

A Foreign Language Service

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Professional Interpreter Network Compliance

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Professional Interpreter Network Code of Conduct

- 1) Interpreters who are part of the A Foreign Language Service Professional Interpreter Network (PIN) must follow all privacy regulations. Any information obtained during interpretation assignments will remain strictly confidential. This information will not be published, communicated, or disclosed to any person or organization outside of the assignment.
- 2) Interpreters who are part of the Professional Interpreter Network (PIN) who are designated as Medical Interpreters must provide evidence of current HIPAA compliance.
- 3) Interpreters who are part of the Professional Interpreter Network (PIN) will, to the best of their ability, provide the most accurate interpretation without altering, adding to, or omitting anything stated during the assignment.
- 4) Interpreters who are part of the Professional Interpreter Network (PIN) will not exhibit bias nor allow personal opinions to interfere with communication during an assignment. If the interpreter has any perceived or real conflict of interest, they will disclose this information before committing to an assignment.
- 5) Interpreters who are part of the Professional Interpreter Network (PIN) will refrain from participating in assignments that are outside their professional skills, language fluency, or level of training.
- 6) Interpreters who are part of the Professional Interpreter Network (PIN) will not conduct assignments for which they do not have certification.
- 7) Interpreters who are part of the Professional Interpreter Network (PIN) will provide excellent customer service, employing a professional demeanor, courtesy and respect to all clients. The interpreter will answer each call with the greeting: “Hello my name is NAME my ID is NUMBER and I am your LANGUAGE interpreter. How may I help you?” The interpreter will follow instruction by the client to fulfill needs of the assignment and adhere to the time commitment agreed upon during scheduled

assignments. The interpreter will dress professionally and refrain from answering calls in public environments where PHI may be at risk. The interpreter will not hang up or abandon the call until their client directs them that they have finished their assignment.

- 8) Interpreters who are part of the Professional Interpreter Network (PIN) will stay informed of and adhere to Professional Interpreter Network policies and guidelines that relate to their professional duties.
- 9) A Foreign Language Service cloud staff will test each interpreter for technological success, validate current certifications where they may be required, and ensure HIPAA compliance.
- 10) A Foreign Language Service cloud staff will perform random test calls with interpreters to test their adherence to protocol and online professionalism as well as technological success factors.
- 11) Interpreters who are part of the A Foreign Language Service Professional Interpreter Network (PIN) will stay up-to-date with the latest professional standards and protocols.
- 12) A Foreign Language Service requires that all interpreters in the PIN familiarize themselves with a number of National and International Code of Ethics and Code of Conduct documents, which will be additionally instructive in maintaining the highest level of professionalism while conducting Interpreting support in the network. A Foreign Language Service recommends the following documents.
 - a. IMIA Code of Ethics <http://www.imiaweb.org/code/>
 - b. The National Council on Interpreting in Health Care Working Papers Series <https://www.rwjf.org/content/dam/farm/toolkits/toolkits/2004/rwjf26946>
 - c. Standard Practice for Language Interpreting <https://www.astm.org/Standards/F2089.htm>
 - d. NATIONAL STANDARDS OF PRACTICE for Interpreters in Health Care
 - e. <http://www.cchicertification.org/images/pdfs/NationalStandardsOfPractice.pdf>

Specialized Type Requirements for A Foreign Language Service Professional Interpreter Network

- 1) To be qualified to take medical assignments, interpreters must provide valid proof of HIPAA compliance (must be updated every 2 years).
- 2) Medical interpreters must provide proof of medical interpreting training (at least 60 hours—i.e. Bridging the Gap or Equivalent).
- 3) Medical interpreters must provide proof of 3 years of experience in medical interpreting field and updated experience will be checked on a monthly basis to ensure that CEUs are being abided by and kept recent.
- 4) Legal specialized type interpreters must provide proof of 3 years' experience in legal interpreting field (types of certificates and documentation vary state by state, so we refer to this map, created and updated by the National Center for State Courts for court certified interpretation:
<https://www.ncsc.org/Services-and-Experts/Areas-of-expertise/Language-access/Resources-for-Program-Managers/LAPMap/Map.aspx> .

- 5) Court Specialized Type:
 - a. Definition of Court interpreter: Works alongside judges, attorneys and lawyers, a court interpreter assists individuals who are not capable of or who are averse to communicating in English with legal matters that arise.
 - b. Required Education: The number one requirement for becoming a court interpreter is being fluent in multiple languages in order to converse among the client, the judge, the attorneys and all other parties involved in the courtroom. This can be achieved through coursework that focuses in law, English and a foreign language. Most court interpreters receive a bachelor's degree at either a college or university in the language the court interpreter plans on working with. While certification isn't a necessity, testing oneself through the various examinations that are available can be beneficial for employment in court interpreting.
 - c. Required Experience: Experience in the courtroom is necessary. All court interpreters need to attend an orientation class, pass written and oral examinations, and undergo a background check before being accepted as a court interpreter.
 - d. Skills Required: A solid grasp of the languages the court interpreter is fluent in is a must have, which includes technical concepts, vocabulary, modern usage and vernacular of the language. Maintaining a confident attitude and a personable demeanor while keeping an alertness of target audiences helps court interpreters communicate easier with the different groups involved.
- 6) ALL Interpreters given the "court" and "legal" permission type must adhere to the NAJIT Code of Ethics
- 7) Certification Screening and Approval for RID Interpreters: ASL Interpreters must provide documentation confirming that they are nationally certified through the Registry Interpreters for the Deaf (RID). RID offers a variety of certifications, both generalist and specialized, that can be obtained only after meeting strict requirements, including ethical decision-making, and passing both written and performance exams. Before an interpreter is enabled to take calls, A Foreign Language Service cloud staff verify that the interpreter is certified by the RID. All national certified interpreters are required to maintain certification through continuing education, including a minimum 80 hours of professional development over four years. As certified providers, each interpreter adheres to the RID Code of Professional Conduct, which emphasizes confidentiality and behaving in a professional manner as dictated by and appropriate for video interpreting.

Remediation Processes for Interpreter Violations to the Code of Conduct

- 1) Interpreters who are part of the PIN MUST read and sign the Code of Conduct proving that they will adhere to all ethical and professional standards outlined herein

- 2) If an interpreter is found committing the following offenses, they will be suspended and re-trained by our cloud staff before being allowed to answer calls in the PIN:
 - a. Improper background (example—non-neutral)
 - b. Improper greeting (example—not stating their ID #)
 - c. Network errors or issues found to be sourced from interpreter side (interpreters are trained and instructed to test their bandwidth and network every time they sign on to the platform in order to ensure the highest quality network experience)
 - d. Less than professional attire (example: t-shirt)

- 3) If an interpreter is found violating key pillars of the Code of Conduct and the offense is considered egregious, they will be permanently removed from the PIN. Examples include:
 - a. Additions to the assignment from the interpreter that were not uttered by the LEP or client (these are considered extremely risky and are not tolerated under any circumstances)
 - b. Answering calls in public places (Non-HIPAA compliant)
 - c. Answering calls in which others are in the room and confidence can be breached (Non-HIPAA compliant)

Interpreter Compliance FAQs

- 1) What is the conflict resolution process addressing issues that arise when interacting with an interpreter? If an interpreter acts in a way that is not professional (given the standards in our Code of Conduct), that interpreter will be given a warning. Depending on the severity of the offense, the interpreter is given a suspension and course correction guidance. Particularly egregious offenses will result in immediate removal from the network. (see above for details)
- 2) What is the process for dropped OPI (telephonic calls)? If a call is dropped, a call reconnect will assist client connect directly back to the original interpreter this must be activated in the first 60 seconds. After 60 seconds the client should try dialing the same preferences (language, type) again. If this call does not go through, they may contact Coordinator@400languages.com for assistance.
- 3) What are the freelance Interpreter's calling environment like? A Foreign Language Service follows a strict Code of Conduct for interpreter calling environment. Additionally, all interpreters must comply to HIPAA compliance regulations for security and privacy.
- 4) What if our Interpreters are not available for an emergency? If there is an emergency assignment, the client needing interpreting services should be directed (routed) to use our PIN to find an interpreter. If the call does not go through, contact Coordinator@400languages.com.
- 5) What is the process for handling emergency requests? Emergency calls will be routed to the requested language and type. All interpreters in this category are prepared to receive calls of this nature.

- 6) How do we report problems if we feel there are issues with an interpreter's accuracy or professionalism? If a problem occurs the client should call A Foreign Language Service's Vendor Management Team at 480-813-4242 for immediate remediation.
- 7) What happens if Interpreters for a specific language are not meeting anticipated average response times for services? If there is an ongoing issue regarding required response times for a particular language pair please call A Foreign Language Service at 480-813-4242 or email to interpreting@400languages.com . Average response times for Tier 1 VRI: 20 seconds but no more than 2 minutes; OPI: less than one minute
- 8) How does A Foreign Language Service define the PIN and how does using this option affect services? We strive to provide the highest quality interpretation services to our end users. The primary purpose of the PIN is to provide a fall back safety net for our clients to scale up during request surges and to be able to request calls at any time.
- 9) What is the wait time for medical interpretation calls - both VRI and OPI? Average wait time for medical interpretation calls VRI top tier languages: 30 seconds and never more than 2 minutes; OPI: less than 30 second. * After 40 seconds VRI requestors also have the option to roll over to telephonic interpreter support.
- 10) If requested, how can we access or request the credentials for an interpreter - this is especially important for an audit and/or complaint regarding interpreter performance? All PIN interpreters are vetted, qualified and managed by our cloud staff. A Foreign Language Service does not manage any interpreter contracts. All medical interpreters must show proof of medical training and have valid HIPAA compliance uploaded to their profile. We have access to that information and can pull it from their profile upon request.

