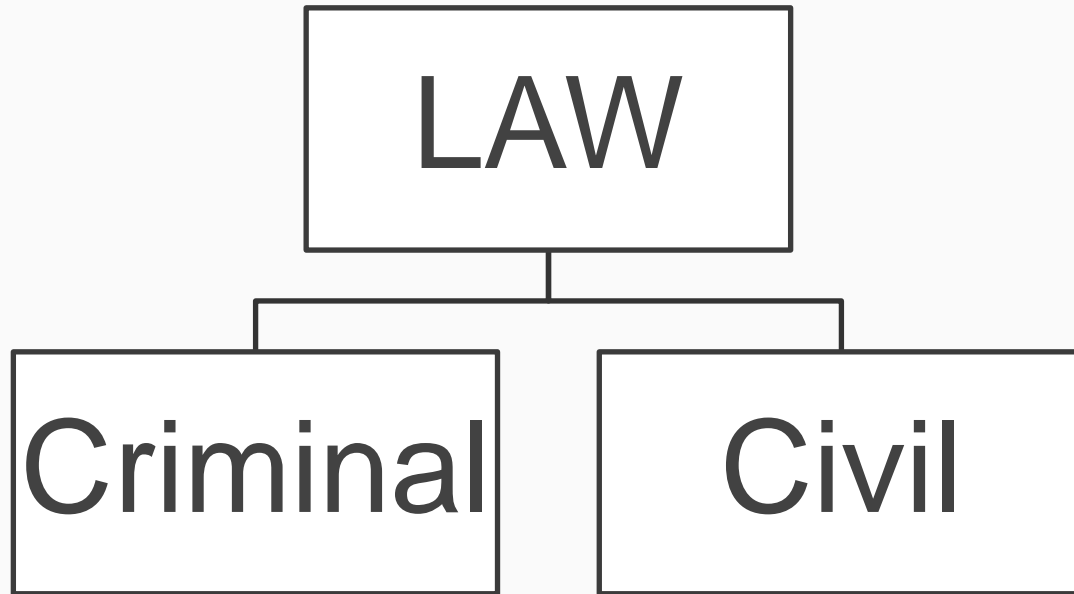


Examples of assignment settings

- Crime scene / House search / Raid
- Police station: interviews with duty solicitor / police
- Victim / suspect statement(s)
- Immigration
- A word of caution: translation



Legal System



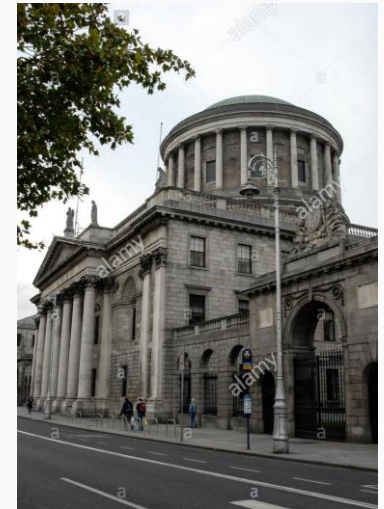
Criminal Law

- Criminal law is the body of law that deals with crime and the legal punishment of criminal offenses.
- Examples: theft, assault, robbery, trafficking in controlled substances, murder, etc.



Civil Law

- Civil law deals with the disputes between individuals, organizations, or between the two, in which compensation is awarded to the victim.
- Examples: personal injury, landlord/tenant disputes, divorce proceedings, child custody proceedings, property disputes, etc.



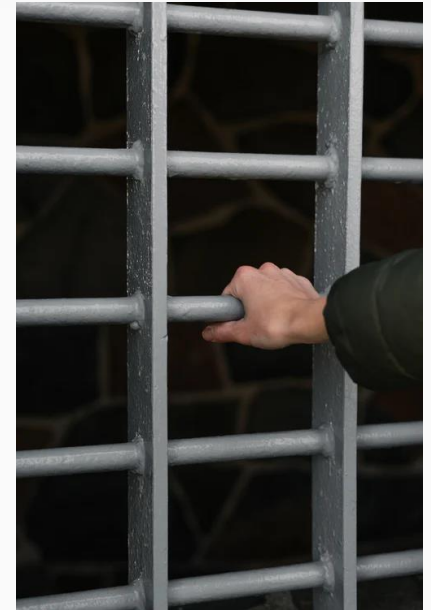
Court hearing examples

- Accidents & traffic-related offences
- Public order & violence, incl. domestic violence
- Theft, burglary, fraud
- Bankruptcy, evictions
- Family related matters (adoptions, child care, divorce), etc



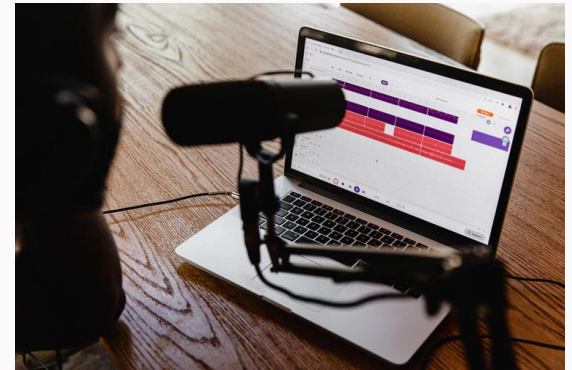
Police Interpreting

- Arrest
- Police station
- District court (bail or custody)
- Legal representative interview (within sight but not within hearing)
- Police interviews



General Rules

- Do you know the suspect / victim?
- Don't stay in the room with suspect / victim / accused person on your own
- Confidentiality (solicitor (defence lawyer) / police)
- Interpreter as a witness / expert witness
- Recording (video, audio)



General Rules

- Do not offer any advice or opinion
- Declare any mistakes or misunderstandings and correct them
- Interpret completely and professionally
- Do not engage with any parties of the process outside of interpreting
- Do not use any information for personal gain or for the benefit of unauthorised parties



General Rules

- Declare if interpreter (or his spouse / children) are associates, friends, or relatives of parties, or have any specific interest in proceeding
- Oath (Christian, Buddhist, Quaker, Sikh, etc) – find it in your language
- Different Defendants – different interpreters
- Investigation / Court – different interpreters



Interpreter's influence in court

- Credibility: accent, fluency, competence, “likeability”, trustworthiness, etc
- Simply a voice!



Learning terminology: some resources

The screenshot shows the homepage of the An Garda Síochána website. At the top, there is a navigation bar with the logo and the text "An Garda Síochána Ireland's National Police and Security Service". To the right of the logo is a search bar and an "ACCESSIBILITY HELP?" button. Below the navigation bar is a dark blue menu with links: "About Us", "Crime", "Victim Services", "Crime Prevention", "Roads Policing", "Careers", "Information Centre", and "Contact Us". The main content area features four service links: "Emergencies 999 / 112", "Traffic Watch 1890", "Crimestoppers 1800 250025", and "Find Garda Stations". A "Recite" audio player is overlaid on the "Traffic Watch" link. At the bottom, there is a banner for "BARGAIN DEALBREAKER?" and another "ACCESSIBILITY HELP?" button.

Some resources

- <https://www.ncsc.org/education-and-careers/state-interpreter-certification/legal-glossaries-and-dictionaries> (NCSC – National Centre for State Courts)
- <https://translationjournal.net/Featured-Article/glossary-of-common-court-tribunal-and-legal-terms-for-interpreters.html> (In English only, good for understanding)

Glossary: one language

PRIVACY, RIGHT OF – The right to be left alone; the right of a person to be free from unwarranted publicity.

PRIVILEGE - An advantage not enjoyed by all; a special exemption from prosecution or other lawsuits. (See also IMMUNITY.)

PRIVILEGED COMMUNICATIONS - Confidential communications to certain persons that are protected by law against any disclosure, including forced disclosure in legal proceedings. Communications between lawyer and client, physician and patient, psychotherapist and patient, priest, minister, or rabbi and penitent are typically privileged.

PRIVITY - Mutual or successive relationships to the same right of property, or the same interest of one person with another which represents the same legal right.

PROBABLE CAUSE - A good reason to believe that a crime has or is being committed; the basis for all lawful searches, seizures, and arrests.

PROBATE - The judicial process to determine if a will of a dead person is genuine or not; lawful distribution of a decedent's estate.

Agenda: Other settings

- Immigration / social / welfare / education settings, including
 - Social interview
 - Assignments that include children
- Finding and learning specialised vocabulary



Immigration: interpreter's involvement

- Interpreting at:
 - Screening interview
 - Main interview
 - Any appeal interview



Immigration interpreting settings

- At point of entry (airports, ports)
- In refugee centres (direct provision centres)
- Police Stations
- Asylum tribunal



What interpreters must not do

- Help
- Offer advice
- Accompany the asylum seeker to other services unaccompanied



Social Services Interviews

Social Welfare Schemes and Services

1. Children and Families
2. COVID-19 Coronavirus Related Payments
3. Jobseekers
4. Health
5. Education
6. Pensions
7. Homes
8. Online Services
9. Other Services

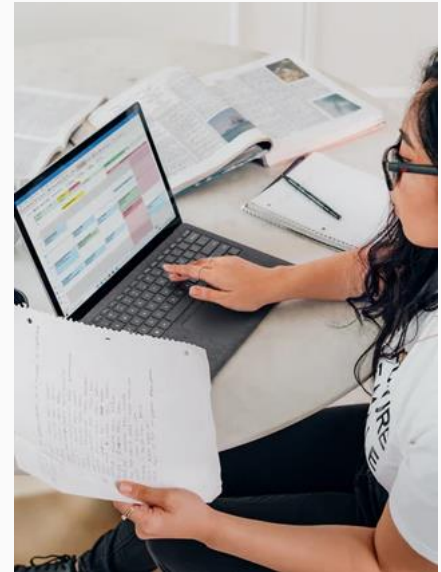


Glossary Sources

- <https://translatorswithoutborders.org/resources>
- <https://termcoord.eu/glossarylinks/>
- <https://interpretershelp.com/glossaryfarm/search><https://cchicertification.org/cchi-mini-glossaries/>
- <https://www.ncsc.org/education-and-careers/state-interpreter-certification/legal-glossaries-and-dictionaries>
- <https://www.translationdirectory.com/glossaries>
- <https://www.proz.com/search/>

Your Module 2 Homework

- Glossary searches: start creating your own library of resources
- Video examples: watch video examples of interpreters working in various community interpreting settings
- Introduction / Asking for clarification etc – prepare your phrases



THANK YOU

