



A CMIS trained interpreter adheres to an established Code of Ethics

Risks of an untrained interpreter:

- ◆ Violation of confidentiality expectations (especially among family members, friends)
- ◆ Unfamiliarity with accurate terminology
- ◆ Omission of critical information (drug allergies, care instructions, dosage information)
- ◆ Unfamiliarity with cultural differences
- ◆ Insertion of personal advice and/or opinions
- ◆ Lack of impartiality (especially among family members, friends)
- ◆ Disregard of conflicts of interest
- ◆ Lack of professionalism
- ◆ Ineffective use of modes of interpretation

For information regarding CMIS service & fees contact Gloria Morales: by phone (757) 566-3300 or by email gloriam@cdr.org

Confidentiality

- The interpreter must treat all information learned during the interpretation as confidential, divulging nothing without full approval of the client and provider. The interpreter must respect client confidentiality in all circumstances, including community social situations.

Accuracy

- The interpreter must transmit the message accurately, in a thorough and faithful manner, omitting or adding nothing. He/she must give consideration to linguistic variations in both languages and convey both the tone and spirit of the original message. Where there is no linguistic equivalent, the interpreter must understand the relevant concept and say it in a language that is readily comprehensible and culturally appropriate to the person for whom he or she is interpreting.

Completeness

- Interpreters must interpret everything said by all parties in the encounter. They must inform both clients and providers if the content to be interpreted might be perceived as offensive, insensitive or otherwise harmful to their dignity and well-being.

Understanding

- The interpreter will make every effort to assure that the client has understood questions, instructions and other information transmitted by the provider. The interpreter shall explain cultural differences or practices to providers and clients as appropriate.

Client Self Determination

- The interpreter must limit himself to facilitating communication. He may not give advice, opinions or treatment options either before, during or after the encounter. He should not seek to influence opinions or actions of either provider or client.

Attitude Towards Clients

- The interpreter should strive to develop a trusting and respectful relationship with the client. This shall be accomplished by demonstrating a caring, attentive, yet discreet attitude when encountering a client in a social situation.

Acceptance of Assignments

- The interpreter must disclose any real or perceived conflict of interest, including family ties, which would affect objectivity in delivering interpreting services. If level of experience, personal sentiment or conflict of interest would make it difficult to abide by any of the above conditions, the interpreter should withdraw from the assignment. In emergency situations, the interpreter may be asked to do interpretations for which he may not be qualified or where there is a conflict of interest. The interpreter may consent as long as all parties understand the limitations and there is no other interpreter available.

Compensation

- The interpreter must accept only the fee agreed upon by herself and the agency. Interpreters should not accept additional money, considerations or favors for services reimbursed by the agency. The interpreter may not use the agency's time, facilities, equipment or supplies for the private gain or advantage, nor may an interpreter use her position to secure privileges or exemptions.

Professionalism

- The interpreter will conduct himself in a professional manner in all interactions with clients and providers. He must be punctual, prepared and dressed in an appropriate manner. The interpreter should present his certification(s), training and experience accurately, completely and when appropriate. The trained interpreter is a professional who seeks to further his knowledge of skills through continued education.

Ethical Violations

- The interpreter must withdraw immediately from an encounter that you perceive to be in violation of the Code of Ethics.