



Settlement Interpretation Policies and Operating Procedures

Description of Services

Settlement interpretation assists clients with language interpretation during their resettlement process. Interpretation services help mitigate the language and communication barriers newcomers face when they come to Canada, enabling them to access vital settlement services offered by the PEI Association for Newcomers to Canada and other community organizations.

Interpretation

The PEI Association for Newcomers to Canada offers free-of-charge interpretation services to all clients, regardless to their immigration category, for the following appointments:

- Initial intake registration at the PEIANC;
- Completion of applications for all essential documents and services (Social Insurance Number, Child Tax Benefit, provincial health card, etc.);
- Medical and dental appointments;
- School registrations;
- New student intake and registration;
- Parent/teacher interviews;
- Appointments with PEIANC program staff as needed.

Because of the tremendous demand for interpretation services we are not able to provide free interpretation services for other purposes. If a client or a service-providing organization requires an interpreter for an appointment that does not fall under any of the categories listed above, a PEIANC staff member can contact an interpreter on their behalf. In this case, the interpreter fees must be covered by the client or the requesting organization. The PEIANC does not assume responsibility for dispatching, briefing, invoicing or compensating a referred interpreter for services provided to an external organization.

Translation

Translation services are provided on a fee-for-service basis for the following:

- Foreign driver's license (\$50.00 per license; \$30.00 for students)
- Some employment-related documents.

The PEIANC is not able to provide clients with certified translations. Generally, when a certified translation is required, PEIANC staff will refer clients to translation organizations that can provide them with this service. All arrangements for procuring this service will be made by the client. Government Assisted Refugees (GARs) who are within their first year in Canada will be able to receive free-of-charge certified translations through Citizenship and Immigration Canada (CIC).

The PEIANC may also assist organizations (service providers, agencies, businesses, etc.) to locate translators where a certified translation is not required. All translation fees will be determined by the translator and payment arrangements will be the responsibility of the requesting organization.

Recruitment and Training

Recruitment

Potential settlement interpreters must undergo an interview with the Interpreter Program Coordinator. An additional staff member should also be present to assist in evaluating the individual's English language fluency and personal suitability. Interpreters will be selected for training based on the following criteria:

- English language fluency;
- Communication and interpersonal skills;

- Need for interpreters in a particular language;
- Previous experience;
- Availability;
- Willingness to receive training.

All potential interpreters must provide at least one valid reference (i.e. LINC instructor) who can be contacted to provide information about the applicant's reliability, personal suitability and language fluency. If there is any doubt about the applicant's fluency in the English language they may be required to take the Canadian Language Benchmarks Placement Test (CLBPT) from a PEIANC language assessor. Preference will be given to individuals who are willing to commit to being an interpreter for at least 12 consecutive months.

Training

The PEIANC Interpreter Training Program is a paraprofessional program which introduces interpretation theory, interpretation ethics and liabilities, as well as the practical aspects of interpretation. This "hands-on" group training program is designed to provide multilingual individuals with the skills they need to work effectively as settlement interpreters for the PEI Association for Newcomers to Canada.

Interpreter Training Program

Course Objectives

- Introduce the concept of culture;
- Examine the impact of culture on language;
- Familiarize participants with settlement terminology;
- Introduce the various types of interpretation;
- Develop core consecutive interpretation skills;
- Present potential problems and how to address them;
- Introduce communication theory;
- Present potential barriers to communication and how to address them;
- Address the ethics and liabilities involved in interpreting;
- Teach practical tips for interpreting in specific settings;
- Briefly address translation.

Course Materials

Settlement Interpretation Handbook (MISA)

Training Modules

1. Culture
2. Culture Influences Language
3. Cultural Adaptation
4. Community Interpretation
5. What is Required of an Interpreter?
6. Interpretation Process
7. Interpretation Skills
8. Potential Problems
9. Communication in Interpretation
10. Liabilities in Interpretation
11. Interpretation in Specific Settings
12. Translation
13. Practical Aspects of Interpretation
14. Review
15. Assessment Test

Evaluation

In-class

Participants are progressively evaluated throughout the course on the following criteria:

- **Attendance**
 - Participants must attend all of the training sessions in order to successfully pass the course.
- **Participation**
 - Participants will be given the opportunity to answer questions, engage in conversation, perform memory exercises and practice interpretation scenarios.
- **Interpreting Skills**
 - Participants will have a chance to practice and develop their interpreting skills during in-class scenarios.

Participants' are evaluated at the end of the course during a final assessment test.

Probationary Period

All newly-trained interpreters will be subject to a probationary period until their interpretation skills can be effectively determined to meet the expectations of the Interpreter Program Coordinator. During this period the PEIANC will exercise discretion in dispatching newly-trained interpreters by restricting the type of assignments on which they are permitted to be sent.

Before being sent out on an assignment alone, all newly-trained interpreters will be required to accompany an experienced PEIANC interpreter on an assignment in order that they may further their training and knowledge of interpreting through observing the interpretation process. The interpreter will not receive payment for this assignment, as it is considered part of the training program.

During the probationary period, the Interpreter Program Coordinator will periodically request feedback from PEIANC staff members who have worked with the interpreter in question. As accurate feedback is vital to evaluating the interpreters' skills as well as the effectiveness of the Interpreter Training Program, staff should be ready and willing to provide this information. An Interpreter Feedback Form will be available to staff to offer positive or negative feedback about an interpreter to the Interpreter Program Coordinator at any time, not just during the probationary period.

Debriefing Sessions

Once newly-trained interpreters have been dispatched on five interpretation assignments, they will be required to participate in a debriefing session with the Interpreter Program Coordinator. During this session the interpreter may voice any questions, concerns or issues that have arisen during their initial interpretation experiences. The Interpreter Program Coordinator, in turn, will provide the interpreter with feedback they have received about the interpreter's performance from other staff members.

Interpreter Dispatch Protocols

Only interpreters who have undergone the PEIANC's paraprofessional training program will be considered and selected for interpretation assignments.

Interpreters are contracted for interpretation assignments by PEIANC staff only. If an interpreter accompanies a client to an appointment at the client's request, this will be considered volunteer work and the interpreter will not be paid by the PEIANC. If a client asks a PEIANC interpreter to accompany them to an appointment the interpreter should advise the client that they must inform the appropriate PEIANC staff member, who will make these arrangements on the client's behalf. If a client is unable to inform the PEIANC of their need for an interpreter due to a language barrier, the interpreter may approach the PEIANC on the client's behalf prior to the appointment. In this case, a PEIANC staff member must approve the request in order for the interpreter to receive payment for their interpretation services.

It is the responsibility of the PEIANC to provide the interpreter with as much information as possible about the nature of the interpretation assignment, including, the client's name and telephone number, the time, date, location of the appointment, etc.

Interpreters will often be required to contact the client for whom they will be interpreting prior to the appointment to introduce themselves, arrange a meeting time with the client, and/or to convey relevant information regarding the client's appointment.

Interpreters are expected to fill out their Interpreter Claim Forms accurately, honestly and in a timely manner.

Interpreters' contact information will be kept confidential and will not be disclosed to any client or organization unless the interpreter has given their permission for the PEIANC to do so.

Payment Policy

Interpreters are paid \$15.00 per hour. The PEIANC does not cover transportation costs or pay for time spent travelling.

If an interpreter arrives at the location of an interpretation assignment and the client is late, the interpreter should, if possible, contact the PEIANC staff member who dispatched them. The staff member will attempt to contact the client. The interpreter should not wait more than 30 minutes for a client to arrive, unless instructed to do so. The interpreter will not be paid for more than thirty minutes of waiting time (unless they have been instructed to wait by a PEIANC staff member).

Driver's license translations are paid a flat rate of \$30.00 per document.

After an interpreter has submitted their Interpreter's Claim Form, they will receive payment for their services in the form of a cheque, which will be mailed to their residence.

Code of Ethics

Interpreters are liable for ensuring that their professionalism and the quality of their interpretation comply with the PEIANC standards, as outlined below:

1. Confidentiality

Interpreters must agree to respect the PEIANC's strict confidentiality policy. The interpreter is not to discuss any knowledge they have gained about one of the PEIANC's clients with any unauthorized person before, during, or after completing the assignment.

2. Competence

The interpreter shall undertake only those assignments which they feel they are competent to perform in the required language and subject areas.

3. Accuracy

The interpreter shall faithfully and accurately interpret messages passed between the client and the service provider. The interpreter shall use their discretion, based on the training they received, in determining whether sharing cultural information is necessary to ensure effective communication and prevent any miscommunications between the two parties.

4. Impartiality

The interpreter shall remain neutral and will not counsel either party or interject his/her own opinion during the interpretation assignment.

The interpreter should withdraw from any assignment in which he/she is unable to remain impartial due to personal beliefs, values, etc.

The interpreter shall disclose all conflicts of interest, such as interpretation assignments for friends or family members.

5. Negligence

It will be regarded as negligence on the part of the interpreter to:

- Deliberately interpret a message incorrectly, thereby resulting in a miscommunication between the client and the service provider, particularly when it results in damage to the client;
- Knowingly accept an interpretation assignment that is beyond their ability to perform, thereby resulting in an unintentional misinterpretation of a message and, subsequently, a miscommunication between the client and the service provider;
- Deliberately continue to interpret for an assignment even after realizing that the assignment is beyond their ability to perform, thereby resulting in an unintentional misinterpretation of a message and, subsequently, a miscommunication between the client and the service provider.

6. Professionalism

As a representative of the PEIANC, the interpreter shall act in a polite and professional manner towards clients and service providers.

Termination of Service

Failure to comply with the standards outlined above will result in a meeting with the Interpreter Program Coordinator, at which time the interpreter may be issued a warning regarding their failure to meet PEIANC interpretation standards. The interpreter's services may be terminated immediately, depending on the seriousness of the offense.

An interpreter may voluntarily terminate their services with the PEIANC whenever they choose. It is preferred, however, that an interpreter provide at least one month notice before terminating their services so that the Interpreter Program Coordinator will have sufficient time to find another interpreter to take their place, in order to avoid a shortage of interpreters in that particular language.