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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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 <u>maximum</u> 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.

<u>Section One</u> 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.

<u>Section Two</u> 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.

<u>Section Three</u> 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.

<u>Section Four</u> 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.

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:

🗯 ជB១ ជC១ ជĐ១ ជE១

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.	Dire	Directions:							
	the w		vhich l	best completes	the sem	tence. Then on	-	A, B, C, and D nswer sheet mark	
1.		application for elayed.	or fina	ncial assistan	ce	misplaced,	the e	ntire process can	
	A.	are	В.	is .	c.	was	D.	were	
2.	The	purchase of a	whee	lchair	a	pproved by th	e depa	ertment prior to	
•	subn	nitting the pur	chase (order.	•				
	A.	could being	В.	hasn't be	c.	must be	D.	hadn't being	
3.	She	suspects that h	er nei	ghbor	her food stamps over the weekend.				
	A.	had stole	В.	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.							
	Α.	did understa	and	•	C.	didn't unde	rstood		
	В.	didn't unde	rstand		D.	does unders	tood		
5.		his confusion _ of the initial i			there h	ad been an int	erpret	er on staff at the	
	A.	have been a	voided	1	C.	was to be a	voided		
	В.	should have	been	avoided	D.	would have	been a	avoided	
6.		rder to bring tl t date stamp al			_		s, staf	f processing mail	
	Α.	above comp	liance		c.	onto compli	ance		
	В.	into complia			D.	to comply			

7.	He traveled 80 miles to attend the hearing only it had been canceled.					
	A.	to be told	C.	to hasn't been told		
	В.	to has been told	D.	to have being told		
8.	The	woman,, is the	ne applyi	ng for custody for these children.		
	A.	who you has just met	c.	whom you have just met		
	В.	whom you has just met	D.	whose you had just met		
9.		way you relate to you duties.	ır clients v	will affect the overall performance of		
	Á.	from where	C.	in what		
	В.	from which	D.	in which		
10.	Per	their previous negative experien	ce, the wo	orkers sensed that they		
	A.	could was treated badly	C.	was to treat them badly		
-	В.	should be treated 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 <u>application for financial assistance</u>, 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 <u>assessment</u> 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 <u>community</u> <u>reintegration phase</u> 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 <u>parental rights</u> 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 <u>nursing home</u> 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 <u>risk factors</u> 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 ganish 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

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INTERPRETERS ETHICS:

The next section was designed to test your knowledge of the interpreters professional code of ethics. Remember; in most of these cases the answer can be determined by using common sense. Read the directions carefully, and then proceed.

III. Directions:

Choose one letter between A and B to indicate your response to whether the statements that follow are true or false. Then mark your selection on your answer sheet.

- 21. If, in the course of an administrative hearing, a client is speaking in a mixture of English and a foreign language, the interpreter must interpret only the foreign language and not repeat the English.
 - A. True

B. False

- 22. The interpreter is free to charge the client the fee he/she feels is fair for the services rendered.
 - A. True

B. False

- 23. During an office interview, if a client responds to a question by using words and gestures, the interpreter must only interpret the words, and not imitate the gestures.
 - A. True

B. False

- 24. When an interpreter witnesses that a colleague makes a mistake during a very important session, he/she must interrupt and make everyone aware of the error.
 - A. True

B. False

- 25. Before interpreting it is wise to get information about a case and any specialized vocabulary it may entail.
 - A. True

B. False

26.	It's	During a consecutive interpretation session the client uses a word you do not know. It's your duty to ask for a brief pause in order to ascertain the meaning of that word.								
	A.	True				·	В.	False		
27.	disse							age interprete o a case for		
	Α.	True	- -				В.	False		•
28.	The fami		ter must	maintai	n an im	partial	attitud	e with clients	, witnesse	s and
	A.	True					B.	False		
29.								n render a sh period of tim		ion of
	A.	True	•				В.	False		
30.		and the second second	interest r of the ca			e interp	reter h	as, in any wa	y, an inte	rest in
	Ά.	True			**	. ·	В.	False		,
÷.			er _g anakan er	1 - 7					·	
	-	•	: .						٠.	

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.

īv.	Direct	ions:	
		e from A, B, C and D the one option white mark your choice on your answer sheet.	nich you feel best completes each sentence.
31.	如果	,評估中心就能決	定這個人是否上了藥癮。
	A. B. C. D.	作了診斷化學藥物的藥癮 藥癮的診斷作了化學藥物 診斷化學藥物的藥癮 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. B. C	來程度機能不全的決定。 來決定機能不全的程度。 來決定程度機能的不全。 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	3一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	
	В.	竟然很多小孩	
	C.	不僅有很多小孩	
	D.	雖然有很多小孩	
	D .		en e
35.	所謂	残障者,是指一個人因爲生理或	心理上的機能障礙
55.		的活動。	A Prince of Not Design and Control of Section 1
	息数		
		而無法參與任何具有	·
	A.	而無法具有參與任何	
	В.	参 與無法具有任何	
	C.	而無法參與所有不具	
	D.	川無広参州内个兵	
			÷+ n1.66 37. 147
36.		服務的工作人員爲 Medicaid 醫藥	相助的父怒人
		18 (U. / 1) E + 4) A / A / UD 7 & .	
	A.	提供往返載送的服務。	
	В.	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	
	В.	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	作格接受這項服	务,因此造成了	超額付款的情
	況。		-	,	
	A.	由於我們已經付了服務的	5費用,		
	В.	如果我們已經付了服務的			
	C.	雖然我們已經付了服務的	**	,	
•	D.	即使我們已經付了服務的	勺費用,		
				· ·- ·	
39.	翻譯	員是 之	2間的溝通橋樑。	· · · · · · · · · · · · · · · · · · ·	
٠	Α.	不同使用語言的兩者			•
	В.	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			
	ŕ				
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,
	Α.	不讓病人受很多苦。	٠,	•	5.
	В.	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。	,		

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Key to Written Practice Exam

- 1. B
- 2. C
- 3. D
- 4. B
- 5. D
- 6. B
- 7. A
- 8. C
- 9. D
- 10. D
- 11. D
- 12. A
- 13. B
- 14. B
- 15. A
- 16. D
- 17. C
- 18. B
- 19. B
- 20. C

- 21. B
- 22. B
- 23. A
- 24. B
- 25. A
- 26. A
- 27. B
- 28. A
- 29. B
- 30. A
- 31. · D
- 32. B
- 33. C
- 34. D
- 35. A
- 36. A
- 37. C
- 38. A
- 39. B
- 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,因爲在公衆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:

諮詢和推介的工作率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,因爲在公衆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、訪問告報本部工作人员,或古知识。以五世紀(1874年),五世紀末年紀(1874年),五世紀(1874年),五世紀(1874年),五世紀(1874年),五世紀(1874年

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.

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爲他安排一位翻譯員?

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,但身爲具有監護權的繼父,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,因爲該決定同意州政府拒絕賠償 Bay 醫師的醫療服務費,理由爲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 abuse

accessible

accident

account

achieve

adoption

Adult Protective Services

advocacy

agency

aging

Aging and Adult Services

agreement -

Alien Registration Card

Alcohol and Substance Abuse

ambulance

amount

application

apply

appointment

approval

arrangement

assessment

assistance

assistant

Assistance Program

assurance

attend

Attorney General

authorization

遺棄,放棄

虐待,濫用

容易取得的,可使用的,可進入的

意外

帳戶

完成,實現

收養

成人保護服務

提倡,擁護

機構,代理處

老人,衰老

老人及成人服務

同意,協議,條約

外國人登記卡

酒精及藥物濫用

救護車

數量

申請,申請書

申請

約見,約會,任命

核准,批准

安排,處理

評估

協助,補助(金)

助理

補助計畫

保證

參加,出席

首席檢察官,檢察長

授權,委任

bandage

behalf

beneficiary

benefits

bilingual

bill

birth certificate

blind

blood transfusion

bond

boss

bronchitis

budget

business

繃帶

利益,代表

受益人, 受惠者

利益,福利

雙語的,能說兩種語言的

帳單

出生證明

瞎的,盲人的

輸血

債券,合同

雇主,老板

支氣管炎

預算

事業,職務

 \mathbf{C}

calculate

cancellation

cause damage

check

checking account

child abuse

child care

Children Division

Children Protective Services

Children and Family Services

citizen

citizenship

claim

client

計算

取消

造成損失

支票.

支票帳戶

兒童虐待

兒童看護

兒童局

兒童保護服務

兒童及家庭服務

公民

公民身分, 國籍

申報,要求

客戶,委託人

clinic

community worker

complain

compensation

complete

consent

consult

consulate

contract

controversy

convalescent

cooperative

coordinator

copy

cost

counseling

crisis intervention

crutches

current

custodial parents

custody

customer

診所

社區工作人員

控訴,抱怨

補償,賠償

完成,完整,填妥(表格)

同意,許可

請教,諮詢

領事館,駐外辦事處

契約,合同

爭執,辯論

在復原中

合作的

協調人

複本, 謄本

費用

輔導服務

危機的調解

拐杖

現行的,通行的

監護的家長

監護權

顧客

D

data

date of birth

death certificate

dentist

deduction

delegate

denture

資料

出生日期

死亡證明書

牙醫師

扣除,減免額

代表人,委派

一副假牙

department

Department of Health

Department of Social and Health Services

deprive

development

diagnosis

diarrhea

disability

disable

discharge

disclosure

divorce

doctor

document

downtown

drug

drug addict

部門

衛生部

社會福利服務部

剝奪,使喪失

發展

診斷

腹泄

殘障,無能

使残廢,使失去能力

放行,開除,流出

揭發,顯露

離婚,分裂

醫師

文件

商業區

藥物,毒品

藥物上癮,毒癮

E

earnings

Economic and Medical Feild Services

elderly

eligible

emergency

employee

employment

Employment Placement Services

enforcement officer

environment

epidemic

establishment

estimate

evaluate

工資,薪水

經濟與醫藥服務

老年人

符合資格的

緊急事件,緊急需要

員工,雇員

職業,工作

職業安置服務

執行人員

環境

流行性傳染病,傳染性的

建立,確立

估計,判斷

評估,評價

evidence examination example exception

expense expire

explain:

exploitation

extension

eyeglasses

證明,證物

檢查,測驗

例子

例外

花費

過期

解釋

開發,利用,剝削

延長,擴充

眼鏡

F

facility

fact

fair

fair hearing

false

false statement

farm worker

federal government

federal taxes

financial aid

financial support

first aid

food stamps

foster care

foster child

foster home

foster parents

frequently

full time

function

設施,設備

事實

公平

公平聽證會

假的,不實的

不實的聲明

農場工人

聯邦政府

聯邦稅

財務補助

財務支源

急救箱

食物券

寄養看護

寄養子女

寄養家庭

寄養家長

經常的

全時的,專任

功能

$\underline{\mathbf{G}}$

garnish gather generally generate get hurt give glossary government grateful groceries gross income guardianship guaranty guard guidelines gynecologist

扣押 收集,聚集 一般性的 產生,造成 受到傷害 給予 字彙 政府 感激的 食品及日用品 總收入,毛所得 監護權 保證,擔保 看守,保護 指導方針 婦科醫師

H

handicapped
harassment
head of household
health insurance
health service
hearing impaired
heart attack
high blood pressure
hip
hit
homeless

hospitalization

hotline

household income

housekeeper

housewife

housework

Human Resource Development

T

identification

illegal

immigrant

immigration

Immigration and Naturalization Services

implementation

improve

incapacitated

income

income assistance

income source

indigent

inflation

influenza

injury

inspector

institution

instructions

insurance

intake

integrity

interview

investigation

入院治療

專線,熱線

家庭的收入

管家

主婦

家務事

人力資源發展

識別證,鑑定

非法,不合法

移民

入境移居

移民及歸化服務

履行,完成

改善,增進

被褫奪,喪失

收入,所得

經濟補助

收入來源

貧窮的,貧乏的

通貨膨脹,誇大

流行性感冒

受傷,損害

檢查員

機構

教導,指示

保險,保費

入口,引入之量

正直,完整

會談,訪問

調査,研究

jail

job interview

job placement

job training

judge

judgement

judiciary

jury

justice

justify

Juvenile Rehabilitation

K

keep

kidney

kitchen

L

laborer

landlord

language

lawsuit

lawyer

legal

legislative policy

lend

levy

liable

life insurance

監獄

就業面談

工作介紹

職業訓練

法官,審判

判決,判斷

法院的,法官的

陪審團

法律制裁,正義

證實,辯護

少年感化院

保留,維持,管理 腎臟 廚房

勞工

房東,地主

語言

訴訟

律師

法律上的

立法程序的政策

借與

收稅,徵集

負有責任的

人壽保險

license

list

liver

loan

long term care

low blood pressure

low income

lung

執照

日錄

肝臟

貸款

長期看護

低血壓

低收入

肺

<u>M</u>

maiden name

maintenance

manager

marital status

marriage

marriage certificate

maximum amount

medical assistance

medical cost

medical coupons

medical help

medical history

medicine

member

mental health

mentally ill

middle name

military service

minister

mistreat

molar

money

money order

本姓,娘家姓

維持,保養

經理, 經紀人

婚姻狀況

婚姻

結婚證書

最大的數量

醫藥補助

醫藥費用

醫藥優待券

醫藥上的協助

病歷

藥品

成員,會員

精神保健

精神疾病

(在名與姓之間的)中名,別名

兵役

牧師,救助,主持

虐待

臼齒

金錢

匯票

monitored monthly mortgage mute

受到監督,受到監聽 每月的,每月一次的 抵押 啞的

N

national origin
nationality
native
necessity
neck
need
neglect
neighbor
neighborhood
net
net income
notice
notify
nursing home

<u>O</u>

obligation
objection
obstacle
obtain
occupation
Office of Support Enforcement
organization
original
orthopedic
outpatient

Nursing Home Services

責任,義務 反對,異議 障礙,妨害 獲得,待到 職業,待有 職養費執行處 組織 原來的,最初的 整形外科的,矯形術的 門診的病人(非住院的病人)

P

pain pamphlet paralyzed paramedic parental rights part-time passport pay payment' pension percent permanent permission petition pharmacy photocopy physical exam physical therapy policy population priority private sector procedure profession promote proof property

property taxes

疼痛,痛苦 小冊子 癱瘓,麻痺 空降醫護的 父母的權利 兼任的,部份時間的 護照 支付 付款 養老金,生活津貼 百分比 永久性的 許可 上訴,請願 藥房 影印 健康檢查 物理治療 政策 人口 優先順序 私人(民營)機構 程序,手續 專業,職業 鼓勵,提倡,升遷 證明,證據 財産

財產稅

prosecution protection provide public sector

起訴,原告 保護 供應,供給 公家(政府)部門

Q

Quality Control quarter question questionnaire

四分之一:三個月,二角五分,十五分鐘 疑問

品質管制

問卷

R

receipts records referral

Refugee Assistance

refuse

registration

regulation

rehabilitation

rehabilitation aid

relationship

relative

rent

report

request

requirement

resident

resolution

responsibility

result

retirement

收據

紀錄

指示,参考,引介

難民補助

拒絕

登記,註冊

規則,規定

(身體或心理的)重建,康復

爲康復提供的協助或輔助器材

關係,關聯

親戚

房租

報告

要求,需要

命令,規定,需要

居民

決議,解決之道

責任,負擔

結果

退休

revenue

review

rights

role

收入總額

審查,評論

權利

角色

<u>S</u>

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

情况,境遇

社會安全保障制度

社會安全卡

社會福利部 (在華州則稱爲社會福利服務

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

T

take care of

target

tax

temporary

termination

translate

translator

transportation

treatment

truthful

U

underpay

understand

union

unsigned

upset

urgent

 \underline{V}

vaccinate

value

verify

veteran

veteran benefits

供應

贍養費執行人員

贈養費

調查,測量

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

付得太少

了解,明瞭

聯合,團結,工會

未簽名的

不愉快,不舒服,顕覆

緊急的

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

 $\underline{\mathbf{W}}$

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

Y

X-ray

X- 光

.

yearly

yet

young

每年的,一年一次的

還,仍(沒有)

年幼的,年輕的

 \underline{Z}

zip code

郵遞區號



DSHS GENERAL TERMINOLOGY

Α

abandonment

absent parent

adjudicative proceeding

administrative hearing

Administrative Services Division (ASD)

access

accident

accommodate

accommodation

account

achieve

addiction

adjudicate

adolescent

adoption

Adult Protective Services

advocacy

advocate

affirmation

agency

aging

Aging & Adult Services Administration

(AASA)

agreement

Aid to Families with Dependent

Children (AFDC)

Alien Registration Card

Alcohol and Substance Abuse

Aleut (race)

alien

ambulance

American Indian

amount

amplifier

amplifier telephone

appeal

application

apply

applicant

appointment

apprehend

apprehension

approval

arbitration

arraignment

arrangement

Asian Indian (race)

assessment

assets

assistance

assistant -

Assistance Program

assault

assurance

attachment

attend

attendant care

attomey

C **Attorney General** audible ring signaler calculate authority Cambodian (race) authorization cancellation authorize cancelled checks case case management B cause (damage) check checking account bandage chemical dependency base period (time) Chicano battered child abuse battery child care behalf Child Protective Services (CPS) beneficiary Children's Administration (CA) benefits Chinese (race) bid choice biennium choose bilingual circumstances bill citizen birth certificate citizenship Black (or African American) claim blind client blood transfusion Client Services (CS) bond clinic boss clinically eligible braille cocaine brochure coerce bronchitis community bruise community debts budget community outreach burglary

business

community property

Community Service Office (CSO)

Community Services (CS) cross-examination community worker crutches Cuban compensation current complain custodial parents complaint custody complete compliance (in compliance with) customer compromise confidential D congregate congregate care consent data consolidate date of birth consult deaf consulate Deaf & Hard of Hearing (DHH) continuance death certificate contract debt controversy decree convalescent deduct convict deductible conviction deduction cooperative deinstitutionalize coordinate delay coordination dentist coordinator delegate copy demographic corrective action denture cost department Department of Health (DOH) counseling court order Department of Social and Health Services (DSHS) cover coverage deprive crime detoxification crisis develop

development

crisis intervention

Developmental Disabilities (DD) doctor diagnosis document diarrhea domestic disability domestic violence Disability Initiative downtown Disability Insurance (DI) driving while intoxicated (DWI) disable drop a criminal charge disagreement drug disburse drug addict disbursement discharge disclosure E discriminate (against) discrimination early intervention dismiss Earned Income Credit dissolution of marriage earnings diversity Economic and Diversity Initiative Medical Field Services (EMFS) Division of Alcohol and Substance **Economic Services Administration** Abuse (DASA) (ESA) Division of Child Support (DCS) elderly Division of Children and Family eligibility Services eligible (DCFS) emergency Division of Community Services (DCS) emotion Division of Developmental Disabilities emotional health (DDD) employee Division of Employment and Social Employee Services Division (ESD) Services (DESS) employer supported child care Division of Income Assistance (DIA) employment Division of Management & Operations **Employment Placement Services** Support (DMOS) enforcement officer division of property enforceable Division of Vocational Rehabilitation entitle (DVR) environment divorce -

epidemic family size equality farm worker federal government equipment equity value (of a house, etc.) federal taxes escalator clause fidgety Eskimo (race) figure Filipino establishment family planning estate financial aid estimate financially indigent estimated annual income financial support ethnic minorities financial worker evaluate Evergreen Legal Services (ELS) first aid evidence food stamps examination food products example foster care exceed foster child foster home exception exempt (from) foster parents expedited service fraud frequency expense frequently expire full time explain funeral exploitation funeral assistance extension function eyeglasses fund funding F G facility fact fair garnish fair hearing garnishment gather false

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** H hysterical 1 habilitation identification handicapped illegal harassment immigrant Hawaiian immigration Immigration and Naturalization head of household headquarters Services health insurance (INS)

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

interim

interim care

interment

interment assistance

Internal Revenue Services (IRS)

interpret interpreter intervene intervention interview

intimidate intoxicated

intoxication

intra-agency investigation

invoice involve

involvement

J

iail

Japanese job interview job placement job training

judge

judgement judiciary

jury justice justify

Juvenile Rehabilitation Administration

(JRA)

legislature lend K levv liable license keep lien keep track of life insurance kid limit kidney limited English proficient (LEP) kin lipreading kitchen list knowledge litigation Korean liver living arrangement loan long term low blood pressure labor low income Labor and Industries lung **Time-Loss Payments** laborer landlord M Lands and Buildings Division (LBD) language maiden name Laotian maintenance law malicious mischief law enforcement manage lawful Management and Budget (MB) lawsuit Management Services Administration lawyer (MSA) legal Management Services Division (MSD) legal guardian manager legal separation mandatory legislation

legislative

marijuana

marital status marriage marriage certificate maternity Maternity Support Services Mathadone Treatment maximum maximum amount mediation medicaid medical assistance Medical Assistance Administration (MAA) medical cost medical coverage medical coupons medical history medically indigent medicare medicine member mental health Mental Health Division (MHD) mentally ill mental retardation middle name military service minimum minister minority Minority Affairs Initiative Minority Initiative misconduct

mission

mistreat
modification
modify
molar
molest
molestation
monetary assistance
money
money order
monitor
monthly
mortgage
mute
multiply

N

national origin nationality native Native American necessary necessities neck need needle neglect neighbor neighborhood net net income no contact order nonfood items

Non-Wage Earner Program Office of Vendor Services notice ombudsman notify opiate nursing home opium **Nursing Home Services** option nutrition out-of-home services organization orientation 0 original orthopedic outpatient obligation overdue objection overestimate objective overpayment obligation obstacle owe own obtain occupation occur P occurrence offender Office of Appeals pain Office of Child Care Policy pamphlet Office of Children's Research paralyzed Office of Constituent Relations paramedic Office for Equal Opportunity (OEO) parental kidnapping Office of Financial Recovery (OFR) parental rights Office of Issuances parenting plan Office of Language Interpreter Services parole and Translations (LIST) participant Office of Nursing Home/Hospital Audit partnership Office of Operations Review part-time Office of Operations Services passport Office of Special Investigation paternity Office of Staff Services pay Office of Support Enforcement (OSE) paycheck

payment procedure pay stubs proceedings penalize profession penalty program pending promote pension proof percent property percentage property taxes perjury prosecution permanent post-sentencing no-contact order permanent residency protection permission protection order petition protest pharmacy provide photocopy provider Provider Services (PS) physical exam physical therapy psychiatric hospitalization Pidgin Signed English (PSE) psychiatrist placement public assistance plan public sector Puerto Rican policy population postnatal Q postpartum preemptive pregnant quadriplegia press criminal charges qualification prevent qualified prevention qualify priority **Quality Control** private investigator quarter private sector query probable cause question probation questionable probation revocation questionnaire

quota	representative
	request
	requirement
R	reschedule
	resident
race	Residential Care Services Division
rape	(RCSD)
reapply	resolution
receipts	resolve
receptionist	resource
recipient	respite
reckless endangerment	respite care
reconciliate	responsibility
reconciliation	restitution
records	restraining order
recruit	result
redeem	retardation
reduce	retention
referral	retirement
Refugee Assistance	revenue
refuse	review
region	Revised Code of Washington (RCW)
regional office	revoke
registration	rights
regulation	risk assessment
rehabilitation	role
rehabilitation aid	rules
reimburse	Russian
reimbursement	
relationship	
relative	S
reluctant	
rent	safe
repatriate	safety
report	salary

sales taxes

Samoan

separated

savings

savings account

schedule

scope

screening

self support

self-sufficient

Senior Companion Program

service delivery

settlement

sexual abuse

sexual orientation

Sexual Orientation Initiative

shelter

short term

sick

Signed Exact English (SEE)

signature

single parent

situation

sliding-fee scales

Small Claims Court

Social Security

Social Security Benefits

Social Security Card

Social Security Number (SS#)

Social Welfare Department

social worker

Spanish

Special Commitment Center (SCC)

specialist

speech impediment

spenddown

spouse

stability

staff

standard

state fund

statement

state taxes

statutory authority

statutory rape

street youth

subpoena

subsidy

substance abuse

substantial

substantially

subtract

subtraction

summon

supervise

supervision

supplemental

Supplemental Security Income

supplies

Support Enforcement Officer

support order

support payment

survey

suspend

suspension

T

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 unintentional (TDD) unintentionally teletypewriter (TTY) union TTY/large visual display (LVD) unkempt TTY with braille unlawful temporary unpaid (bills) termination unsigned testimony upset Thai urgent therapeutic services utility bills therapy **Utilization Services (US)** threaten tolerate V tracking transition translate vaccinate translator value transportation verification treatment verify trespassing veteran truthful **Veterans Benefits** turn in (application) vibrating ring signaler victim victim compensation U Vietnamese violate unaccompanied minor violation under oath violence

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

State of Washington Department of Social and Health Services (DSHS)

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. <u>Cultural Sensitivity - Courtesy</u>

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.