

Tip Sheet

Interpretation Services

Finding Interpreters

Guidelines

1. Develop directory of qualified interpreters for languages identified in your agency's Language Access Plan.
2. Familiarize yourself with the court's interpretation services and/or use of qualified interpreters who are certified, registered or provisionally qualified.
3. Cultivate professional relationships with interpreters and professional interpreter associations to work collaboratively and develop volunteer interpreter pool.
4. Obtain and check interpreters' credentials and references; do not utilize problematic interpreters.
5. Set up a contract for telephonic interpretation services; familiarize yourself with the companies qualification and complaint process for its interpreters.
6. Make interpreter training on domestic violence and sexual assault a condition of interpretation provision contract.

Resources

1. **American Translators Association (ATA)**
www.atanet.org
2. **Association of Language Companies (ALC)**
www.alcus.org/page/WhoWeAreV2
3. **Language Line**
www.languageline.com/contact-language-line-solutions
4. **National Association of Judiciary Interpreters and Translators (NAJIT)**
www.najit.org
5. **National Center for State Courts (NCSC)**
Lists the contacts for interpreter programs in its member states.
www.ncsc.org/Services-and-Experts/Areas-of-expertise/Language-access.aspx
6. **Volunteer Match**
www.volunteermatch.org

Codes of Conduct for Interpreters

Guidelines

Interpreters must observe the codes of conduct that govern professional practice.

1. Generally Codes of Conduct Include the following standards: Accuracy; Impartiality and Avoidance of Conflicts of Interest; Confidentiality; Limitations of Practice; Professional Demeanor; Continuing Education; Accurate Representation of Skills and Knowledge; Accurate Representation of Credentials; and Reporting Impediments to Compliance of Interpreter's Code.
2. Confirm the interpreter has signed the code of conduct adopted by your state (if it has one) or of the professional organization the interpreter is a member of.
3. If not, have interpreter sign a copy to conform to the state's code or use the code of the National Association of Judiciary Interpreters and Translators.
4. When hiring an interpreter, test the interpreter on the interpreter's code of conduct.
5. If you have concerns about an interpreter's credentials, discuss them with interpreter or interpretation services agency first and then the hiring agency.
6. Learn how to report violations of the codes of conduct.
7. When advocates have information that could be an impediment to compliance (e.g., the interpreter is a batterer) but that information is confidentially obtained (e.g., they are providing services to the interpreter's partner) they cannot publicly state such a reason to both maintain confidentiality and avoid slander.

Resources

1. Code of Conduct, National Association of Judiciary Interpreters and Translators
www.najit.org



*Asian Pacific Institute on
Gender-Based Violence
Interpretation
Technical Assistance &
Resource Center*

*www.api-gbv.org
info@api-gbv.org*