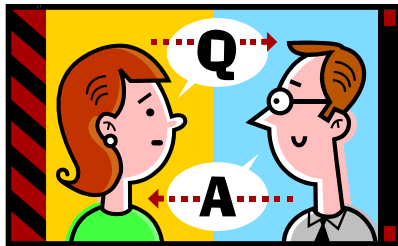


Things to Remember

- Recipients of federal funding are required to provide an interpreter (at no cost to the customer) for those who do not speak English.
- Requiring a customer to provide their own interpreter is prohibited.
- Interpretation and translation are separate skills, each with specific protocols. Interpreters may not be able to translate, and vice versa.
- Being bilingual does not make someone an appropriate interpreter (or translator).
- Anything said or learned in the conversation should be kept in the same confidence as if an interpreter was not used.
- Children are not to be used as interpreters.



When do I need an interpreter?

- Whenever the client requests one
- Whenever language may be a barrier to communication

More information

For more information about communicating with speakers of other languages, translation and interpretation, civil rights of English learners, and responsibilities of recipients of federal funding regarding language assistance to speakers of other languages, please visit:

<http://www.ksde.org/Default.aspx?tabid=737>



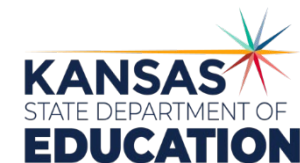
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Communicating Effectively Using an Interpreter



How to enhance communication with those speaking a different language



Translation and Interpretation providers

Information about state contracts with the title Translation and Interpretation can be found at:

https://supplier.sok.ks.gov/psp/sokfsprdsup/SUPPLIER/ERP/c/KS_SUPPLIER_MENU.KS_PROCR_CNTRCT.GBL.

What should I know about using an interpreter?

- Address the customer, not the interpreter, unless you need clarification of a cultural issue.
- Speak in the first person.
- Keep sentences brief and avoid using idioms and slang.
- Use language appropriate to the customer.
- You (not the interpreter) are responsible for clarifying information.
- Understand that interpreters may need to ask for clarification.
- Allow interpreter to explain cultural differences as needed.
- Pause frequently in order to allow the interpreter time to interpret.
- Allow extra time. Remember that messages have to be stated twice (at least once in each language).
- Avoid changing thoughts or shifting the conversation mid-sentence.
- Ask only one question at a time.
- Remember that sometimes a few words in one language require a more detailed explanation in the other language.
- Children should not be used to interpret.

What should be interpreted?

- Anything that either party says.
- Interpreters should not add anything, omit anything, change anything, or give an opinion.



Who should interpret?

- An interpreter should be a willing, trained, and competent adult who is both bilingual and bicultural and familiar with the dialect or regional language and culture when possible.
- To help ensure accuracy and confidentiality, avoid using family, friends, and especially children to interpret.
- Interpreters should be familiar with the subject matter and terminology/jargon of the topic of conversation.