MEETING THE NEEDS OF NON-ENGLISH SPEAKING FAMILIES: CULTURAL CONSIDERATIONS AND COLLABORATING WITH INTERPRETERS

IECC Conference
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AGENDA

✓ Intros & Ice Breaker
✓ Diversity of Languages
✓ Perspective Video
✓ Cultural Considerations
✓ Strategies to Collaborate
✓ Video Reviews
✓ Resources
✓ Q&A
ABOUT ME
NOW, WHO ARE THESE PEOPLE I’M SITTING WITH?

Think of one word to describe your table to share with the group
ICE-BREAKER? NO - PAPER-BREAKER!

-Everyone take 1 piece of lined paper.

-Pick up your paper and hold it in front of you.

-Now, close your eyes and follow the directions.

-No peeking and No questions!
1. If all were given the same directions, why were everyone’s results different?

2. What does this mean to you as a communicator?

3. How could we alter the directions to have more effective communication?

4. Why is good communication needed?

5. What kind of real-life problems or situations could be avoided if clear communication were always possible?
HOW MANY LANGUAGES?

<table>
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<tr>
<th>Region</th>
<th>Living</th>
<th>Institutional</th>
<th>Vigorous</th>
<th>In Trouble</th>
<th>Dying</th>
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<td>233</td>
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</tr>
</tbody>
</table>

[https://www.daytranslations.com/world-languages](https://www.daytranslations.com/world-languages)
WHO? HOW MANY?

World population: 7 billion
How many speak each language?
(in millions)

Chinese: 1,600
Hindustani: 500
English: 560
Spanish: 490
Arabic: 280
Russian: 280
Other languages: 3,640
“A language is a dialect with an army and a navy.”

- What makes languages distinct from one another turns out to be much more a social and political issue than a linguistic one.

*Mutually Intelligible*
US LANGUAGE DIVERSITY

★ 1/5 children is currently an immigrant or a child of an immigrant

★ 55.4 million people (or 20%) reported speaking another language than English at home, and of those, 24.5 million indicated they did not speak English “very well” or “at all.”
(Shin & Kominski, 2010)
OSPI Migrant and Bilingual Education office, the top 15 languages most frequently spoken by students who qualified for English Language Learner services included:

Spanish (61,558), Russian (4,150), Vietnamese (3,592), Somali (2,260), Ukrainian (2,197), Chinese (all) (1,773), Korean (1,603), Tagalog (1,237), Arabic (971), Punjabi (902), Cambodian (788), Marshallese (607), Samoan (596), Amharic (546), Japanese (480), Rumanian (398), French (392), Nepali (345), Mixteco (316), Lao (306), Hindi (301).
Talk briefly at your tables about how this video made you feel.

Did this video change your perspective of the Limited-English-Speaking clients we serve?
CULTURE = LANGUAGE = CULTURE

- Language always carries meanings and references beyond itself.

- To interact with a language means to do so with the culture which is its reference point.
The human communication process is complex, as many of our messages are transmitted through paralanguage.

We learn these culturally specific techniques over many years, largely by observing and imitating.
WHAT CAN WE DO?
LANGUAGE INTERPRETER

Hello
Привет
Witaj
Ciao
Bonjour
TRANSLATORS vs INTERPRETERS

While both translators and interpreters transfer meaning between languages, there’s a big difference between what they do and the skills they possess. This simple infographic will help you determine which type you need.

**WRITE**
It's simple: translators write...

**SPEAK**
...and interpreters speak.

**DELAYED**
Your final translation product will take days or longer

**REAL-TIME**
The final product is delivered instantly

**TARGET LANGUAGE**
Translators don’t have to be conversationally fluent in their source language but must be in the target language

**BOTH LANGUAGES**
It’s essential that interpreters are native or near native in both languages

**DICTIONARIES**
Translators rely on numerous industry-specific resources

**ON-THE-SPOT**
When on the job, interpreters do not have to consult dictionaries, glossaries, etc.
METHODS OF INTERPRETING

Consecutive

Simultaneous
THREE IMPORTANT STEPS: BID PROCESS

1. Pre-plan for an individual’s service to insure the assistant’s understanding of specific clinical procedures to be used.

   BRIEFING

2. During the session, evaluation, conference, etc., the service provider and the interpreter work together to convey the family’s and service provider’s messages.

   INTERACTION

3. After the interaction, the service provider should review dynamics, effectiveness and concerns that arose.

   DEBRIEFING
Send an email, make a phone call, or agree to meet at least 5 minutes before the session begins

- Purpose of the appointment
- Who will be present
- Specific vocabulary or concepts, especially those with meaning to the unique clinical setting
- Potential safety or security concerns
- *Procedures to clarify and/or interrupt the process, if needed
- *Cultural “landmines” or “tips”
The first meeting may take more time than you usually allow

- Find out more about the language and cultural history of the client
SEATING ARRANGEMENT

- Horse-shoe formation
- Triangle formation
- Circle formation
BID PROCESS: INTERACTION

**Service Provider’s Responsibility:**

- Introduce the interpreter and explain their role
- Speak directly to the client/family/child, not the interpreter
- Use clear and simple language to explain health/educational terms and processes, avoid acronyms and jargon
- Ask the client for feedback to demonstrate understanding
- Give client instructions and/or information in writing if appropriate
The interpreter should be the one that ultimately negotiates the speaking time, indicating to each party that the message might be too long, complex or unclear to convey in the other language.

- Indicate to either party when further clarification is necessary
- Relay all information discussed from both parties
CHECKING IN

- What are some questions we can think about to assess understanding?
BID: DEBRIEFING

- Ask the interpreter whether there are any comments/concerns/confusion they would like to make about the meeting
- Review any issues that you identified as requiring particular attention before the meeting
- Reinforce good practice with positive feedback
- Arrange for same interpreter for follow-up session, if appropriate
- Feedback to the interpreter agency, if appropriate
FAMILY MEMBERS OR FRIENDS

The reliability of the interpretation may be compromised given the potential conflict of interest.

Be mindful of risks in high stakes situations, such as mediation, evaluations, or situations where cognitive capacity might be in question.

Children may not possess the emotional maturity and sensitivity necessary to serve in the role to assist family members in the provision of services.
Whenever possible, the same interpreter should be engaged for subsequent meetings with a client. The burden on the client to repeatedly have to establish rapport with new interpreters introduces unnecessary difficulties.

Maintain control of the meeting at all times.

Interpreters should not be left alone with the client prior to, during or after the meeting. Doing so may compromise the role of the interpreter and overall ethical responsibility of the service provider.
Clients have the right to refuse interpreting services.

Refusal to accept an interpreter could be due to concern about confidentiality being maintained or a client's belief that his or her English proficiency is sufficient to communicate adequately in English.

To the extent possible in the absence of an interpreter, the service provider should seek out the reason for a client's reluctance to have an interpreter.
POSSIBLE SOLUTIONS TO REFUSING INTERPRETER SERVICES
Let's observe the following videos and consider what considerations could be present to make the interactions more effective.
Successful collaboration is inherent to successful service delivery and is based on a shared understanding of the goals.
LET’S REVIEW

An *interpreter* is someone who transmits information from one language to the other orally and a *translator* is someone who does the same but in writing.

We should avoid saying the phrase “using an interpreter/translator,” instead “collaborating with...” or “using the services of.”
QUESTIONS?
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REFERENCES