

# Part 1

Participant ID \_\_\_\_\_

The interpreter's role is to facilitate communication between the parties to a conversation

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

The interpreter is responsible for determining whether a consumer understands what the provider says

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

The interpreter must consider grammar, syntax and register when interpreting

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

If a provider asks the interpreter to simply summarize what is said, s/he should comply

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

If a consumer or provider asks the interpreter to leave something out, s/he should comply

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

The preferred method for interpreting for healthcare and human services is "simultaneous interpretation"

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

"Interpretation" and "translation" are interchangeable terms that involve the same skills

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

The interpreter must always remain neutral, i.e. not act as an advocate, during the interpretation

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

The interpreter can use body language and positioning to support maintaining neutrality

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

The interpreter should refrain from casual conversation/emotional engagement with the consumer

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

It is never appropriate for an interpreter to interrupt the interpretation

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

If the interpreter is unsure of the meaning of a word/phrase, s/he should guess and keep it moving

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

The interpreter may use electronic or hard copy dictionaries as much as needed during the interpretation

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

The interpreter should request information about the nature of the consumer's appointment beforehand

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

It is never appropriate for the interpreter to inquire about cultural beliefs during the interpretation

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

The most important relationship (affect) in an interpretation is between consumer and provider

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

Using a trained interpreter can both improve medical outcomes and increase provider's empathy

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

Promoting authentic communication, by the act of interpreting, may increase the interpreter's empathy

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

Interpreters need to maintain professional boundaries and practice self-care to avoid burn-out

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

The "interpreter's code of ethics" includes accuracy, completeness, confidentiality and impartiality

- Strongly Agree
- Agree
- Don't Know
- Disagree
- Strongly Disagree

## Part 2 pre

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**As a participant in this study, please answer the questions below. Thank you!**

I have had formal training interpreting prior to this training

- Yes  
 No

I have interpreted for family/friends

- Yes  
 No

If yes, how frequently?

\_\_\_\_\_

I have interpreted as a volunteer for community/healthcare organizations

- Yes  
 No

If yes, how frequently?

\_\_\_\_\_

English is my first language

- Yes  
 No

The language(s) other than English in which I am fluent is (are)

\_\_\_\_\_  
((list all that apply))

I learned to speak it (them)

- school  
 at home  
 from my parents  
 other

please specify

\_\_\_\_\_

at what age?

\_\_\_\_\_

I read and write the following language(s) other than English at a 9th grade or higher level

\_\_\_\_\_  
((list all that apply))

I have lived/worked/studied in a country other than the US

- Yes  
 No

If yes, what country(ies)

\_\_\_\_\_

## Part 3

State at least 4 things you can do to "set the stage" for interpreting to begin

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What 2 actions must you take when the consumer asks you to not tell the provider something

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Name 3 techniques you can use when you have a general idea of the meaning of something that has been said to you, but you are not completely sure

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What do you do when you do not like the consumer or the provider?

---

List 4 ways you can manage the flow of communication during the interpretation

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What 2 steps should you take when the consumer and provider are misscommunicating or don't understand each other

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Describe the role of an interpreter. What does he/she do?

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Give 3 situations in which you should interrupt the interpretation and provide your own suggestions. How often should you interrupt?

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Name at least 4 of the skills that a person needs to be able to work as an interpreter

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State 4 reasons why a code of ethics for interpreters is necessary

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Which relationship in the interpreted interview is the MOST important

- the interpreter and the consumer
- the interpreter and the provider
- the consumer and the provider
- they are all equally important

During an interpretation session, you should stand (or sit)

- next to the consumer
- next to the the provider
- midway between them
- out of sight of them

Which type of interpretation is recommended for healthcare and human services

- consecutive
- simultaneous
- escort

Other things being equal, the best interpreter is most likely to be

- a member of the consumer's family who is familiar with the consumer's affairs
- a member of the department staff who speaks the consumer's language
- one who is neither a provider nor a relative but who is trained to interpret

During the medical interview, an interpreter should be expected to

- advocate for the consumer
- advocate for the provider
- advocate for both
- advocate for neither

A well-trained and competent interpreter

- should be ready to go when the interview starts without needing any background
- should maintain a neutral background role as much as possible
- should never interrupt the interview
- all above are correct

If a consumer doesn't understand what is said to him/her

- the provider must reword the statement(s)
- the interpreter must make an attempt to explain on his/her own
- the provider should direct the interpreter to leave out confusing information
- the interpreter is primarily responsible for determining understanding

Which one of these statements is true?

- interpretation is repeating what is said word-for-word, and translating is repeating a general idea
- interpretation involves deciding which language issues, cultural beliefs and consumer needs are important for the consumer and explaining them to the provider
- translation is changing written communication from one language to another language
- all these statements are true

Knowledge of technical vocabulary in both working languages is the single most important element for interpreters

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Interpreters are instruments of communication, but not participants in the task to be done by the worker (doctor, nurse, social worker, etc.)

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Interpreters should give word-for-word renditions of what is said to ensure accuracy and completeness

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Interpreters should intervene as little as possible in the exchange between the consumer and the provider

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Most individuals who speak two languages have the skills to be good interpreters

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Developing endurance enhances an interpreter's performance

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Use of hand gestures can improve the flow of interpretation

- Strongly agree
- Agree
- Disagree
- Strongly disagree