

Cultural Sensitivity Training



香港基督教服務處
HONG KONG CHRISTIAN SERVICE
全人關心 卓越創新
care for all excel in all

Good Practice in Collaboration with Interpreter

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Ethnic Minority Services

少數族裔服務



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Hong Kong Christian Service (HKCS), since its inception in 1952, has been continuously providing pertinent social services in professional and high quality, with concern and understanding, cordiality and trustworthiness in serving the needy, especially the deprived groups, to advocate justice and bring hopes. We aim to build a society that is humane and just.

香港基督教服務處(服務處)成立於1952年,一直以專業高質、關心體諒和誠懇可靠的精神,提供適切的社會服務,扶弱解困,並關注被忽略的弱勢社群,倡導公義,締造希望,謀求建立一個仁愛、公義的社會。

HKCS EMS



Project South Asians Support Alliance (SASA)
南亞裔支援聯盟



The Hong Kong Jockey Club Community Project Grant:
Integrated Service Centre for Local South Asians (ISSA)
香港賽馬會社區資助計劃—南天網絡



South Asian Happy Teens Club (SAHTC)
南Teen會



Centre for Harmony and Enhancement of Ethnic
Minority Residents (CHEER)
融匯—少數族裔人士支援服務中心

Outline

- Introduction
- Modes of interpretation
- Types of interpreting
- Role of Interpreters
- Interpreters' Code of ethics
- Expectations from an interpreter
- Working with Interpreters
- What is effective interpretation?
- Role plays
- A review of the good practices

Why do we need interpreters/ translators?

- Enable communication between people speaking different languages
- To facilitate communication between two or more parties by using one common language

Interpretation

- **Interpretation**
 - the spoken transference of meaning between two spoken languages for at least two persons
 - interpreters perform in real time
 - physical, televised or telephonic
- **The person who renders interpretation is**
An Interpreter

Translation

- **Translation**
 - written transference of meaning between two written languages
 - translators have time and access to resources such as dictionaries, glossaries to make references
 - document
- **The person who renders translation is**
A Translator

What is?

- Language A= Native language, Mother- tongue language
- Language B=Acquired language, Second language
- Source language is the language used by the speaker
- Target language is the language used by the recipient

What do interpreters interpret?

- Interpreters try to achieve total accuracy at all times, details of the original (source) speech can be omitted from the interpretation into the target language, without a pause
- Interpreters convey:
 - every semantic element (tone and register)
 - every intention
 - every feeling
 of the message that the source-language speaker is directing to the target-language recipients.

Mode of Interpreting

- Simultaneous interpreting
- Consecutive interpreting
- Whispered interpreting
- Relay interpreting
- Liaison interpreting

Simultaneous Interpretation (SI)

- In SI, interpreters render messages in the target-language as quickly as he or she can formulate it from the source language, while the source-language speakers continue to speak
- Eg. Conferences

Consecutive Interpreting (CI)

- In CI, the interpreter speaks after the source-language speaker has finished speaking.
 - The speech is divided into segments
- Consecutive interpretation is rendered as "short CI" or "long CI".
 - In short CI, the interpreter relies on memory, each message segment being brief enough to memorize.
 - In long CI, the interpreter take notes of the message to aid rendering long passages.
- Eg. Sight translation

Whispered Interpreting

- In whispered interpreting, the interpreter sits or stands next to the small target-language audience whilst whispering a simultaneous interpretation of the matter to hand
- Eg. During focus group, observation

Relay Interpreting

- Relay interpreting occurs when several languages are the target-language.
- A source-language interpreter renders the message to a language **common** to every interpreter, who then renders the message to his or her specific target language.
- Eg. Summit

Liaison Interpreting

- Liaison interpreting involves relaying what is spoken to one, between two, or among many people.
- This can be done after a short speech, or consecutively, sentence-by-sentence, or whispering.
- Eg. Meeting with Community Groups

Types of interpreting

1. Conference interpreting
 - Conference interpreting is the interpretation of a conference, either simultaneously or consecutively
2. Legal and court interpreting
 - Legal, court, or judicial interpreting, occurs in courts of justice, administrative tribunals, and wherever a legal proceeding is held
3. Escort interpreting
 - In escort interpreting, an interpreter accompanies a person or a delegation on a tour, on a visit, or to a meeting or interview.

Types of interpreting

4. Video interpreting

- Interpretation services via Video Remote Interpreting or a Video Relay Service are useful where one of the parties is deaf, hard-of-hearing or speech-impaired.

Types of interpreting

5. On-site interpreting

- also called "in-person interpreting"
- interpreters are physically present in order for the interpretation to take place.
- This is by far the most common modality used for most public and social service settings in Hong Kong at the moment.

Types of interpreting

6. Telephone interpreting

- also referred to as "over-the-phone interpreting"
- enables the interpreter to deliver interpretation via telephone.
- The interpreter is added to a conference call.
- Telephone interpreting is used in place of on-site interpreting as it is a more cost- effective and efficient way of delivering interpretation.

Role of Interpreter

- *To facilitate communication between two persons who do not speak the same language.*
- **An interpreter is NOT:**
 - An Advocate- *he / she is not representing the interests of the EM users*
 - An Advisor- *never act / speak on behalf of either party*
 - A Cultural Expert- *should be wary when offering cultural advice*

Code of Ethics and Practice

- **Confidentiality**
 - no disclosure of information
- **Impartiality**
 - do not take sides
- **Fidelity & Accuracy**
 - *without addition, omission, or distortion of meaning*

Code of Ethics

- **Competence**
 - Not to accept any tasks that are beyond their capacities
- **Respect for Persons**
 - everyone involved in the interpretation situation
- **Conflict of interests**
 - Declare any actual or apparent conflict of interest which may jeopardize impartiality

Expectations from an Interpreter

- An interpreter is a professional and should act accordingly at all times.
 - *Always interpret to the best of his or her ability*
 - Have a *good command of both languages*
 - Behave in a *courteous, polite and dignified manner* at all times
 - Aim to *establish a compassionate but professional relationship* with users
 - Be *on time and prepared* for all assignments
 - *Not accept any gift in return* for interpreting services from either party
 - *Not make any personal gain* from any information learned on an assignment
 - *Follow the code of ethics* and conduct at all times

Working with an interpreter

Keep the following guidelines in mind when working with an interpreter:

- Speak clearly.
- Speak in short, simple sentences.
- Look at and speak to the participant, not the interpreter.
- Listen carefully to participants.
- Watch for and respond to verbal cues.
- Use clarifying statements and questions to avoid misinterpretation.
- Ask the interpreter to use the participant's own words rather than paraphrasing.
- Ask the interpreter to avoid inserting or omitting any information.
- Ask the participant to repeat the general instructions or content of the discussion to ensure understanding.
- Avoid using family members, especially children, as interpreters. This can lead to problems with breach of confidentiality and inappropriate paraphrasing.

Rights of an interpreters

• Rights of an Interpreter

- *The rights of an interpreter must be respected at all times.*
- An interpreter has the right to withdraw from an assignment if
 - The expected and required expertise is beyond their technical or language competence, or
 - Incorrect information has been given, or
 - Insufficient time to prepare for an assignment.
- If a community interpreter feels exploited or discriminated against during the assignment s/he has the right to withdraw his or her services.
- All parties must be advised of this decision i.e. the users as well as the agency.

Working effectively with interpreters

Provide accurate and sufficient information regarding:

The assignment

Place

Time

Duration

of the assignment at least 48 hours before the assignment is due to take place to allow interpreters to prepare for the assignment.

What is effective interpretation?

- Who decides what is good and bad?
 - You
 - Your client(s)
 - Interpreters
- How do you ensure the effectiveness of interpretation?
 - Watch out for body language and facial expressions of your client(s)
 - Summarize regularly

Role plays

Face-to-Face Interpretation

Over-the Phone Interpretation

Face-to-Face Interpretation

- **Background**
- Ms. Lee is a Social Worker.
- During her reaching out two weeks ago, she met a Nepali lady- Ms. Rai
- With the little English and Cantonese Ms. Rai can speak, she told Ms. Lee that she has no money (Mo Tsin)
- Ms. Lee gave her name card to Ms Rai and invited her to meet in the office to explore what kinds of financial assistance Ms Rai can have.

Face-to-Face Interpretation

BAD POINTS

- Did not make any introduction
- Did not explain the Role of the interpreter
- Talked to the interpreter rather than to Ms Rai
- Referred to Mr Rai as 'she' and 'her'
- No eye contact with client while communicating
- Did not explain professional jargons/ terminologies
- Impatience- huffed and puffed when Ms Rai spoke long sentences
- Irresponsible- expected interpreters to take on the role of interviewer/ social worker
- Unclear role: Ms. Rai was confused as to who will take care of her problems
- Unclear professional boundaries: Ms Rai continued the conversation and pouring her problems to interpreters- Interpreters and Ms Rai left the office together
- Unprepared- with information and time

Face-to-Face Interpretation

GOOD POINTS

- Made introduction
- Explain the Role of the interpreter
- In-charge- Talked to Ms Rai directly
- Watched for body languages and facial expressions, maintained eye contact with Ms Rai while communicating
- Explain professional jargons/ terminologies
- Empathetic- Ms Rai spoke long sentences
- Clear role: Ms. Rai thanked Ms Lee for taking care of her problems
- Clear professional boundaries: Ms Rai left the office before the interpreter
- Prepared- with information and time

Arrange for interpreter and clients to wait in different rooms or arrive at slightly different time

Over-the-Phone Interpretation

- Background
- Mr Rai applied for Public Housing and has an appointment to go to meet the housing officer- Ms Lee. Unfortunately on the day of the appointment, Mr Rai had an accident and was admitted to A&E. The meeting with Ms Lee is an important one and therefore Mr Rai sent his wife who speaks very little English and Cantonese to the Housing Department to meet Ms Lee.

Over-the-Phone Interpretation

GOOD POINTS

- Helpful- agreed to call the interpretation hotline
- Patient
- Listened properly- Set aside sufficient time to allow for interpretation
- Prepared for the interview
- Spoke directly to Mrs Rai
- Sentences are succinct

Checklist for Good Face-to-Face Interpretations

BEFORE	DURING	BEFORE ENDING	AFTER
Give Clear Information: 1. Your Name 2. Name of Agency 3. Language required 4. Subject Matter	1. Conduct the interpretation in a Quiet Place 2. Allow Interpreter to Introduce himself/ herself & his/ her Roles 3. Make Sure Your Clients Know Who's Involve in the interpretation	Summarize Outcomes/ Follow-ups with your Clients	In the case the interpreters are working on their own, offer debriefing to interpreters, particularly important when the context of interpretation was stressful or traumatic
Set Enough Time for Interpretation	Look At & Speak & Ask Questions to Your Clients Directly, Interpreter is there for Interpretation Only		In the case the interpreters are delegates from other agencies, give feedback and comments to agencies
Request Male / Female Interpreter in Sensitive Cases	Avoid the use of TECHNICAL TERMS & JARGONS. When used, prepare to clarify		
	KEEP SENTENCE SHORT & ALLOW TIME FOR INTERPRETATION		
	Ask Open Questions Regularly to Confirm Mutual understanding be Achieved		

Checklist for Good Over-the-Phone Interpretation

BEFORE	DURING	BEFORE ENDING	AFTER
<input type="checkbox"/> Identify Suitable Language <input type="checkbox"/> Request Male / Female Interpreter in sensitive cases <input type="checkbox"/> Explain Roles & Functions of Interpreters <input type="checkbox"/> Find a Quiet Place <input type="checkbox"/> Get Enough Time for Interpretation <input type="checkbox"/> Get Ready ALL Information Need to be Interpreted <input type="checkbox"/> CALL Interpretation HOTLINES	<input type="checkbox"/> Ensure Interpreter Speaks Suitable Language <input type="checkbox"/> Note Down Name of Interpreter <input type="checkbox"/> Give Background Information to Interpreter <input type="checkbox"/> NO TECHNICAL TERMS & JARGONS <input type="checkbox"/> KEEP SENTENCE SHORT & ALLOW TIME FOR INTERPRETATION <input type="checkbox"/> Ready for clarification & explanation to your clients	<input type="checkbox"/> Summarize Outcomes/ Follow-ups with your Clients	<input type="checkbox"/> Complete feedback forms to agency if available <input type="checkbox"/> Send feedback and comments to agency <input type="checkbox"/> Feedback and comments from both service providers and service users are valuable to interpreters

Thank you

For further information, you can call CHEER @ 3106 3104 email to cheer@hkcs.org

References

- www.wikipedia.com
- The WIC Works Learning Center
- **NRPSI Ltd t/a National Register of Public Service Interpreters**
- Irish Translators' and Interpreters' Association