



900 Rt. 18, Suite 203
East Brunswick, NJ 08816
Phone: (732) 613-4554
Fax: (732) 238-7659
info@thelanguagectr.com
www.thelanguagectr.com

Interpreter Code of Ethics

Interpreters who provide services for The Language Center have met minimum language proficiency standards and are expected to adhere to The Language Center Interpreter Code of Ethics. Our goal is to uphold the best, most comprehensive standard in the industry. To this end, we have reviewed the ethics and standards of practice for many resources to include CHIA & MMIA as well as governing principles in court interpretation. Highlights from The Language Center's complete code follow:

THE LANGUAGE CENTER INTERPRETER CODE OF ETHICS

1. The Interpreter shall render a complete and accurate interpretation.

The Interpreter shall **not**:

- conduct side conversations
- correct speaker's mistakes
- fail to properly correct his or her own interpreter mistakes
- use the third person, if possible
- delete or omit information
- add information that was not in the original conversation
- add or delete "politeness markers"
- yield to unethical behavior.

2. The Interpreter shall remain impartial.

2.1 The Interpreter must **not** take sides in any conversation regardless of personal or moral considerations.

2.2 It is imperative that the Interpreter provides only the accurate interpreted information without the addition of body language, negative or positive intonations or personal opinions.

3. The Interpreter shall maintain confidentiality of all assignments.

In keeping with HIPAA Privacy Standards, Interpreters must sign a confidentiality agreement.

The Interpreter is permitted to make notations about the interpreted call, but these notations may contain only information regarding the date when the call was received, the call starting and ending time, the language he/she interpreted to/from and notes needed to improve interpretation. The Interpreter must establish and maintain appropriate safeguards to insure the confidentiality of these call records and call information. The Language Center requires that Interpreters destroy any notes pertaining to interpretations within 24 hours from the time after they were initially created.

4. The Interpreter shall remain confined to the role of interpreting, acting as a conduit and passing accurately interpreted information from one language to another.

5. The Interpreter shall maintain professional conduct at all times.

The Interpreter shall speak in a clear voice, while maintaining professional decorum and objectivity. The Interpreter's voice and work is understood to represent the professional and public image of The Language Center.

The Interpreter shall remain alert and mentally agile prior to and during interpretations. To this end, the Interpreter should take breaks after handling difficult sessions or long calls.

6. The Interpreter shall be culturally sensitive.

6.1 Members of certain cultures may require or prefer one gender to another for interpretation. As professionals, Interpreters cannot take issue in these choices, or let personal opinions be reflected in the interpretation process. The Interpreter must respect and adhere to these choices to the best of the Interpreter's ability.

6.2 The Interpreter shall bridge the cultural gap to the satisfaction of both parties