

SOUTHBRIDGE HOUSING AUTHORITY LANGUAGE ACCESS PLAN & PROTOCOL

I. GENERAL POLICY

- A. *The Southbridge Housing Authority* recognizes that the population eligible for services includes individuals who are Limited English Proficient (LEP) and Deaf or Hard of Hearing (HOH). It is the goal of the Southbridge Housing Authority to ensure meaningful access to LEP and Deaf/HOH individuals. *The Southbridge Housing Authority* adopts the following policy to ensure that LEP and Deaf/HOH clients can gain equal access to *Southbridge Housing Authority's* services and communicate effectively with their legal advocates. This Plan applies to all *Southbridge Housing Authority* offices and satellite offices.
- B. Definitions:
- a. For the purposes of *the Southbridge Housing Authority's* Language Access Plan & Protocol, limited English proficient (LEP) persons are individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English.
 - b. An interpreter is a trained professional who is a neutral third party with the language fluency, interpretation skills, knowledge in specialized content areas and technical terminology to effectively communicate between two or more parties who do not share a common language.
 - c. A multilingual staff member is someone, who in the course of their professional duties, communicates directly with the client in a foreign language. A multilingual staff member may be asked to act as an interpreter, but is not necessarily a trained professional.
 - d. Interpretation is the process of orally rendering a spoken language or signed communication from one language into another.
 - e. A competent interpreter is able to demonstrate proficiency in and ability to communicate accurately in both English and the other language using simultaneous interpretation, consecutive interpretation, or sight translation. A competent interpreter does not summarize any communication between the English speaker and the LEP, Deaf/HOH individual.
 - f. Translation is the written text converted from one language into written text in another language.
 - g. Deaf (with an upper case 'D') refers to an identity with its own culture, language and diverse communities; 'deaf' refers to a physical condition.
 - h. Hard of Hearing (HOH) refers to individuals that utilize their residual hearing through the assistance of hearing devices or hearing aids.¹

¹ Caserta, Sharon, *Providing Effective Communication for Clients who are Deaf, Hard of Hearing or Deaf/Blind*, 4, available at http://www.floridalegal.org/deaf/deaf_hard_of_hearing-handbook.pdf (last visited Oct. 12, 2012).

- C. All clients who are LEP or Deaf/HOH are entitled to language services at no cost. The Southbridge Housing Authority shall provide free language assistance services to LEP or Deaf/HOH individuals as necessary or whenever an LEP or Deaf/HOH person requests language assistance services. *The Southbridge Housing Authority* will inform client populations that language assistance services are available free of charge to persons who are LEP or Deaf/HOH.
- D. Clients can provide someone to interpret for them after they have been notified, in their native language, of their right to a free interpreter and the importance of having a competent interpreter. Absent emergency situations, staff shall endeavor to verify that the self-provided interpreter is competent and that there are no conflicts of interest. See Appendix 6 for example questions to determine competence. If the client decides to provide another person to interpret, this individual and the client will sign the Interpreter's Confidentiality Agreement (Appendix 5) identifying potential conflicts of interest and indicating that using the client's self-provided interpreter may waive the attorney-client privilege. If during the course of the meeting the competence of the interpreter comes into question or a conflict of interest arises, the advocate should end the meeting and schedule another meeting with a competent interpreter present.
- E. Staff should not use minors, under the age of 18, to communicate with clients who are LEP or Deaf/HOH, except for the limited purpose of identifying language or communication around scheduling of an appointment or contacting an interpreter.

Southbridge Housing Authority's Language Access Coordinator is:

Jane Proulx

II. DATA COLLECTION & CASE MANAGEMENT SYSTEM

- A. *Southbridge Housing Authority* tracks LEP client's language and need for interpreter in a spread sheet.
- B. *Southbridge Housing Authority* maintains a listing of multilingual staff capacity and contact information for interpreters and translators in a spread sheet.
- C. Any language access issues should be raised to Jane Proulx who will discuss with the internal LEP Working Group any issues requiring review or action.

III. LANGUAGE ACCESS PROTOCOL

A. Walk-in, Telephone Inquiries & Intake

- 1. **Identify the person's language.** If the person cannot tell you his/her language, accompany the person to the "Your Right to an Interpreter"/"I Speak" poster, prominently posted in the office reception area. Ask the person to look at the

posted languages and identify his/her language. If the person cannot find his/her language or cannot read, please call Language Line Solutions, and the operator will assist you in determining which language the person speaks. Please see Appendix 1 for an explanation of how to use Language Line Solutions.

2. **If the individual is Deaf or Hard of Hearing**, communicate with that individual using TTY or the VRS (Video Relay System). These modes of communication are for initial contact and other basic communication. In person meeting with the client and an appropriate sign language interpreter is necessary for in depth conversations and extended service. Please see Appendix 2 for further instructions on how to operate the TTY phone line..
 - a. For clients who are Deaf/HOH, the advocate client may be able to contact the client using MassRelay if the client uses a traditional TTY system. Advocate should call 711 or 1-800-439-0183 and then the operator will dial out the client's number.
 - b. The Video Relay System (VRS) can be used to call an individual remotely or communicate with a walk-in at the office. If the individual has a VRS phone number, call this number and you will be connected with a certified ASL (American Sign Language) interpreter who will call the individual and appear on a screen at their home. This service is free for individuals who are Deaf/HOH and communicate using ASL. For walk in clients who are Deaf/HOH, use a computer with video & audio capacity to connect to a VRS interpreter. The individual will use their own VRS code to call from a computer with a video camera. Sign into Skype account to make the call: Skype Username: awolf@southbridgehousing.org and Skype Password: XXXXXXXXXX. If the individual does not have a VRS code you may contact the support number at Sorenson Communications at 866-496-6111 to get a code for them to call.
3. **Provide in-house or telephone interpreting services to determine the reason for the person's visit to the office and confirm eligibility.** After identifying the language spoken, please find the appropriate interpreter in-house or by telephone to do an initial screening for eligibility. Bilingual staff, if available, should be used to communicate with LEP or Deaf/HOH individuals before contacting the telephonic interpreter service. A listing of staff by language skill will be available on Southbridge Housing Authority web-site.
4. **Determine whether Southbridge Housing Authority can provide services or whether the client will be referred to another agency.** If *Southbridge Housing Authority* is unable to assist the person, make a referral to an agency that can provide assistance. If *Southbridge Housing Authority* may be able to provide assistance, complete initial intake screening using a bilingual staff member or Language Line Solutions or refer them to the appropriate case handler for intake.
5. **If planning to give client advice or representation**, determine whether the client will need an interpreter. In the case management system, identify the language of the client, country of origin and if check "yes" box for needs an interpreter. Some LEP clients may speak enough English to complete an initial screening, but will need

an interpreter in order to effectively access further services. When it is clear that a client's first language is other than English, the client should be asked if he or she speaks another language at home, if so, the client should be asked to identify the language and be offered the opportunity to communicate through the language in which he or she is the most proficient. Ask LEP client if they prefer to receive correspondence in English or another language and make a note of their preference in the case file. If they are illiterate, make a note of this of in the case file as well.

B. Case Handling

1. **The case handler will check in case management system** to confirm that the client's language and country of origin is entered in the appropriate fields and "YES" is entered in the field "Interpreter Needed."
2. **Send an interpreter Email request to Managing Attorney.** The email request should include, client name, client case number, language needed for interpreter and an estimate of how many hours of interpreter services will be required in this case. Bilingual staff member should be used as an interpreter in the case if available. If a bilingual staff member is not available then contact Language Line Solutions to get contact information for scheduling an interpreter. Purpose of the email request is to ensure that the most economical competent interpreter is used.
3. For in person meetings with the client who is Deaf or Hard of Hearing, request an interpreter through the Massachusetts Commission for the Deaf and Hard of Hearing. Requests can be made online at:
<http://www.mass.gov/eohhs/gov/departments/mcdhh/request-an-interpreter.html>
or by calling 617-740-1600 or by fax (see Appendix 4).

C. Meeting with and Representing Clients who are LEP and Deaf/HOH

1. Introduce yourself to the client and the interpreter.
2. Conduct a pre-visit conference with the interpreter. This can be conducted with the client present unless sensitive issues need to be discussed. In the pre-visit conference, the staff member will (1) establish the style of interpretation for the meeting, (2) ask the interpreter for feedback if terms are not easily translated or not culturally appropriate, (3) indicate where the interpreter will sit, and (4) establish the context and nature of the visit. (See Appendix 3 for additional tips on working with an interpreter).
3. When using an interpreter from outside of *Southbridge Housing Authority*, the interpreter must agree to and sign the Interpreter Confidentiality Agreement (see Appendix 5) before interpreting for the meeting. Clients who provide their own interpreter must also sign the bottom part of the Interpreter Confidentiality Agreement. This portion should be translated into their native language or sight translated by the interpreter before they sign. Include the signed copy of the agreement in the case file.
4. Ask direct questions to the client and not interpreter. Only address the interpreter if asking a question directed to him/her, and when doing so, tell the client why you are consulting with the interpreter.

5. Conduct a post-visit conference with the interpreter after the client has left if you have any concerns about the interview. This is an opportunity to address sensitive cultural issues that may affect the client at intake. Also, it can help determine if there was any difficulty in interpreting (e.g., the client and interpreter speak different dialects or the client has a mental disability which affects his/her ability to communicate).
6. Ask the interpreter whether he/she is available to interpret for future meetings with the client.

D. PAI/Pro Bono Referred Cases

1. *Southbridge Housing Authority* should inform pro bono attorneys of any need for an interpreter and/or translator.
2. *Southbridge Housing Authority* should also take procedures to ensure that an interpreter and/or translator is made available for the client either by 1) agreeing to provide an interpreter/ translator or 2) documenting an agreement by the pro bono attorney that he/she will provide an interpreter/translator or 3) other agreement that provides an interpreter/translator.

IV. TRANSLATION

- A. *Southbridge Housing Authority* will provide translation of vital documents for LEP clients. Vital documents shall include: program informational brochure, and necessary client correspondence. Court documents will not necessarily be translated, unless there are special circumstances, but should be sight interpreted for clients.
- B. *Southbridge Housing Authority* will endeavor to have *English to Spanish* translations done by approved bilingual staff. Translated documents shall be reviewed by another bilingual staff person before being used.
- C. There may be certain court requirements when submitting a document that is in another language. If an advocate intends to submit a translated document to a court or other tribunal, the document should include a translator certification. See Appendix 7 for a model certification form.
- D. When sending a letter to an LEP client, *Southbridge Housing Authority* will endeavor to have that document translated into the client's primary language. Some LEP individuals who are unable to read, they may prefer to receive letters in English to facilitate communication with others who may be assisting them. For client who are Deaf or Hard of Hearing and not able to read English, the case handler will ask if they need sight translation/interpretation of correspondence. Housing Coordinator will make note of this in applicant's file.

V. QUALITY ASSURANCE OF LANGUAGE SERVICES

- A. Language skills of new hires will be assessed prior to hiring to determine competency for oral interpretation, written translation or to do both. Assessment before hiring will involve a language test and an assessment as to whether additional training would be beneficial to increase effective interpretation.
- B. Annual performance reviews for staff will, for bilingual staff, assess how successful staff member is at providing LEP and Deaf/HOH services directly to clients, and for advocates who are not multilingual, how well the staff member is communicating with clients through the use of interpreters.
- C. *Southbridge Housing Authority* will use qualified interpreters, when at all possible, to communicate with LEP and Deaf/HOH clients.
 - 1. The internal listing of multilingual staff capacity and contact information for interpreters and translators is located on a spread sheet and updated by Jane Proulx as needed.
 - 2. Jane Proulx is responsible for updating the internal interpreter list, and all staff members shall notify him/her of any change in an interpreter's availability and/or skills.
 - 3. To be added to the interpreter list an interpreter must provide sufficient evidence of language proficiency and interpreting training and or certification. Interpreters interested in applying should contact Jane Proulx to be added to the list.
 - 4. Staff members will record any positive or negative feedback about interpreters and report concerns to Jane Proulx
- D. **Multilingual staff, interns, law students and volunteers who communicate with LEP or Deaf/HOH clients directly**, interpret (oral) or translate documents (written) will be assessed for language proficiency and trained on interpreting skills.
 - 1. Anyone who is multilingual and willing to interpret as part of their work at *Southbridge Housing Authority* needs to be trained and assessed for linguistic and interpreting competence. Before interpreting, the individual should first complete the Basic Interpreting Skills – MassLegalServices.org Training Module.
 - 2. After completing the module they should submit their complete proficiency self-assessment and certificate of completion to their direct supervisor or the Language Access Coordinator and can be added to the internal listing of multilingual staff.
 - 3. A list of multilingual staff and language capacity will be available. The listing will be updated by Jane Proulx as needed.
 - 4. Work load for multilingual staff that are used as interpreters or carrying a large caseload of LEP and Deaf/HOH clients will be adjusted appropriately.

VI. OUTREACH TO LEP CLIENT POPULATIONS

1. *Southbridge Housing Authority* will translate all vital outreach documents including the *Southbridge Housing Authority* brochure into languages frequently encountered in *Southbridge Housing Authority's* service area.
2. *Southbridge Housing Authority* brochure and website will include a notice of the availability of free language services and interpreters.
3. *Southbridge Housing Authority* will have other brochures and information available in various languages available in the office for clients.

VII. IMPLEMENTATION AND COMPLIANCE

- A. At least once every two years, *Southbridge Housing Authority* will conduct a needs assessment of the most frequently encountered languages in their service area, using updated Census and American Community Survey data, and compare the eligible LEP population with the current number of LEP clients served.

B. Internal LEP Working Group

1. *Southbridge Housing Authority* will institute an LEP working group with diverse participation from support and advocate staff.
2. The internal LEP working group will meet regularly to address LEP access issues to *Southbridge Housing Authority* services. It will also engage in advocacy around access issues that LEP clients face in local courts and state agencies.
3. The LEP Working Group will meet and do an annual review of the *Southbridge Housing Authority* Language Access Plan and Protocol, led by the Language Access Coordinator.
4. Language Access issues will be included on staff meeting agendas quarterly.

C. Staff Meeting/Advocacy Meeting

1. Language access will be included on staff meeting agendas quarterly to address LEP and Deaf/HOH access issues to *Southbridge Housing Authority* services and identify ways that *Southbridge Housing Authority* can be more accessible to these populations.
2. Specific language access advocacy issues will be raised at the regular advocacy meetings around access issues that LEP clients face in local courts and agencies.

D. Training

1. *Southbridge Housing Authority's* Language Access Plan & Protocol is part of the staff handbook, posted on the intranet, and provided as a hard copy to all *Southbridge Housing Authority* staff members at hiring.
2. **Annual training to staff** will be provided on how to assess an individual's language needs, how to access language services, how to use multilingual staff and interpreters to effectively communicate with LEP and Deaf/HOH clients and any other relevant topics regarding language access issues. This training will be coordinated by the internal LEP Working Group.
3. **New staff training** will be provided on the *Southbridge Housing Authority* Language Access Plan and Protocol and provide guidance on how to effectively communicate with LEP and Deaf/HOH clients as part of orientation.
4. Multilingual staff who will be used to interpret or translate may access training materials on MassLegalServices.org in the Language Access section or request additional interpreter training opportunities as part of their professional development.

E. Grievance Procedure

1. Grievance form will be translated into Spanish and made available to clients in the *Southbridge Housing Authority* office.
2. Any language access issues should be raised to the Language Access Coordinator.

APPENDIX 1

QUICK REFERENCE GUIDE

LANGUAGE LINE SOLUTIONS

1. DIAL: 1-888-808-9008
2. PROVIDE PIN #: XXXXXXXX
3. INDICATE LANGUAGE NEEDED
4. PROVIDE ADDITIONAL INFORMATION, if necessary.

Document the name and ID number of the interpreter for reference.

Important Information

Working with your interpreter - At the beginning of the call, briefly tell the interpreter what you wish to accomplish on the call. When the LEP individual is on the call, speak directly to them, not to the interpreter. Remember to pause at the end of a complete sentence or thought. To ensure accuracy, your interpreter may ask for clarification or repetition.

3-way Call - Use the conference setting on your phone and follow the instructions above to connect to an interpreter. If you are initiating the call, have the interpreter on the line first then call the LEP individual. If you are receiving a call, ask the caller to please hold and then conference in the interpreter.

Language Dual Handset Phone - If you have the Language Line Dual Handset phone, lift the handset, press the interpreter button and then follow the prompts. Once connected to an interpreter, give the second handset to the LEP individual.

Customer Service - To provide feedback, commend an interpreter or report any service concerns, call 1-800-752-6096 or go to www.language-line.com and click on the Customer Service link and complete a "Voice of the Customer" form.

APPENDIX 2

PROCEDURE FOR USING THE TTY

Southbridge Housing Authority's TTY system is a separate line for people who are deaf or hard of hearing.

Incoming Calls:

1. When a person is calling into the TTY, it will ring and a message will be displayed across the screen "line is ringing". To answer the call simply start typing a greeting "Hello, you have reached *Southbridge Housing Authority*, How may I help you, GA; or press the button labeled "greeting" and an automatic message will be typed to the caller.
2. After each sentence or statement you will see the letters "GA" for Go Ahead. This acknowledges that either party is finished with their sentence or thought and the other person can begin responding.
3. When your conversation is over press the "on/off" button and the screen will be blank.

Outgoing Calls:

1. When placing an outgoing call you may need to dial 9 and the number. Press the "dial" button, DIAL is displayed. Type the number you are calling then press the "Enter" key.
2. When the other TTY line is ringing the system will display "line is ringing". If the line is busy, it will display "line is busy".
3. When the other person answers, his or her greeting will be displayed on your TTY, now you can begin your conversation.
4. When your conversation is over press the "on/off" button and the screen will be blank.

MassRelay Service Operator:

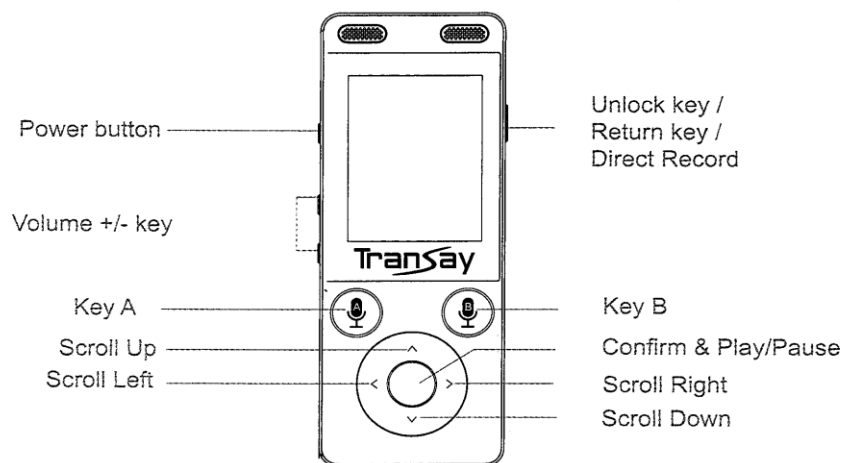
In some instances you may have a person calling the front desk using MassRelay Service. If this is the case, the operator will ask you if you have ever used a relay service operator before. If not, he/she will explain how the system works and how to handle the conversation. You can also call a client who has a TTY through the MassRelay by calling 711 or 1-800-439-0183 and then the operator will dial out the client's number.

Appendix 2 (continued)

Transay AI 2-way Instant Digital Voice Translator

How to use:

Keys indication:



Key A : In "Dialogue" mode, Press and hold "Key A" and then talk to the device with the language selected in "Key A".

Release "Key A" and the device will translate your dialogue both in Text and Voice to the language selected in "Key B".

Key B : In "Dialogue" mode, Press and hold "Key B" and then talk to the device with the language selected in "Key B".

Release "Key B" and the device will translate your dialogue both in Text and Voice to the language selected in "Key A"

Scroll Up / down key: Scroll up and down for selection

Scroll Left / Right key : Scroll left and right for selection

Confirm & Play/Pause key : For general operation (e.g. Settings mode), this key is to confirm your selection.
For Record and Play mode, this key is used for Stop and Playback/Pause etc.

Power button: Press and hold the button to power on or power off the device.
Press once to turn on or turn off the screen.

Volume +/- key: Adjust the speaker volume

Unlock/Return/Direct Record: If the device is locked, press once to unlock the device.
During operation, press the key once to return the device to previous operation mode.
Press and hold the button, the device will go directly to voice Record mode.

APPENDIX 3

GUIDE FOR EFFECTIVE COMMUNICATION WHEN USING AN INTERPRETER

This guide provides some suggestions that may make client interviewing, facilitated by interpreters, easier, more efficient, and more effective.

Basic Information: [The Role of an Interpreter](http://www.youtube.com/watch?v=skw9vWIpZjQ&list=PL6RfVtgIjURPmWVO66qJLY87e6pwoUx7L&index=2)

(<http://www.youtube.com/watch?v=skw9vWIpZjQ&list=PL6RfVtgIjURPmWVO66qJLY87e6pwoUx7L&index=2>)

- **A qualified interpreter brings language skills, interpretation ability and cultural sensitivity.**
 - **TIP!** Recognize the value of an interpreter's advice that a question or statement may not be appropriate. The interpreter may have suggestions of how to reword a question to improve communication with the client.
- **Speaking English does not mean thinking in English.** Allow the interpreter time to restructure information in his or her mind and to present it in a culturally and linguistically appropriate manner.
- **Meet with the interpreter before and after a session** for comments and clarification of issues that arise during interviews. (Examples: emotional clients, confusion about a certain topic, cultural differences.)
 - **TIP!** Feel free to request the interpreter's advice on the best ways to present issues, information, or questions to the client.

Helpful Suggestions: [How to Work with an Interpreter](http://www.youtube.com/watch?v=pVm27HLLiQ&list=PL6RfVtgIjURPmWVO66qJLY87e6pwoUx7L&index=1)

(<http://www.youtube.com/watch?v=pVm27HLLiQ&list=PL6RfVtgIjURPmWVO66qJLY87e6pwoUx7L&index=1>)

- **Speak directly to and make eye contact with the client using first person.**
 - **TIP!** Remember that everything you say will be interpreted as it is said, so avoid statements like "tell her" (the client) or "ask her".
- **Use the interpreter as you would a telephone.** Do not ask the interpreter to meet alone with the client to prepare any documents or to discuss the case. The interpreter is your intermediary to communicate with your client.
- **Avoid needless lawyerisms, legalese, and wordiness.**
 - **TIP!** Use simple sentence constructions and plain English that laypeople can easily understand. Avoid vague, generalized statements or questions when you want to elicit information. Interpreters may ask you to clarify some terms in order to interpret the meaning accurately.
 - **Example:** "On Monday, we will to go to Court and talk to the judge. The judge will decide how much child support you will get after the judge reads your financial statement."
- **Adjust your vocabulary level to that of the client.**
 - **TIP!** Use concrete examples and visual images to express complex legal concepts. Breaking down legal concepts and using one sentence per idea will give you better control of the interview and will make interpretation easier.

- **Language is better understood when spoken slower rather than louder.** Plan ahead for the additional time needed to communicate with a client through an interpreter.
- **Make use of any knowledge of the client’s language you may have at appropriate times**, such as when greeting a client. Many clients will see your attempt as a gesture of friendliness and caring.
- **Relax and take your time.**
 - **TIP!** The client may be nervous about having a serious legal problem and uncomfortable about working with a lawyer. Keep in mind that to the client, you and the interpreter are strangers.

Important Reminders:

- **English is a rather direct and economical language.** Other languages, such as Spanish and some Asian languages, can be more figurative or indirect, and may require extra words to express meaning.
- **Be patient. Do not expect a literal translation.** Legal concepts or terms may not have exact equivalents in another language. Even when they do, the client may not be familiar with the words. Therefore, sometimes a longer conversation is needed in a foreign language to communicate a seemingly simple point.
 - **TIP!** Encourage the interpreter and client to ask questions.
- **Listen attentively to your client’s answers.** The interpreted answers will alert you to misunderstandings, miscommunication or errors on the part of the client or the interpreter. It will also help you evaluate whether a clarification is necessary.
 - **TIP!** Make it a habit to think of legal ethics, consequences, and responsibilities. What if you missed or misunderstood an important fact? Is the client expressing herself as fully as she would in his or her own language?
 - **TIP!** Ask the client to “teach back” important concepts or tasks that you ask the client to do in order to ensure client’s complete understanding.

Additional Resources:

- [Language Access Rights and Regulations](http://www.youtube.com/watch?v=4WIHnF8Q6KQ&list=PL6RfVtgIjURPmWVO66qJLY87e6pwoUx7L&index=3)
(<http://www.youtube.com/watch?v=4WIHnF8Q6KQ&list=PL6RfVtgIjURPmWVO66qJLY87e6pwoUx7L&index=3>)
- [Understanding Language Barriers and Access Issues](http://www.youtube.com/watch?v=IrZZee4ilNQ&list=PL6RfVtgIjURPmWVO66qJLY87e6pwoUx7L&index=4)
(<http://www.youtube.com/watch?v=IrZZee4ilNQ&list=PL6RfVtgIjURPmWVO66qJLY87e6pwoUx7L&index=4>)

Adapted from materials prepared by Aura Suarez, Spanish Interpreter, Hale and Dorr Legal Services Center, Jamaica Plain, MA.

APPENDIX 4

MASSACHUSETTS COMMISSION FOR THE DEAF AND HARD OF HEARING

Interpreter/CART Request Fax Form

(Items marked with (▶) REQUIRED for form to be complete)

Incomplete forms cannot be processed

Please fax to (617) 740-1880

▶ Please check the appropriate box(es) below for Communication Services you need:		
<input type="checkbox"/> INTERPRETER(s)	<input type="checkbox"/> CART PROVIDER(s) ON-SITE <input type="checkbox"/> REMOTE CART	<input type="checkbox"/> BOTH
▶ Today Date:	▶ Your Name:	
▶ Your Phone Number: Ext.	▶ Your Fax Number:	
▶ Your Agency:	Email Address:	
▶ Date of Assignment:		
▶ Beginning Time of Assignment:	▶ End Time of Assignment:	Length of Assignment:
▶ Location/Address of Assignment: (include bldg, floor, room #, et al)		
▶ On-Site Person:	▶ On-Site Phone Number: Ext.	On-Site Email Address:
▶ Description of Situation/Nature of Assignment:		
▶ Name of Deaf or Hard of Hearing Person(s):		
Requested Interpreter/CART Providers:		
For CART Provider Request: Equipment: Please check # of users below: 1-2 users – laptop: ____ 2-3 users – monitor: ____ 3+ users – screen: ____		Please check if equipment loan is needed: ____ Combo Projector: ____ LCD Plate: ____ Screen: ____

Billing Information – (Request will NOT be processed without billing information)

▶ Contact Person:	▶ Phone Number Ext.
▶ Agency Name:	Email Address:
▶ Street Address:	
▶ City, State, Zip	

I adhere to pay the interpreter/CART Provider and will cancel at least 2 business days (Interpreter), 3 business days (CART Provider) without paying fees

Signature:

Date:

Print Name:

Title:

FOR OFFICE USE ONLY

Area:	Job #:
Received by:	Entered by:

APPENDIX 5

Interpreter Confidentiality Agreement

(This document is to be read to the client and signed by the interpreter at the start of the first interpreted meeting with the client.)

To promote the trust and integrity of our client cases, it is mandatory that interpreters and translators interpreting or translating for Southbridge Housing Authority clients abide by this Interpreter Confidentiality Agreement.

1. I agree to provide an accurate interpretation for the client and for the advocate of everything that is said in this meeting between the client and the advocate.
2. I agree to keep everything that is said in this meeting confidential and not to say anything about this meeting to anyone after the meeting has been completed, without the written consent of authorized parties to the communication.
3. I agree not to provide any of my own legal advice to the client and understand that my responsibility is solely to act as a conduit between the client and the advocate.
4. I will not offer an opinion to anyone regarding the prospective outcome of a case or any other matter related to the case.

Check the one of the two following blanks that applies:

- _____ I do not know the client or the opposing party in this matter and to the best of my knowledge, I do not know anyone who is related to or acquainted with the client or the opposing party;
- _____ I acknowledge that I know people in common with the client or the opposing party but that my knowledge and relationship with these people will in no way affect the accuracy of my interpretation in this matter.

Date

Interpreter/Translator Signature

Print Name

For client to sign if they choose to use their own interpreter:

I have been told that I have the right to a free interpreter, but I want to use my own interpreter. I understand that in an attorney-client relationship all conversations are protected and confidential. By using my own interpreter, I may be waiving my right to the attorney-client privilege.

Date

Client Signature

Print Name

APPENDIX 6

Qualifying a Non-Certified Foreign Language Interpreter² *(Sample questions to determine competence of an interpreter.)*

1. Do you have any particular training or credentials as an interpreter?
2. What is your native language?
3. How did you learn English?
4. How did you learn [the foreign language]?
5. What was the highest grade or degree you completed in school?
6. Did you formally study either language at school?
7. Have you spent any time in a foreign country speaking the language of the person requiring interpretation?
8. Have you spoken with the person requiring your services? Were there any communication problems between you?
9. Are you familiar with the Code of Ethics and Professional Conduct for Interpreters? Please explain some of its main points.
10. Are you a potential witness or party in this case?
11. Do you know or have you worked for any of the attorneys, parties or witnesses in this case?
12. Do you have any other potential conflict of interest with this case?
13. Can you interpret without omitting, adding or changing anything that is said?
14. Do you know of any reason why you cannot, or should not serve as the interpreter in this case?

² Questions adapted from: "Model Voir Dire for Qualifying a Non-Certified Foreign Language Interpreter." *Certified Interpreters Law*. Pennsylvania Department of Labor and Industry, n.d. Web. 05 Feb. 2013.
<<http://www.portal.state.pa.us/portal/server.pt?open=514&objID=573715&mode=2>>.

APPENDIX 7

Translator Certification of Translated Document

I am fluent [and/or certified] in the _____ language and I have translated this entire document _____ from _____ (source language) to _____ (target language).

I certify under penalty of perjury, under the laws of Massachusetts, that the foregoing is true and correct.

Dated this _____ day of _____, at _____, Massachusetts.

Translator Signature

Translator Name