

**Study Guide for
Certified
Social Services Interpreters**

***Chinese -- English
(Mandarin & Cantonese)***

**By
Washington State Department of Social and Health Services (DSHS)
Language Testing and Certification (LTC)**



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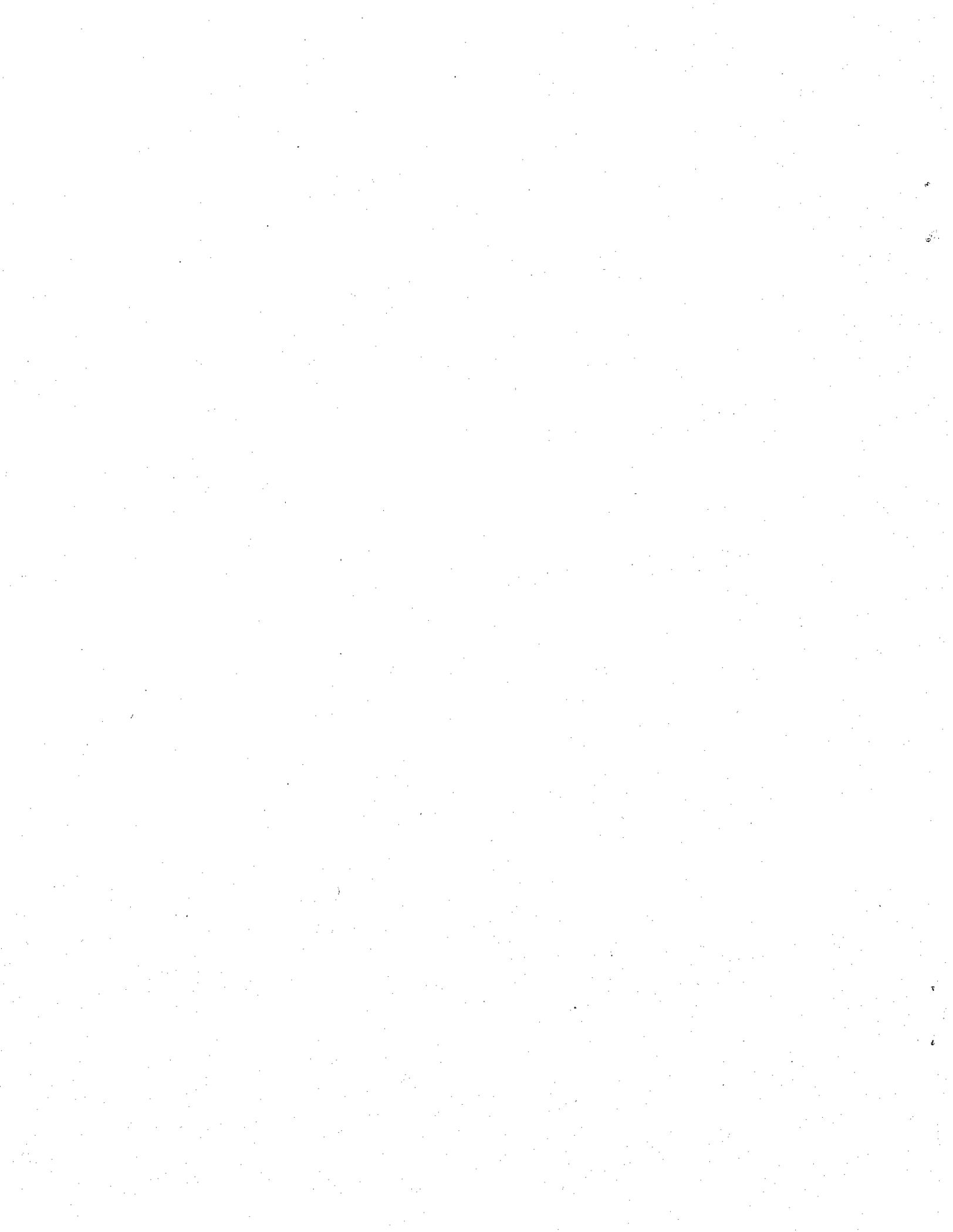


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PRACTICE EXAM FOR INTERPRETERS

This practice exam is designed to help you prepare for taking the language proficiency exam developed by the Office of Language Interpreter Services and Translations, LIST, in the Department of Social and Health Services.

In an effort to provide all candidates who are taking the exam with the opportunity to practice, this sample test has been designed utilizing general terminology frequently used in the various divisions of our department, in a variety of situations.

Although the questions in this practice sample are different from those from the actual exam, its structure is similar, and it will give the candidate the familiarity necessary to ease into the transition of taking the "real" test.

Please keep in mind that this is only a practice exercise. You should choose a quiet environment when taking this preparation exam. We hope that your experience with this practice test will help you to increase your chances of obtaining permanent certification.

You should allow yourself a maximum of forty five (45) for doing this exercise.

A blank answer sheet is provided for your use.

The packet also contains a completed answer sheet to enable you to check your answers. We encourage you to review the answers after you have finished the exercise.

PRELIMINARY INFORMATION

The written exam for contract interpreters has been developed as a screening device. It is intended to measure the candidate's ability to understand standard written English, vocabulary items commonly encountered in programs within the Department of Social and Health Services, general knowledge of the interpreters professional ethics, and writing skills in the target language.

The entire test has been developed in the multiple choice format.

INTRODUCTORY INFORMATION

The test contains four sections. Each of these sections is designed to measure different elements within the structure of a language.

***Section One** is designed to test your knowledge of general English grammar. You will be given a sentence which contains a blank space. From a choice of four options you will be asked to choose the word which best completes the sentence.*

***Section Two** is designed to assess your knowledge of vocabulary and terms commonly used in various programs of the Department of Social and Health Services. In this section you will be given a complete sentence. The sentence contains a word or phrase which has been underlined. You will be asked to choose the word closest in meaning, or synonym, to this underlined word or phrase from a multiple choice of four.*

***Section Three** is designed to test your knowledge of the interpreters professional code of ethics. You will be given a statement, and will be asked to choose whether it's true or false.*

***Section Four** is designed to test your writing ability in the target language. You will be given an INCOMPLETE sentence, and will be asked to choose from four options provided the one option which you feel best completes the sentence.*

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17	A	B	C	D	E	67	A	B	C	D	E	117	A	B	C	D	E
18	A	B	C	D	E	68	A	B	C	D	E	118	A	B	C	D	E
19	A	B	C	D	E	69	A	B	C	D	E	119	A	B	C	D	E
20	A	B	C	D	E	70	A	B	C	D	E	120	A	B	C	D	E
21	A	B	C	D	E	71	A	B	C	D	E	121	A	B	C	D	E
22	A	B	C	D	E	72	A	B	C	D	E	122	A	B	C	D	E
23	A	B	C	D	E	73	A	B	C	D	E	123	A	B	C	D	E
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39	A	B	C	D	E	89	A	B	C	D	E	139	A	B	C	D	E
40	A	B	C	D	E	90	A	B	C	D	E	140	A	B	C	D	E
41	A	B	C	D	E	91	A	B	C	D	E	141	A	B	C	D	E
42	A	B	C	D	E	92	A	B	C	D	E	142	A	B	C	D	E
43	A	B	C	D	E	93	A	B	C	D	E	143	A	B	C	D	E
44	A	B	C	D	E	94	A	B	C	D	E	144	A	B	C	D	E
45	A	B	C	D	E	95	A	B	C	D	E	145	A	B	C	D	E
46	A	B	C	D	E	96	A	B	C	D	E	146	A	B	C	D	E
47	A	B	C	D	E	97	A	B	C	D	E	147	A	B	C	D	E
48	A	B	C	D	E	98	A	B	C	D	E	148	A	B	C	D	E
49	A	B	C	D	E	99	A	B	C	D	E	149	A	B	C	D	E
50	A	B	C	D	E	100	A	B	C	D	E	150	A	B	C	D	E

**State of Washington
Department of Social and Health Services
Language Interpreter Services and Translations (LIST)**

INSTRUCTIONS:

It is essential that you follow the instructions below to ensure proper scoring. You may not get credit for your correct answer if you fail to follow these instructions.

Be sure that the answer you mark on your answer sheet corresponds with the number of the test question in the test booklet. Fill in all the space between the lines using a #2 pencil. Your answer marks should look like this:

 =B= =C= =D= =E=

MAKE DARK, CLEAR MARKS !

Mark only one answer for each question. If you change an answer, erase the old answer completely. If you don't erase completely, the computer might read both of the answers you marked. When two answers for one question are marked, the answer will be scored as incorrect.

ENGLISH GRAMMAR:

The following segment of the practice test will help you prepare for the section designed to test your knowledge of English grammar. Read the directions carefully and then proceed.

I. Directions:

Each of the following sentences contains a blank space. Select from A, B, C, and D the word or phrase which best completes the sentence. Then on your answer sheet mark the letter corresponding to your chosen answer.

1. If an application for financial assistance _____ misplaced, the entire process can be delayed.
A. are B. is C. was D. were

2. The purchase of a wheelchair _____ approved by the department prior to submitting the purchase order.
A. could being B. hasn't be C. must be D. hadn't being

3. She suspects that her neighbor _____ her food stamps over the weekend.
A. had stole B. has stole C. have stolen D. stole

4. It was evident he _____ the question about his age when he replied saying "it's ten forty five" A.M.
A. did understand C. didn't understood
B. didn't understand D. does understood

5. All this confusion _____ if there had been an interpreter on staff at the time of the initial interview.
A. have been avoided C. was to be avoided
B. should have been avoided D. would have been avoided

6. In order to bring the office _____ with departmental policies, staff processing mail must date stamp all incoming correspondence.
A. above compliance C. onto compliance
B. into compliance D. to comply

7. He traveled 80 miles to attend the hearing only _____ it had been canceled.
- A. to be told
B. to has been told
C. to hasn't been told
D. to have being told
8. The woman, _____, is the one applying for custody for these children.
- A. who you has just met
B. whom you has just met
C. whom you have just met
D. whose you had just met
9. The way _____ you relate to your clients will affect the overall performance of your duties.
- A. from where
B. from which
C. in what
D. in which
10. Per their previous negative experience, the workers sensed that they _____.
- A. could was treated badly
B. should be treated badly
C. was to treat them badly
D. would be treated badly

VOCABULARY:

The following section is designed to assess your knowledge of vocabulary and terms commonly used in various programs of the Department of Social and Health Services. Read the directions carefully and then proceed.

II. Directions:

Taking each of the following sentences into consideration, select from A, B, C and D the word or phrase whose meaning is the closest to, or explains the underlined word or phrase. Then on your answer sheet mark the letter corresponding to your chosen answer.

11. When you fill out the application for financial assistance, make sure you write the name and date of birth of all your dependents.
 - A. document requesting admission to school
 - B. document requesting a loan from a financial institution
 - C. document requesting assistance in finding a home
 - D. document requesting help with economical needs

12. An applicant must meet certain requirements in order to qualify for receiving medical coupons.
 - A. stamps used as money to pay for health care expenses
 - B. stamps used as money to buy food
 - C. stamps used as money to pay rent
 - D. stamps used as money to pay for the purchase of appliances

13. "Other than your job, what other sources of income do you have?"
 - A. accounts pending in collection offices
 - B. activities and other causes which generate cash
 - C. places for losing profit
 - D. ways of earning respect

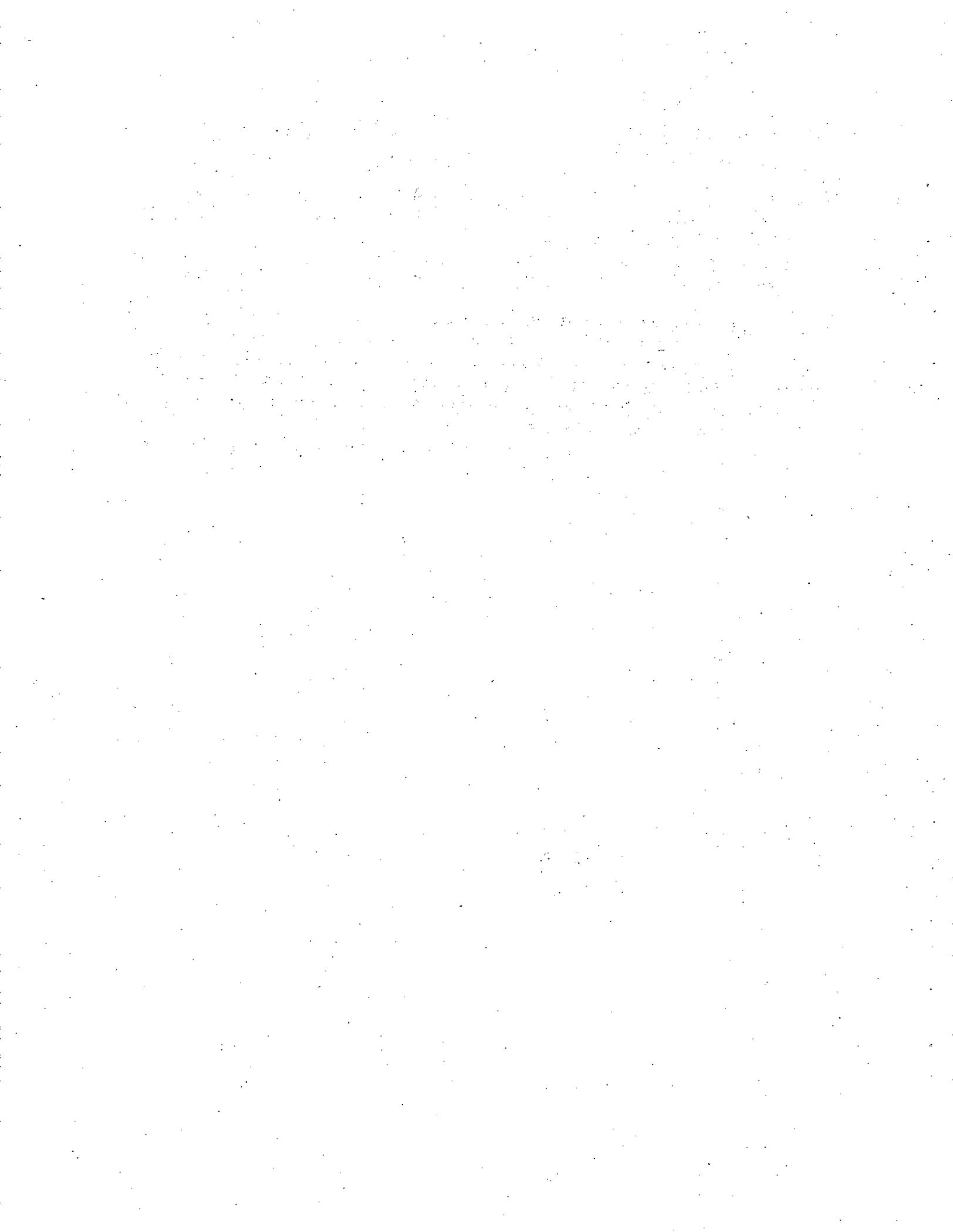
14. Prior to recommending a specific treatment program, the staff from the Division of Alcohol and Substance Abuse normally conduct an initial assessment of the client's needs.
- A. assignment of a course of action
 - B. evaluation of factors with which a client has problems coping
 - C. determination of the client's preference in food
 - D. investigation of the client's educational background
15. The state mental health treatment programs might include a community reintegration phase for those patients who have been referred for treatment by the criminal justice system.
- A. period of time designated to prepare the patient to re-enter society
 - B. period of time to re-study the patient's behavior
 - C. the community evaluates the phase of reintegration
 - D. the faces of all the patients re-entering the community
16. Although a small amount, the family depended entirely on the workmen's compensation check the father received.
- A. compensation awarded to workers'supervisors for treating staff well
 - B. compensation given to workers for their hard work
 - C. compensation workers receive in exchange for services
 - D. legal compensation granted to workers who suffered an injury at work
17. If Children Protective Services find evidence of child neglect, the parental rights can be taken away from a child's parent(s).
- A. acknowledgement of good parental skills
 - B. Children Protective Services awards neglect to parents
 - C. custody and decision making privileges affecting the life of a child
 - D. parents given special privilege to neglect a child
18. The mission of staff working at a nursing home is to make as comfortable as possible the stay of the elderly and the disabled.
- A. facility in which modern pre-teens and disabled people live
 - B. facility where the elderly and disabled live, and receive attention and care
 - C. home or facility for the rich elderly and the disabled gamblers
 - D. institution created for elderly with parents and disabled homeless people

19. Children Protective Services always evaluates possible risk factors for child abuse and neglect in the family before returning the child home.

- A. abuse and neglect of children taking place in the family home
- B. emotional and economical situation of the family which might place the child in danger if returned home
- C. factors composing the family environment which will enrich the child's life
- D. the child's home with factors which contribute to have a good situation

20. Guardianship for my uncle was established two years ago in King County.

- A. establishment that uncles donate to organizations managed by relatives
- B. legal order to garnish wages of an absent parent for support payment
- C. legal tool that allows an individual, or organization, to make decisions for someone unable to do so
- D. period of two years which is required to process legal adoption of children



WRITING ABILITY:

The following segment of the practice test will help you prepare for the section designed to test your writing ability in the target language. Please read the directions carefully and proceed.

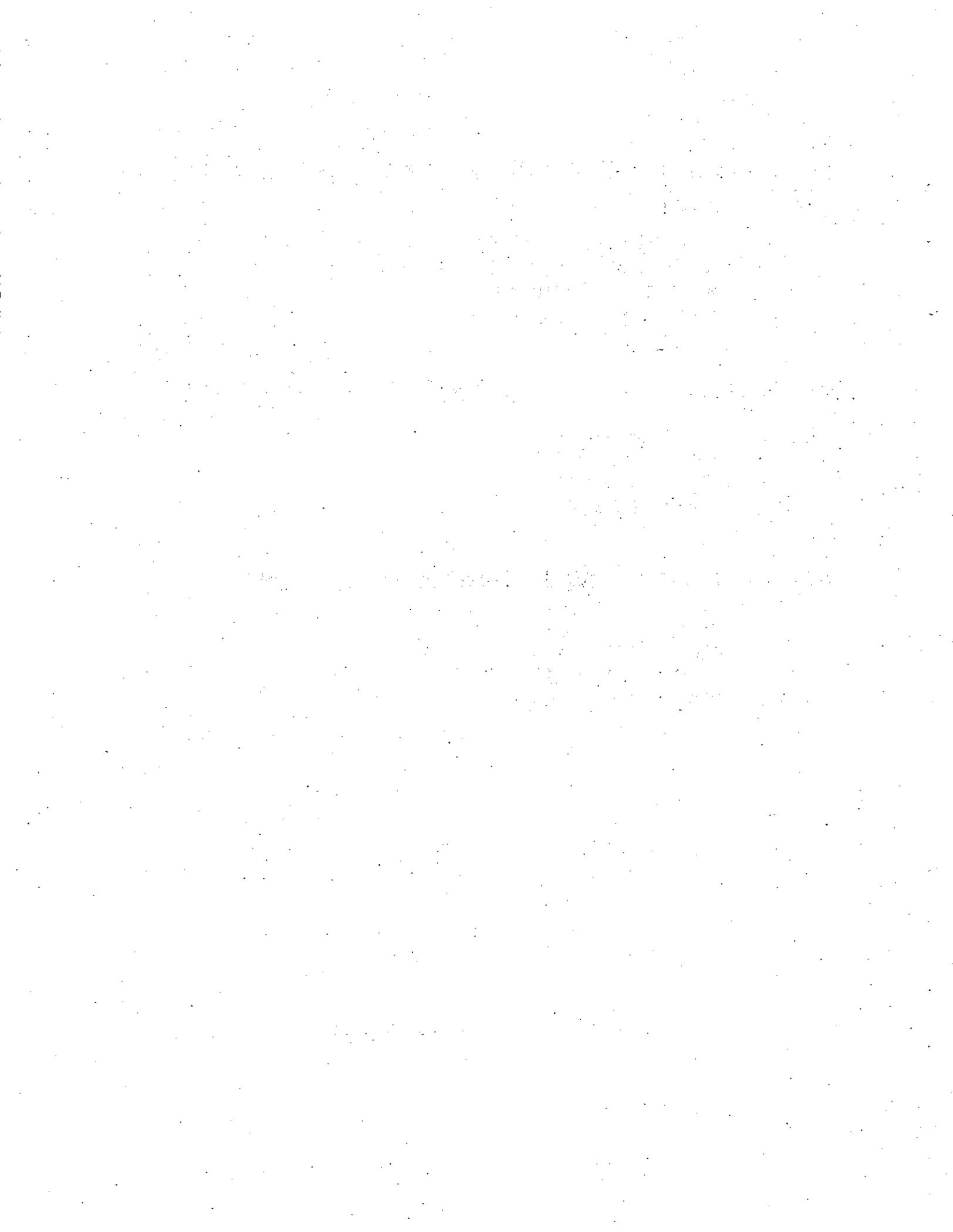
IV. Directions:

Choose from A, B, C and D the one option which you feel best completes each sentence. Then mark your choice on your answer sheet.

31. 如果，評估中心就能決定這個人是否上了藥癮。
- A. 作了診斷化學藥物的藥癮
 - B. 藥癮的診斷作了化學藥物
 - C. 診斷化學藥物的藥癮
 - D. 作了化學藥物的藥癮診斷
32. 根據每項身體機能的殘障評估，我們使用一項預先設定好的評估系統.....。
- A. 來程度機能不全的決定。
 - B. 來決定機能不全的程度。
 - C. 來決定程度機能的不全。
 - D. 機能不全來決定的程度。
33. 如果就業服務專員.....，使他（她）無法自立更生，則該專員會將之推介給社會服務工作人員。
- A. 具有申請人的社會障礙
 - B. 發現申請人沒有社會障礙
 - C. 發現申請人具有社會障礙
 - D. 的申請人發現了社會障礙

34. 等著被人收養，但一些預期能進行收養的父母並不符合收養這些小孩的基本條件。
- A. 曾經很多有小孩
 - B. 竟然很多小孩
 - C. 不僅有很多小孩
 - D. 雖然有很多小孩
35. 所謂殘障者，是指一個人因為生理或心理上的機能障礙 實質意義的活動。
- A. 而無法參與任何具有
 - B. 而無法具有參與任何
 - C. 參與無法具有任何
 - D. 而無法參與所有不具
36. 交通服務的工作人員為 Medicaid 醫藥補助的受惠人
- A. 提供往返載送的服務。
 - B. 提供來來回回的服務。
 - C. 提供有來有往的服務。
 - D. 提供進進出出的服務。
37. 本部所支付的兒童看護費用
- A. 不能超過兒童在當地看護的收費標準。
 - B. 不能超過看護當地兒童的收費標準。
 - C. 不能超過當地的兒童看護之收費標準。
 - D. 不能超過兒童在當地收費的看護標準。

38. 然後又發現當事人並沒有資格接受這項服務，因此造成了超額付款的情況。
- A. 由於我們已經付了服務的費用，
 - B. 如果我們已經付了服務的費用，
 - C. 雖然我們已經付了服務的費用，
 - D. 即使我們已經付了服務的費用，
39. 翻譯員是..... 之間的溝通橋樑。
- A. 不同使用語言的兩者
 - B. 使用不同語言的兩者
 - C. 不同語言使用的兩者
 - D. 兩個相同語言使用者
40. 由於翻譯上的錯誤，醫師誤診了這個普通的病，且開錯了藥方，
- A. 不讓病人受很多苦。
 - B. 讓病人受不了一切的苦。
 - C. 讓病人受了很多的苦。
 - D. 讓病人不再受很多的苦。



Key to Written Practice Exam

- | | | | |
|-----|---|-----|---|
| 1. | B | 21. | B |
| 2. | C | 22. | B |
| 3. | D | 23. | A |
| 4. | B | 24. | B |
| 5. | D | 25. | A |
| 6. | B | 26. | A |
| 7. | A | 27. | B |
| 8. | C | 28. | A |
| 9. | D | 29. | B |
| 10. | D | 30. | A |
| 11. | D | 31. | D |
| 12. | A | 32. | B |
| 13. | B | 33. | C |
| 14. | B | 34. | D |
| 15. | A | 35. | A |
| 16. | D | 36. | A |
| 17. | C | 37. | C |
| 18. | B | 38. | A |
| 19. | B | 39. | B |
| 20. | C | 40. | C |

PRACTICE ORAL EXAM FOR INTERPRETERS

This practice exam is designed to help you prepare for taking the language proficiency exam developed by the Office of Language Interpreter Services and Translations, LIST, in the Department of Social and Health Services.

In an effort to provide all interpreters taking the exam with the opportunity to practice, this sample oral test has been designed utilizing general terminology frequently used in the various divisions in a variety of situations.

Although the content of each section in this practice sample is different from that of the actual exam, its structure is similar, and it will give the candidate the familiarity necessary to ease into the transition of taking the "real" oral test.

Please keep in mind that this is only a practice exercise. You should choose a quiet environment when taking this preparation exam. We hope that your experience with this practice test will help you to increase your chances of obtaining permanent certification.

Oral Practice Exam

Section One: Sight Translation

Part 1: English to Target Language

Directions:

You will be allowed three minutes to complete this part of the oral test during the actual oral exam. Therefore, you should try to complete the following practice within three minutes. You may silently review the text before you begin your oral interpretation, but the review time should be part of the three minutes. If, when you are translating, you come to a word or phrase you don't know or have just blanked out on, give it in English and go on so that you don't waste much of your time on those words or phrases. Now, please orally translate the following text into the target language you will be testing for.

Information and referral may involve a single contact between the worker and the enrollee or may involve one or two additional contacts. However, if the number of contacts increase and there is evidence of a more intensive service need, there may be need for a different method of service delivery. Careful judgment is necessary on the worker's part to determine whether crisis intervention or case management services are necessary. Assessing the boundaries between these professional activities is part of the trained judgment the worker brings to the relationship.

(Please orally translate the following into English)

保密性是顧客和服務機構之間的一種關係，它保證顧客將受到保護，防止服務機構不適當地公開顧客的資料。保密性不是顧客和工作人員之間的祕密關係。所有的顧客在和服務機構接觸時都應享有保密性的權利。保密性是工作人員和顧客間信任的基礎。這種信任在提供有效的社會服務時是必需的。州法和聯邦法都有保護顧客，防止不適當地使用在管理過程中所獲得的個人資料。保密性在政府裡是個敏感的話題，因為在公眾有權取得政府管理資料的同時，個人的隱私權也是需要遵守的信條。

Section Two: Consecutive Interpretation Exercise

Directions:

Following is a consecutive interpretation exercise. The audio exercise contains a pre-recorded conversation between an English and a non-English speaking persons. While listening to the recording, you are to assume the role of an interpreter for both speakers. The recording has built-in pauses. The pauses are your time to interpret. There is a “beep” after each speaker. Once you hear the “beep”, you may start interpreting.

You can take notes to help you recall what is being said. Allow yourself only two repeats (2 segments between pauses) during the entire exercise. If you miss anything after you have used up your two repeats, don't stop the recording. Instead, try to keep pace with the rest of the recording, and don't think about what you miss, concentrate on what is ahead.

Remember the basic ground rule, accuracy. Don't paraphrase, don't add anything, and don't leave anything out.

If you think the above instructions are clear to you up to this point, go on with the consecutive interpreting practice exercise by clicking the link of Audio Practice Samples under Social Service Pre-test Study Packages for Certified Languages on the homepage, and then click on your language.

After you are done practicing the consecutive interpretation exercise, pause the audio player and read the directions for Section Three.

Section Three: Simultaneous Interpretation

Directions:

Following the consecutive interpretation exercise are two recordings, both in the English language. If you want to record your own voice with a recorder, you will need to use a headphone or earphone to listen to the recordings. This way, the recorder will only pick up your voice but not the voice in the recordings.

Now, please continue with the simultaneous interpretation exercise.

DO NOT GO ON TO THE NEXT PAGE UNTIL YOU FINISH LISTENING TO THE CONSECUTIVE AND SIMULTANEOUS EXERCISES.

Reference Guides to Sample Exercises

Paragraph 1:

諮詢和推介的工作牽涉到工作者和申請者之間的一次接觸，有時會需要另加一或兩次的接觸。但是，如果接觸的次數增加，並且情況顯示有需要提供更密集的服務，那麼就要考慮改變服務的方式。在決定是否需要提供危機防犯或個案管理服務時，工作者必須經過謹慎的判斷。評估這些專業活動的限度，是工作者對工作關係的專業判斷之一部份。

Information and referral may involve a single contact between the worker and the enrollee or may involve one or two additional contacts. However, if the number of contacts increase and there is evidence of a more intensive service need, there may be need for a different method of service delivery. Careful judgment is necessary on the worker's part to determine whether crisis intervention or case management services are necessary. Assessing the boundaries between these professional activities is part of the trained judgment the worker brings to the relationship.

Paragraph 2:

Confidentiality is a relationship between a client and the agency which guarantees the client is protected against improper disclosure of information known to the agency. Confidentiality is not a bond of secrecy between client and worker. All clients have the right to confidentiality in their contact with the agency. Confidentiality is the basis for the development of trust between worker and client. Such trust is essential to the provision of effective social services. State and federal laws protect client from improper use of the personal information obtained in the process of program administration. Confidentiality is a sensitive issue in government because the right of the individual to privacy is a principle observed concurrently with the right of the public to have access to information about the conduct of his government.

保密性是顧客和服務機構之間的一種關係，它保證顧客將受到保護，防止服務機構不適當地公開顧客的資料。保密性不是顧客和工作者之間的祕密關係。所有的顧客在和服務機構接觸時都應享有保密性的權利。保密性是工作者和顧客間信任的基礎。這種信任在提供有效的社會服務時是必需的。州法和聯邦法都有保護顧客，防止不適當地使用在管理過程中所獲得的個人資料。保密性在政府裡是個敏感的話題，因為在公眾有權取得政府管理資料的同時，個人的隱私權也是需要遵守的信條。

INTERPRETERS CONSECUTIVE INTERPRETATION EXERCISE

Client: 我的父親住在療養院裡。我怎樣才能確定他有得到最好的照顧？

Interpreter: My father is at a nursing home. What can I do to make sure that he's receiving the best possible care?

Worker: All I can tell you is that in order to meet federal and state regulations, nursing care consultants make unannounced visits throughout the year to assigned nursing homes for the purpose of assessing the quality of care provided to Medicaid clients.

Interpreter: 我只能這麼說：爲了要確定療養院的服務符合聯邦和州政府的規定，療養看護的顧問們每年都不定期地到分派的療養院去視察，評估 Medicaid 受惠人所得到的看護品質。

Client: 這些專家都注意哪些方面？

Interpreter: What type of things do the specialists pay attention to?

Worker: During the visit, surveyors use uniform survey procedure to assess if residents care meet federal and state requirements. The survey includes observation of residents, interview with residents and staff, review of records, and observation/evaluation of patient procedures and environment.

Interpreter: 在視察時，調查員會經由統一的視察程序，評估療養院的服務是否合乎聯邦和州政府的要求。調查的方式包括觀察住院者、訪問住院者和工作人員、審查紀錄，以及觀察／評估病人看護程序與環境。

Client: 如果我對我父親所得到的看護有所不滿，我該如何提出控訴？

Interpreter: What can I do if we have a complaint regarding the care my father is receiving?

Worker: You should take your complaint to the nursing home in which your father is residing, and if the problem persists, then you should take your complaint to a service worker of Aging and Adult Services.

Interpreter: 您應該將您的控訴交給您父親所住的那個療養院，如果問題還是一樣，您可將您的控訴交給“老人及成人服務局”的服務人員。

Client: 他們說我父親的文件有些問題，他們很可能會拒絕爲他提供 Medicaid 服務。我該怎麼處理這個情況？

Interpreter: I have been told that my father has some problems with his papers and that is very possible they deny him Medicaid services. What can I do in this case?

Worker: You and your father have the right to request a fair hearing concerning the denial, reduction or termination of services, if you feel this is the case, you should act upon this request right away.

Interpreter: 您和您父親有權利針對這項服務的拒絕、扣減或終止提出公平聽證要求。如果您覺得必須這麼做，您應立即提出這項要求。

Client: 我有個表姊在“老人及成人服務局”工作。您覺得她能不能審查我父親的文件，解決這個問題？

Interpreter: I have a cousin who works in Aging and Adult Services. Do you think she could review my father's papers and arrange things to solve the problem?

Worker: No; The policy of the department is that no employee shall work on cases of clients to whom they are related or with whom they have significant personal or non-official relationship, or a counseling relationship outside the department.

Interpreter: 不可以；本部的政策規定：本部工作人員所接辦之個案，不能是與他有親戚關係、私人關係或在本部之外有顧問關係的顧客之個案。

Client: 我的父親不懂英語，他和社會工作者之間有溝通上的困難。老人及成人服務局能不能為他安排一位翻譯員？

Interpreter: My father doesn't speak English and has problems communicating with the social worker. Can the Division for Aging and Adults provide him with an interpreter?

Worker: Yes; If the client has a language barrier, the department can provide an interpreter and other appropriate aids at no cost.

Interpreter: 可以；如果當事人有語言上的障礙，本部可以免費提供一位翻譯員和其他適當的協助。

Client: 謝謝您回答我的問題。我相信您給我的資料會幫我很大的忙。

Interpreter: Thank you for clarifying the questions I had. I'm sure that the information you gave me will help me a great deal.

Worker: You're welcome. I'm glad to know that I was able to help.

Interpreter: 請別客氣。我很高興我能幫上忙。

SIMULTANEOUS EXERCISE FOR INTERPRETERS

Recording 1:

請記住：一項有關此事件的行政會議已於一九九三年二月十日在行政大法官 Thomas Jacob Smith 的主持下舉行。今天是一九九三年二月十六日。我們現在回到 Jay Campbell 的個案記錄上。上訴人 Campbell 先生沒有出席，但他的律師 Kelly Roco 有出席，代表本部的是贍養執行處的 Edward Baros。上訴人的律師再次提出訴訟程序的延續要求，但社會福利服務部對此要求表示反對。上訴人表示：要確立小孩父親的身份，必須先經過驗血。當小孩的母親受孕時，Campbell 還駐紮在德國。與首席檢察官辦公室討論之後，驗血在此情況下似乎沒有什麼必要。本部的觀點是：即使這個假定的父親不是小孩的親生父親，但身為具有監護權的繼父，他仍具有顯著的潛在責任。

Be it remembered that an administrative forum was held in this matter on the 10th day of February of 1993 before Thomas Jacob Smith, Senior Administrative Law Judge. It is today the 16th of February of 1993. We are back on the record in the matter of Jay Campbell. It appears that Mr. Campbell, the appellant, is not present, but his attorney of record, Kelly Roco is, and on behalf of the department is Edward Baros of the Office of Support Enforcement. The appellant's attorney would like to request another continuance in this proceeding, and DSHS is objecting to that. The appellant presented the issue of a blood test being necessary to establish paternity of the child. Mr. Campbell was stationed in Germany during the time of conception. After discussion of this case with the Attorney General's Office, it appears that, due to the circumstances, there would be less of a need for a blood test. The department's view is that, even if this presumptive father is not the natural father of the child, we still have outstanding his potential liability as a custodial stepparent.

Recording 2:

上訴人 Lugo 女士在此向上訴處提出請願，要求重審一九九二年十二月二日所做的初步決定，並要求改變該決定，准其透過特級需求 (Categorically Needy) 醫藥補助計畫，獲得州政府對 Mary Bay 醫師 (博士) 提供的心理醫療服務費之賠償。該初步決定是錯誤的，因為該決定同意州政府拒絕賠償 Bay 醫師的醫療服務費，理由為她是私人開業的醫師，她在自己的診所內提供治療，而不是在社區心理保健中心提供治療，雖然該醫療服務是必要的。這項決定錯誤地拒絕賠償上訴人治療多重人格錯亂的費用，該決定同時會造成相當的威脅，剝奪她唯一有效的治療來源。

The Appellant, Ms. Lugo hereby petitions the Office of Appeals to review the Initial Decision dated December 2, 1992 and reverse it, hereby permitting her to obtain state-reimbursed psychological services from Dr. Mary Bay, Ph.D., under the Categorically Needy (C.N.) Medical Assistance Program. The Initial Decision is in error because it upholds the state's refusal to reimburse Dr. Bay for services, even though they are medically necessary, because she is a private practitioner providing the treatment in her own office rather than in a community mental health center. The decision also has the effect by threatening to cut off the only effective source of treatment she has, of erroneously denying the Appellant coverage for treatment of her Multiple Personality Disorder.

Selected Social Service Bilingual Glossary

A

abandonment	遺棄，放棄
abuse	虐待，濫用
accessible	容易取得的，可使用的，可進入的
accident	意外
account	帳戶
achieve	完成，實現
adoption	收養
Adult Protective Services	成人保護服務
advocacy	提倡，擁護
agency	機構，代理處
aging	老人，衰老
Aging and Adult Services	老人及成人服務
agreement	同意，協議，條約
Alien Registration Card	外國人登記卡
Alcohol and Substance Abuse	酒精及藥物濫用
ambulance	救護車
amount	數量
application	申請，申請書
apply	申請
appointment	約見，約會，任命
approval	核准，批准
arrangement	安排，處理
assessment	評估
assistance	協助，補助（金）
assistant	助理
Assistance Program	補助計畫
assurance	保證
attend	參加，出席
Attorney General	首席檢察官，檢察長
authorization	授權，委任

B

bandage	繃帶
behalf	利益，代表
beneficiary	受益人，受惠者
benefits	利益，福利
bilingual	雙語的，能說兩種語言的
bill	帳單
birth certificate	出生證明
blind	瞎的，盲人的
blood transfusion	輸血
bond	債券，合同
boss	雇主，老板
bronchitis	支氣管炎
budget	預算
business	事業，職務

C

calculate	計算
cancellation	取消
cause damage	造成損失
check	支票
checking account	支票帳戶
child abuse	兒童虐待
child care	兒童看護
Children Division	兒童局
Children Protective Services	兒童保護服務
Children and Family Services	兒童及家庭服務
citizen	公民
citizenship	公民身分，國籍
claim	申報，要求
client	客戶，委託人

clinic	診所
community worker	社區工作人員
complain	控訴，抱怨
compensation	補償，賠償
complete	完成，完整，填妥（表格）
consent	同意，許可
consult	請教，諮詢
consulate	領事館，駐外辦事處
contract	契約，合同
controversy	爭執，辯論
convalescent	在復原中
cooperative	合作的
coordinator	協調人
copy	複本，謄本
cost	費用
counseling	輔導服務
crisis intervention	危機的調解
crutches	拐杖
current	現行的，通行的
custodial parents	監護的家長
custody	監護權
customer	顧客

D

data	資料
date of birth	出生日期
death certificate	死亡證明書
dentist	牙醫師
deduction	扣除，減免額
delegate	代表人，委派
denture	一副假牙

department	部門
Department of Health	衛生部
Department of Social and Health Services	社會福利服務部
deprive	剝奪，使喪失
development	發展
diagnosis	診斷
diarrhea	腹泄
disability	殘障，無能
disable	使殘廢，使失去能力
discharge	放行，開除，流出
disclosure	揭發，顯露
divorce	離婚，分裂
doctor	醫師
document	文件
downtown	商業區
drug	藥物，毒品
drug addict	藥物上癮，毒癮

E

earnings	工資，薪水
Economic and Medical Feild Services	經濟與醫藥服務
elderly	老年人
eligible	符合資格的
emergency	緊急事件，緊急需要
employee	員工，雇員
employment	職業，工作
Employment Placement Services	職業安置服務
enforcement officer	執行人員
environment	環境
epidemic	流行性傳染病，傳染性的
establishment	建立，確立
estimate	估計，判斷
evaluate	評估，評價

evidence	證明，證物
examination	檢查，測驗
example	例子
exception	例外
expense	花費
expire	過期
explain	解釋
exploitation	開發，利用，剝削
extension	延長，擴充
eyeglasses	眼鏡

F

facility	設施，設備
fact	事實
fair	公平
fair hearing	公平聽證會
false	假的，不實的
false statement	不實的聲明
farm worker	農場工人
federal government	聯邦政府
federal taxes	聯邦稅
financial aid	財務補助
financial support	財務支源
first aid	急救箱
food stamps	食物券
foster care	寄養看護
foster child	寄養子女
foster home	寄養家庭
foster parents	寄養家長
frequently	經常的
full time	全時的，專任
function	功能

G

garnish	扣押
gather	收集，聚集
generally	一般性的
generate	產生，造成
get hurt	受到傷害
give	給予
glossary	字彙
government	政府
grateful	感激的
groceries	食品及日用品
gross income	總收入，毛所得
guardianship	監護權
guaranty	保證，擔保
guard	看守，保護
guidelines	指導方針
gynecologist	婦科醫師

H

handicapped	殘障的
harassment	騷擾
head of household	戶長
health insurance	健康保險
health service	保健服務
hearing impaired	聽力障礙
heart attack	心臟病發作
high blood pressure	高血壓
hip	臀部
hit	打，撞
homeless	無家可歸的

hospitalization	入院治療
hotline	專線，熱線
household income	家庭的收入
housekeeper	管家
housewife	主婦
housework	家務事
Human Resource Development	人力資源發展

I

identification	識別證，鑑定
illegal	非法，不合法
immigrant	移民
immigration	入境移居
Immigration and Naturalization Services	移民及歸化服務
implementation	履行，完成
improve	改善，增進
incapacitated	被褫奪，喪失
income	收入，所得
income assistance	經濟補助
income source	收入來源
indigent	貧窮的，貧乏的
inflation	通貨膨脹，誇大
influenza	流行性感冒
injury	受傷，損害
inspector	檢查員
institution	機構
instructions	教導，指示
insurance	保險，保費
intake	入口，引入之量
integrity	正直，完整
interview	會談，訪問
investigation	調查，研究

J

jail	監獄
job interview	就業面談
job placement	工作介紹
job training	職業訓練
judge	法官，審判
judgement	判決，判斷
judiciary	法院的，法官的
jury	陪審團
justice	法律制裁，正義
justify	證實，辯護
Juvenile Rehabilitation	少年感化院

K

keep	保留，維持，管理
kidney	腎臟
kitchen	廚房

L

laborer	勞工
landlord	房東，地主
language	語言
lawsuit	訴訟
lawyer	律師
legal	法律上的
legislative policy	立法程序的政策
lend	借與
levy	收稅，徵集
liable	負有責任的
life insurance	人壽保險

license	執照
list	目錄
liver	肝臟
loan	貸款
<u>long term care</u>	長期看護
low blood pressure	低血壓
low income	低收入
lung	肺

M

maiden name	本姓，娘家姓
maintenance	維持，保養
manager	經理，經紀人
marital status	婚姻狀況
marriage	婚姻
marriage certificate	結婚證書
maximum amount	最大的數量
medical assistance	醫藥補助
medical cost	醫藥費用
<u>medical coupons</u>	醫藥優待券
medical help	醫藥上的協助
medical history	病歷
medicine	藥品
member	成員，會員
mental health	精神保健
mentally ill	精神疾病
middle name	(在名與姓之間的) 中名，別名
military service	兵役
minister	牧師，救助，主持
mistreat	虐待
molar	臼齒
money	金錢
money order	匯票

monitored	受到監督，受到監聽
monthly	每月的，每月一次的
mortgage	抵押
mute	啞的

N

national origin	原籍
nationality	國籍
native	當地人，本土的
necessity	必要，必需品
neck	脖子
need	需要
neglect	忽視
neighbor	鄰居
neighborhood	鄰近社區
net	淨餘的，網子
net income	淨所得
notice	通知書
notify	通知
<u>nursing home</u>	療養院
Nursing Home Services	療養院服務

O

obligation	責任，義務
objection	反對，異議
obstacle	障礙，妨害
obtain	獲得，得到
occupation	職業，占有
<u>Office of Support Enforcement</u>	<u>贍養費執行處</u>
organization	組織
original	原來的，最初的
orthopedic	整形外科的，矯形術的
outpatient	門診的病人（非住院的病人）

overpayment

付錢太多

own

擁有

P

pain

疼痛，痛苦

pamphlet

小冊子

paralyzed

癱瘓，麻痺

paramedic

空降醫護的

parental rights

父母的權利

part-time

兼任的，部份時間的

passport

護照

pay

支付

payment

付款

pension

養老金，生活津貼

percent

百分比

permanent

永久性的

permission

許可

petition

上訴，請願

pharmacy

藥房

photocopy

影印

physical exam

健康檢查

physical therapy

物理治療

policy

政策

population

人口

priority

優先順序

private sector

私人（民營）機構

procedure

程序，手續

profession

專業，職業

promote

鼓勵，提倡，升遷

proof

證明，證據

property

財產

property taxes

財產稅

prosecution	起訴，原告
protection	保護
provide	供應，供給
public sector	公家（政府）部門

Q

Quality Control	品質管制
quarter	四分之一：三個月，二角五分，十五分鐘
question	疑問
questionnaire	問卷

R

receipts	收據
records	紀錄
referral	指示，參考，引介
<u>Refugee Assistance</u>	難民補助
refuse	拒絕
registration	登記，註冊
regulation	規則，規定
rehabilitation	（身體或心理的）重建，康復
rehabilitation aid	為康復提供的協助或輔助器材
relationship	關係，關聯
relative	親戚
rent	房租
report	報告
request	要求，需要
requirement	命令，規定，需要
resident	居民
resolution	決議，解決之道
responsibility	責任，負擔
result	結果
retirement	退休

revenue
review
rights
role

收入總額
審查，評論
權利
角色

S

salary
sales taxes
savings
savings account
schedule
self support
self-sufficient
sexual abuse
shelter
short term care
sick
signature
situation
Social Security
Social Security Card
Social Welfare Department

social worker
Special Commitment Center
specialist
speech impediment
stability
staff
state fund
state taxes
supplemental

薪水
貨物稅
儲蓄
儲蓄存款帳戶
時間表，排定時間
自立，自營生計
自給自足
性虐待
庇護所，寄宿處
短期看護
生病
簽名
情況，境遇
社會安全保障制度
社會安全卡
社會福利部（在華州則稱為社會福利服務部，參看 Department of Social and Health Services）
社會工作者
特殊拘留中心
專員，專家
語言障礙（如口吃）
穩定
全體職員
州政府的專款或基金
州稅
補充的

supplies
Support Enforcement Officer
support payment
survey

供應
贍養費執行人員
贍養費
調查，測量

T

take care of
target
tax
temporary
termination
translate
translator
transportation
treatment
truthful

照顧
目標
稅
暫時的
終止，結束
翻譯
翻譯員
運輸，交通
醫療，待遇
確實的，誠實的

U

underpay
understand
union
unsigned
upset
urgent

付得太少
了解，明瞭
聯合，團結，工會
未簽名的
不愉快，不舒服，顛覆
緊急的

V

vaccinate
value
verify
veteran
veteran benefits

注射或服用預防疫苗
價值
證實，鑑定
退伍軍人
退伍軍人福利

violate
visa
vocational
voucher

觸犯，妨害
簽證
職業的，就業上的
憑單，擔保書，收據

W

wages
weekly
welfare
wheelchair
withdraws
witness
worker
worker's compensation
write down

工資
每週一次的，一星期的
福利，救濟
輪椅
撤銷，收回
證據，目擊者，證人
工人，工作人員
工作人員的補償或報酬
寫下，記錄

X

X-ray

X-光

Y

yearly
yet
young

每年的，一年一次的
還，仍（沒有）
年幼的，年輕的

Z

zip code

郵遞區號



DSHS GENERAL TERMINOLOGY

<p>A</p> <p>abandonment</p> <p>absent parent</p> <p>adjudicative proceeding</p> <p>administrative hearing</p> <p>Administrative Services Division (ASD)</p> <p>access</p> <p>accident</p> <p>accommodate</p> <p>accommodation</p> <p>account</p> <p>achieve</p> <p>addiction</p> <p>adjudicate</p> <p>adolescent</p> <p>adoption</p> <p>Adult Protective Services</p> <p>advocacy</p> <p>advocate</p> <p>affirmation</p> <p>agency</p> <p>aging</p> <p>Aging & Adult Services Administration (AASA)</p> <p>agreement</p> <p>Aid to Families with Dependent Children (AFDC)</p> <p>Alien Registration Card</p>	<p>Alcohol and Substance Abuse</p> <p>Aleut (race)</p> <p>alien</p> <p>ambulance</p> <p>American Indian</p> <p>amount</p> <p>amplifier</p> <p>amplifier telephone</p> <p>appeal</p> <p>application</p> <p>apply</p> <p>applicant</p> <p>appointment</p> <p>apprehend</p> <p>apprehension</p> <p>approval</p> <p>arbitration</p> <p>arraignment</p> <p>arrangement</p> <p>Asian Indian (race)</p> <p>assessment</p> <p>assets</p> <p>assistance</p> <p>assistant</p> <p>Assistance Program</p> <p>assault</p> <p>assurance</p> <p>attachment</p> <p>attend</p> <p>attendant care</p> <p>attorney</p>
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Attorney General
audible ring signaler
authority
authorization
authorize

B

bandage
base period (time)
battered
battery
behalf
beneficiary
benefits
bid
biennium
bilingual
bill
birth certificate
Black (or African American)
blind
blood transfusion
bond
boss
braille
brochure
bronchitis
bruise
budget
burglary
business

C

calculate
Cambodian (race)
cancellation
cancelled checks
case
case management
cause (damage)
check
checking account
chemical dependency
Chicano
child abuse
child care
Child Protective Services (CPS)
Children's Administration (CA)
Chinese (race)
choice
choose
circumstances
citizen
citizenship
claim
client
Client Services (CS)
clinic
clinically eligible
cocaine
coerce
community
community debts
community outreach
community property
Community Service Office (CSO)

<p>Community Services (CS)</p> <p>community worker</p> <p>compensation</p> <p>complain</p> <p>complaint</p> <p>complete</p> <p>compliance (in compliance with)</p> <p>compromise</p> <p>confidential</p> <p>congregate</p> <p>congregate care</p> <p>consent</p> <p>consolidate</p> <p>consult</p> <p>consulate</p> <p>continuance</p> <p>contract</p> <p>controversy</p> <p>convalescent</p> <p>convict</p> <p>conviction</p> <p>cooperative</p> <p>coordinate</p> <p>coordination</p> <p>coordinator</p> <p>copy</p> <p>corrective action</p> <p>cost</p> <p>counseling</p> <p>court order</p> <p>cover</p> <p>coverage</p> <p>crime</p> <p>crisis</p> <p>crisis intervention</p>	<p>cross-examination</p> <p>crutches</p> <p>Cuban</p> <p>current</p> <p>custodial parents</p> <p>custody</p> <p>customer</p> <p>D</p> <p>data</p> <p>date of birth</p> <p>deaf</p> <p>Deaf & Hard of Hearing (DHH)</p> <p>death certificate</p> <p>debt</p> <p>decree</p> <p>deduct</p> <p>deductible</p> <p>deduction</p> <p>deinstitutionalize</p> <p>delay</p> <p>dentist</p> <p>delegate</p> <p>demographic</p> <p>denture</p> <p>department</p> <p>Department of Health (DOH)</p> <p>Department of Social and Health Services (DSHS)</p> <p>deprive</p> <p>detoxification</p> <p>develop</p> <p>development</p>
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<p>Developmental Disabilities (DD)</p> <p>diagnosis</p> <p>diarrhea</p> <p>disability</p> <p>Disability Initiative</p> <p>Disability Insurance (DI)</p> <p>disable</p> <p>disagreement</p> <p>disburse</p> <p>disbursement</p> <p>discharge</p> <p>disclosure</p> <p>discriminate (against)</p> <p>discrimination</p> <p>dismiss</p> <p>dissolution of marriage</p> <p>diversity</p> <p>Diversity Initiative</p> <p>Division of Alcohol and Substance Abuse (DASA)</p> <p>Division of Child Support (DCS)</p> <p>Division of Children and Family Services (DCFS)</p> <p>Division of Community Services (DCS)</p> <p>Division of Developmental Disabilities (DDD)</p> <p>Division of Employment and Social Services (DESS)</p> <p>Division of Income Assistance (DIA)</p> <p>Division of Management & Operations Support (DMOS)</p> <p>division of property</p> <p>Division of Vocational Rehabilitation (DVR)</p> <p>divorce</p>	<p>doctor</p> <p>document</p> <p>domestic</p> <p>domestic violence</p> <p>downtown</p> <p>driving while intoxicated (DWI)</p> <p>drop a criminal charge</p> <p>drug</p> <p>drug addict</p> <p>E</p> <p>early intervention</p> <p>Earned Income Credit</p> <p>earnings</p> <p>Economic and Medical Field Services (EMFS)</p> <p>Economic Services Administration (ESA)</p> <p>elderly</p> <p>eligibility</p> <p>eligible</p> <p>emergency</p> <p>emotion</p> <p>emotional health</p> <p>employee</p> <p>Employee Services Division (ESD)</p> <p>employer supported child care</p> <p>employment</p> <p>Employment Placement Services</p> <p>enforcement officer</p> <p>enforceable</p> <p>entitle</p> <p>environment</p>
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epidemic	family size
equality	farm worker
equipment	federal government
equity value (of a house, etc.)	federal taxes
escalator clause	fidgety
Eskimo (race)	figure
establishment	Filipino
estate	family planning
estimate	financial aid
estimated annual income	financially indigent
ethnic minorities	financial support
evaluate	financial worker
Evergreen Legal Services (ELS)	first aid
evidence	food stamps
examination	food products
example	foster care
exceed	foster child
exception	foster home
exempt (from)	foster parents
expedited service	fraud
expense	frequency
expire	frequently
explain	full time
exploitation	funeral
extension	funeral assistance
eyeglasses	function
F	fund
facility	funding
fact	G
fair	garnish
fair hearing	garnishment
false	gather

generally	Health & Rehabilitative Services
generate	Administration (HRSA)
generation	health service
get hurt	Healthy Options
give	hearing impaired
glossary	heart attack
goal	heroin
government	high blood pressure
grant assistance	hip
grateful	Hispanic
Green Card	hit
grievance	Home and Community Services
groceries	Division
gross earnings	(HCSD)
gross income	home based services
group care	homeless
Guamanian	home maker
guardian	home support
guardianship	hospitalization
guarantee	hotline
guard	house chore
guidelines	household income
guilty	housekeeper
gynecologist	housewife
	housework
	Human Resources Development
	hysterical
H	I
habilitation	identification
handicapped	illegal
harassment	immigrant
Hawaiian	immigration
head of household	Immigration and Naturalization
headquarters	Services
health insurance	(INS)

<p> implementation imprisonment improve incapacitated incentive incident income Income Assistance income source income tax credit incur independence independent independent living skills indigent inflation influenza (flu) injury immediate danger innocence in person inspector institution institutionalization Institution Services (IS) instructions insurance insurance policy intake intake interview integrity intention intentional intentionally interagency </p>	<p> interim interim care interment interment assistance Internal Revenue Services (IRS) interpret interpreter intervene intervention interview intimidate intoxicated intoxication intra-agency investigation invoice involve involvement </p> <p>J</p> <p> jail Japanese job interview job placement job training judge judgement judiciary jury justice justify Juvenile Rehabilitation Administration (JRA) </p>
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K

keep
keep track of
kid
kidney
kin
kitchen
knowledge
Korean

L

labor
Labor and Industries
 Time-Loss Payments
laborer
landlord
Lands and Buildings Division (LBD)
language
Laotian
law
law enforcement
lawful
lawsuit
lawyer
legal
legal guardian
legal separation
legislation
legislative

legislature
lend
levy
liable
license
lien
life insurance
limit
limited English proficient (LEP)
lipreading
list
litigation
liver
living arrangement
loan
long term
low blood pressure
low income
lung

M

maiden name
maintenance
malicious mischief
manage
Management and Budget (MB)
Management Services Administration
 (MSA)
Management Services Division (MSD)
manager
mandatory
marijuana

marital status	mistreat
marriage	modification
marriage certificate	modify
maternity	molar
Maternity Support Services	molest
Mathadone Treatment	molestation
maximum	monetary assistance
maximum amount	money
mediation	money order
medicaid	monitor
medical assistance	monthly
Medical Assistance Administration (MAA)	mortgage
medical cost	mute
medical coverage	multiply
medical coupons	
medical history	N
medically indigent	
medicare	national origin
medicine	nationality
member	native
mental health	Native American
Mental Health Division (MHD)	necessary
mentally ill	necessities
mental retardation	neck
middle name	need
military service	needle
minimum	neglect
minister	neighbor
minority	neighborhood
Minority Affairs Initiative	net
Minority Initiative	net income
misconduct	no contact order
mission	nonfood items

<p>Non-Wage Earner Program</p> <p>notice</p> <p>notify</p> <p>nursing home</p> <p>Nursing Home Services</p> <p>nutrition</p> <p>O</p> <p>obligation</p> <p>objection</p> <p>objective</p> <p>obligation</p> <p>obstacle</p> <p>obtain</p> <p>occupation</p> <p>occur</p> <p>occurrence</p> <p>offender</p> <p>Office of Appeals</p> <p>Office of Child Care Policy</p> <p>Office of Children's Research</p> <p>Office of Constituent Relations</p> <p>Office for Equal Opportunity (OEO)</p> <p>Office of Financial Recovery (OFR)</p> <p>Office of Issuances</p> <p>Office of Language Interpreter Services and Translations (LIST)</p> <p>Office of Nursing Home/Hospital Audit</p> <p>Office of Operations Review</p> <p>Office of Operations Services</p> <p>Office of Special Investigation</p> <p>Office of Staff Services</p> <p>Office of Support Enforcement (OSE)</p>	<p>Office of Vendor Services</p> <p>ombudsman</p> <p>opiate</p> <p>opium</p> <p>option</p> <p>out-of-home services</p> <p>organization</p> <p>orientation</p> <p>original</p> <p>orthopedic</p> <p>outpatient</p> <p>overdue</p> <p>overestimate</p> <p>overpayment</p> <p>owe</p> <p>own</p> <p>P</p> <p>pain</p> <p>pamphlet</p> <p>paralyzed</p> <p>paramedic</p> <p>parental kidnapping</p> <p>parental rights</p> <p>parenting plan</p> <p>parole</p> <p>participant</p> <p>partnership</p> <p>part-time</p> <p>passport</p> <p>paternity</p> <p>pay</p> <p>paycheck</p>
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<p> payment pay stubs penalize penalty pending pension percent percentage perjury permanent permanent residency permission petition pharmacy photocopy physical exam physical therapy Pidgin Signed English (PSE) placement plan policy population postnatal postpartum preemptive pregnant press criminal charges prevent prevention priority private investigator private sector probable cause probation probation revocation </p>	<p> procedure proceedings profession program promote proof property property taxes prosecution post-sentencing no-contact order protection protection order protest provide provider Provider Services (PS) psychiatric hospitalization psychiatrist public assistance public sector Puerto Rican </p> <p>Q</p> <p> quadriplegia qualification qualified qualify Quality Control quarter query question questionable questionnaire </p>
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quota	representative
	request
R	requirement
race	reschedule
rape	resident
reapply	Residential Care Services Division (RCSD)
receipts	resolution
receptionist	resolve
recipient	resource
reckless endangerment	respite
reconciliate	respite care
reconciliation	responsibility
records	restitution
recruit	restraining order
redeem	result
reduce	retardation
referral	retention
Refugee Assistance	retirement
refuse	revenue
region	review
regional office	Revised Code of Washington (RCW)
registration	revoke
regulation	rights
rehabilitation	risk assessment
rehabilitation aid	role
reimburse	rules
reimbursement	Russian
relationship	
relative	S
reluctant	
rent	safe
repatriate	safety
report	salary

sales taxes	spenddown
Samoan	spouse
separated	stability
savings	staff
savings account	standard
schedule	state fund
scope	statement
screening	state taxes
self support	statutory authority
self-sufficient	statutory rape
Senior Companion Program	street youth
service delivery	subpoena
settlement	subsidy
sexual abuse	substance abuse
sexual orientation	substantial
Sexual Orientation Initiative	substantially
shelter	subtract
short term	subtraction
sick	summon
Signed Exact English (SEE)	supervise
signature	supervision
single parent	supplemental
situation	Supplemental Security Income
sliding-fee scales	supplies
Small Claims Court	Support Enforcement Officer
Social Security	support order
Social Security Benefits	support payment
Social Security Card	survey
Social Security Number (SS#)	suspend
Social Welfare Department	suspension
social worker	
Spanish	
Special Commitment Center (SCC)	T
specialist	
speech impediment	Tactile ASL (American Sign Language)

tactile signaling device	underpay
take care of	underestimate
target	understand
tax	under the influence
teen	unemployable
teenage	unemployment
teenager	Unemployment Benefits
telecommunications device for the deaf (TDD)	unintentional
teletypewriter (TTY)	unintentionally
TTY/large visual display (LVD)	union
TTY with braille	unkempt
temporary	unlawful
termination	unpaid (bills)
testimony	unsigned
Thai	upset
therapeutic services	urgent
therapy	utility bills
threaten	Utilization Services (US)
tolerate	
tracking	V
transition	vaccinate
translate	value
translator	verification
transportation	verify
treatment	veteran
trespassing	Veterans Benefits
truthful	vibrating ring signaler
turn in (application)	victim
	victim compensation
U	Vietnamese
unaccompanied minor	violate
under oath	violation
	violence

<p>visa visual ring signaler vocational rehabilitation volunteer voucher vulnerable</p> <p>W</p> <p>wages wage withholding Washington Administrative Code (WAC) Washington's Domestic Violence Prevention Act (WDVPA) weapon weekly welfare welfare fraud wheelchair White (race) widow widower withdraw withdrawal withdrawn withhold witness worker worker's compensation</p> <p>X</p> <p>Xerox</p>	<p>Xerox copy Xerox machine X-ray</p> <p>Y</p> <p>yearly yet young youngster youth</p> <p>Z</p> <p>zero zip code zone zoning</p>
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**Language Interpreter and Translator
Code of Professional Conduct**

1. Accuracy

Interpreters/translators shall always thoroughly and faithfully render the source language message, omitting or adding nothing, giving consideration to linguistic variations in both source and target languages, conserving the tone and spirit of the source language message.

2. Cultural Sensitivity – Courtesy

Interpreters/translators shall be culturally competent, sensitive, and respectful of the individual(s) they serve.

3. Confidentiality

Interpreters/translators shall not divulge any information obtained through their assignments, including but not limited to information gained through access to documents or other written material.

4. Disclosure

Interpreters/translators shall not publicly discuss, report, or offer an opinion concerning matters in which they are or have been engaged, even when that information is not privileged by law to be confidential.

5. Proficiency

Interpreters/translators shall meet the minimum proficiency standard set by DSHS by passing the required certification examination or screening evaluation.

6. Compensation

The fee schedule agreed to between the contracted language service providers and the department shall be the maximum compensation accepted. Interpreters/translators shall not accept additional money, compensation, or favor for services reimbursed by the department. Interpreters/translators shall not use for private or other's gain or advantage, the department's time, facilities, equipment, or supplies, nor shall they use or attempt to use their position to secure privileges or exemptions.

7. Nondiscrimination

Interpreters/translators shall always be neutral, impartial, and unbiased. Interpreters/translators shall not discriminate on the basis of gender, disability, race, color, national origin, age, socioeconomic or educational status, or religious or political beliefs.

8. Self-evaluation

Interpreters/translators shall accurately and completely represent their certifications, training, and experience.

9. Impartiality - Conflict of Interest

Interpreters/translators shall disclose any real or perceived conflict of interest which would affect their objectivity in the delivery of service. Providing interpreting or translation services for family members or friends may violate the individual's right to confidentiality, or constitute a conflict of interest.

10. Professional Demeanor

Interpreters/translators shall be punctual, prepared, and dressed in a manner appropriate and not distracting for the situation.

11. Scope of Practice

Interpreters/translators shall not counsel, refer, give advice, or express personal opinions, to individual for whom they are interpreting/translating, or engage in any other activities which may be construed to constitute a service other than interpreting/translating. Interpreters/translators are prohibited to have unsupervised access to clients, including but not limited to phoning clients directly.

12. Reporting Obstacles to Practice

Interpreters/translators shall assess at all times their ability to interpret/translate. Should interpreters/translators have any reservations about their competency, they must immediately notify the parties and offer to withdraw without threat of retaliation. Interpreter/translator may remain until more appropriate interpreters/translators can be secured.

13. Ethical Violations

Interpreters/translators shall immediately withdraw from encounters they perceive as violations of this Code. Any violation of the Code of Professional Conduct may cause termination of the contract.

14. Professional Development

Interpreters/translators shall develop their skills and knowledge through professional training, continuing education, and interaction with colleagues and specialists in related fields.

THIS CODE APPLIES TO ALL PERSONS PROVIDING LANGUAGE INTERPRETING OR TRANSLATION SERVICES AND MUST BE COMPLIED WITH AT ALL TIMES.