



Best Practices for Interpreters Taking Scheduled Remote Assignments

What is Remote Interpretation?

Remote interpretation refers to the interpretation context in which interpreters are physically located in a place different from that of the individuals (the service provider and the L/NESP client) who need to speak to each other but do not share a common language.

There are two types of remote interpretation services that are being offered depending on the technology used: phone and video.

Phone Remote Interpreting is when the interpreter is connected with the client over the phone.

Video Remote Interpreting is interpretation performed using videoconferencing software as well as a web camera and headphones.

Remote services can be offered **on demand**, i.e., immediate, or on a **pre-scheduled** basis.

Immediate (on-demand) remote interpreting is when the client is connected to the interpreter via phone or video within seconds. This service is normally available 24/7. This generally requires the interpreter to be logged on a platform to take calls as they come in.

Scheduled service is similar to on-site interpreting in that the SP has to book the service in advance.

What are Responsibilities of an Interpreter Taking Scheduled Remote Assignments?

Before the Assignment

- 10 minutes before your assignment login to make sure you have **all assignment details available**, esp. SP's phone number, login information, link to access the video call. If not, **email MCIS** immediately.
- **Prepare for the assignment** by reviewing relevant materials and polish your terminology.
- Be in a **quiet** and **private** room for the date/time of the assignment.
- For phone assignments, **block your number** and **disable call waiting** before a call.
- Use a **desktop** or **laptop**, **wired Internet connection** and a **headset** to ensure good sound quality and confidentiality.
- Ensure you have a **neutral background** if you are taking **video** calls. Avoid clutter in the background.
- Ensure your **computer/phone/headset/webcam** are **updated** and working **properly** and **charged**.
- Have **pen** and **paper** handy to take notes.
- Have a glass of **water** nearby.



During the Assignment

- **Follow** the confirmation email **instructions** carefully.

For **scheduled** jobs there may be different scenarios:

- Interpreter to initiate the call: Call the SP, preferably **5 minutes** before the scheduled time.
- SP to call the interpreter directly: Be on standby preferably **5 minutes before** the scheduled time.

If you **do not receive a call** within 10 minutes, **email MCIS** immediately.

- MCIS to call both SP and interpreter to connect them: Be on standby preferably **5 minutes before** the scheduled time. If you **do not receive** a call within 10 minutes, **email MCIS** immediately.

- **Introduce** yourself appropriately to both parties.
- For **video** jobs, **keep** the camera **on** at all times, unless requested **not to** by the SP.
- Ask clients to **speak in first person** as they would do in a regular conversation.
- Ask them to speak in **short sentences**.
- Decide beforehand how you will **interrupt** and let both parties know during the introduction.
- Interpret as **faithfully** as possible without additions, omission, or distortions.
- Ask for **clarifications** if necessary.
- Notify parties if there is a **background noise** from their sides or the **quality** of the call is **poor**.
- Ask the parties to slow down if **the pace is too fast** and it compromises your interpretation.
- **Do not express** personal opinions and provide advice to parties.
- **Do not eat** or chew while speaking.

After the Assignment

- Destroy your **notes**.
- Take necessary steps to report **assignment completion** within 48 hours of completion to ensure prompt payment.
- Do not **disclose** information spoken, seen or written outside of the interpreting situation **unless** required by law.



Remember, your role is to:

- Act in a **professional way** and follow the Interpreter's Code of Ethics and Standards of Conduct.
- Facilitate **effective direct communication** between parties.
- Provide **clear and accurate interpretation** of both parties' messages.
- Remain **impartial** and **objective** at all times.
- Respect **confidentiality**.
- Show **respect** for all parties.
- **Interrupt for clarification** when needed to avoid miscommunication.

Interpreter's introduction - Sample

Please ensure you introduce yourself in English and your target language. Please remember to include all main points:

- *My name is XXX, I am an XYZ interpreter.*
- *I will interpret everything said as faithfully as possible and keep it confidential.*
- *I will interpret in first person, please speak directly to each other.*
- ***Speak in short sentences and indicate when you're done so that I may interpret.***
- ***I will indicate when I am done interpreting, and you can continue. For example, I can say: okay, I am finished or continue or go ahead, etc.***
- *I may interrupt if necessary for clarification.*
- *I will remain impartial throughout the assignment.*
- *I may also take notes to aid my memory, but I will destroy the notes at the end of the session.*

Here is a sample shortened interpreter's introduction that can be used for a remote assignment:

- ***I am (first name), the (language) interpreter from MCIS.***
- ***My resource number is (R000000).***
- ***I will observe all codes of conduct for interpreters.***
- ***Please speak to each other directly in short sentences.***
- ***May I have your permission to interpret?***



Interpreter's Code of Ethics

The interpreter's role is to deliver, as faithfully as possible, messages transmitted between individuals who do not share a common language.

In order to successfully fulfill this role, the interpreter's performance is governed by 8 ethical principles.

1. Accuracy and Fidelity	<i>Interpreters strive to render all messages in their entirety accurately, as faithfully as possible and to the best of their ability without addition, distortion, omission or embellishment of the meaning.</i>
2. Confidentiality	<i>Interpreters will not disclose and will treat as confidential all information learned, either uttered or written in the performance of their professional duties, while adhering to relevant requirements regarding disclosure.</i>
3. Impartiality	<i>Interpreters strive to maintain impartiality by showing no preference or bias to any party involved in the interpreted encounter.</i>
4. Respect for Persons	<i>Interpreters demonstrate respect towards all parties involved in the interpreted encounter</i>
5. Maintaining Role Boundaries	<i>Interpreters strive to perform their professional duties within their prescribed role and refrain from personal involvement.</i>
6. Accountability	<i>Interpreters are responsible for the quality of interpretation provided and accountable to all parties and the organizations engaging the interpreter's service.</i>
7. Professionalism	<i>Interpreters at all times act in a professional and ethical manner.</i>
8. Continued Competence	<i>Interpreters commit themselves to lifelong learning in recognition that languages, individuals, and services evolve and change over time and a competent interpreter strives to maintain the delivery of quality interpretation.</i>