Collaborating with Interpreters - Three Important Steps: BID Process

1. **BRIEFING**

   Pre-plan for an interpreted service to insure the interpreter’s understanding of specific goals for meeting.

2. **INTERACTION**

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

3. **DEBRIEFING**

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

**BID Process: Briefing**

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”

**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
**Interpreter’s Responsibility:**

- 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

**BID: Debriefing**

- Ask the interpreter whether there are any comments 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
- Allow the interpreter time to discuss any aspect of the meeting s/he may have found confusing or distressing
- Arrange for same interpreter for follow-up session, if appropriate
- Feedback to the interpreter agency, if appropriate
The first meeting is important to set the framework down for future interactions. By allowing more time in this first meeting, you will establish the boundaries and expectations for all members of the interaction.

*Remember – before the interaction with the family begins, you have already briefed the interpreter!

1. Introduce yourself and the interpreter

2. Explain to the client who you are and your role

3. Explain the role of the interpreter

4. Explain that interpreters are bound by their code of ethics to treat everything that is said as confidential

5. Find out more about the language and cultural history of the client