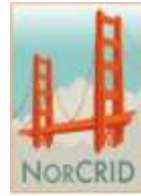




## Questions for assessing interpreting services

### **ARE YOU QUALIFIED TO...?**

- ... provide services as an interpreter?
- ... assess services as a consumer?
- ... be an interpreting agency, referral service or online marketplace?



## Tips for managing your interpreting experience:

- **Be informed**
- **Consult with your community experts**
- **Ask questions *before* the interpreted event**
- **Give your feedback**



### **Resources and Information:**

ImprovingInterpretingProject@  
gmail.com

## Managing Your Interpreting Experience

Use this brochure to assess and manage your interpreting experience.

Tips for agencies, referral services, online market places, Deaf, Hard of Hearing, DeafBlind, hearing consumers and interpreters.



A joint project brought to you by:

Northern California Registry of  
Interpreters for the Deaf

and

Deaf Counseling Advocacy and  
Referral Agency

### Consumer qualifications (Deaf, Deaf-Blind, hard of hearing and hearing consumers):

*Are you a consumer? Here are some questions to ask:*

#### **Do you:**

- Know if agencies ask for feedback and if they have a way to collect and respond to your feedback?
- Know who to contact to give feedback to agencies and interpreters?
- Know how to give constructive feedback to agencies and interpreters?
- Know what a qualified interpreter is (including what all the certifications are?)
- Feel you are able to advocate for quality interpreting services (know who to contact for advocacy when needed - for example, requesting a specially trained or certified interpreter, like a CDI)?
- Work with the interpreters(s), together, for effective communication?
- Know that agencies and interpreters need to ask for preferred language, communication and input about logistics?
- Know if interpreters are setting healthy professional boundaries? (*for example, limiting distracting behaviors and being attentive and available to interpret*)

### Agency Qualifications:

*Do you serve consumers or provide interpreting services? Are you an agency, referral service or online marketplace? Are you working for or using an agency, referral service or online marketplace? Here are some questions to ask:*

**Is your agency or does your agency/referral service or online marketplace**

- Primarily Deaf or interpreter owned and operated?
- Have staff educated in Deaf culture and communication styles in the Deaf/deaf/Deaf Blind and HH communities?
- A member of, or active in local and national interpreting organizations? (NorCRID, RID, SAVRID, CCRID)?
- Work with qualified Deaf or interpreter consultants?
- Contribute to the Deaf community by supporting events and programs? (volunteer, offer free services, etc.)?
- Ask for feedback and provide ways to collect and respond to feedback?
- Refer *qualified* interpreters? (including certified deaf interpreters, trilingual interpreters, or interpreters who specialize in medical, legal, mental health settings, etc., if requested)
- Require interpreters to be certified?
- Ask about language and communication preferences?
- Send preferred interpreters when requested?

### Interpreter Qualifications:

*Are you an interpreter? Are you using or hiring interpreters? Here are some questions to ask:*

#### **Do you or are you:**

- Certified and qualified to work in the setting?
- Have experience, education and training in interpreting in the setting? (Education, Mental Health, Medical, Legal, Corporate, Theater, VRI, etc.).
- Know the requirements and competencies of professional interpreters in each setting you work in?
- Work to improve skills and knowledge of interpreting?
- Contribute to the Deaf community by attending and supporting events and programs?
- Ask for feedback in a professional and culturally appropriate way and have a way to collect and respond to feedback?
- Ask for language, communication and logistic preferences?
- Prepare for assignments?
- Have experience in and work as, a good team interpreter? (With hearing or Deaf interpreter teams).
- Act as a professional according to the RID CPC?\*
- \*Code of Professional Conduct: [http://rid.org/UserFiles/File/NAD\\_RID\\_ETH\\_ICs.pdf](http://rid.org/UserFiles/File/NAD_RID_ETH_ICs.pdf)
- Aware of your own professional boundaries? (notify consumers when there will be a break in your interpreting and when you will return, use sign in the presence of deaf people as requested, etc.)

**DID YOU ANSWER “NO” TO ANY OF THESE QUESTIONS? DO YOU HAVE FURTHER QUESTIONS? PLEASE SEE THE RECOMMENDATIONS FOR AGENCIES GUIDE, AVAILABLE AT: [ImprovingInterpretingProject@gmail.com](mailto:ImprovingInterpretingProject@gmail.com)**