

## Guidelines for volunteer interpreters

- Interpreters should inform the client that they will interpret all that is said and that nothing can be kept confidential from the Springfield Project.
- Interpreters should relay accurately and completely all that is said by relevant parties in a meeting - including derogatory remarks, non-verbal clues, and anything they know to be untrue. If vulgar language is used, this should be relayed. If an interpreter feels uncomfortable translating this word-for-word, he or she should explain what was said and give details of the language used.
- If an interpreter feels uncomfortable translating this word-for-word, he or she should explain what was said and give details of the language used.
- Interpreters are not responsible for what users say or write. They should not voice an opinion on anything the client says or writes either to the client or to other members of the group.
- Interpreters shall take all reasonable care to be accurate, and should not alter, add to or omit anything from what is said.
- Interpreters should acknowledge and promptly rectify any interpreting or translation mistakes. If anything is unclear, interpreters must ask for repetition, rephrasing or explanation.
- - If interpreters have lapses of memory which lead to inadequate interpreting, they should inform the user, ask for a pause and signal when they are ready to continue.
- Interpreters should demonstrate professionalism by taking the task seriously at all times, but ensure that the mood of what is said is conveyed in the interpretation.
- Interpreters should ensure speech is clearly heard and understood by all relevant persons. Where possible (and if agreed to by all parties), interpreters may arrange a short general conversation with clients separately to ensure clear understanding.