



## Parent Teacher Interviews - How to Ensure a Successful Interpretation Assignment!

Every year, during parent teacher interview nights, MCIS interpreters help hundreds of limited/non-English speaking parents communicate with their children's teachers. Thank you for being part of this project and facilitating this crucial communication that helps ensure the wellbeing and success of children in schools and communities across Ontario.

Here are some things to keep in mind to ensure your assignment goes as smoothly as possible!

### How to communicate with MCIS regarding parent-teacher interview assignments

Email your coordinator or call MCIS main line and follow menu prompts (**please listen carefully, as the menu options have recently changed**)

#### DO:

- Check all assignment details in the confirmation message provided by MCIS and clarify any questions you may have at least 24 hours prior to the assignment
- Ensure you have access to the information in the confirmation message at all times, either on your smart phone or by printing it out, as you may need to refer to it during your assignment
- Print out the assignment attendance sheet and make sure you take it with you and obtain sign off from school office. A link to the attendance sheet will be included in your confirmation email
- Be on time! Make sure to consider the following:
  - ✓ Check location ahead of time and plan your route
  - ✓ Consider weather and traffic conditions at the time of the assignments
  - ✓ Consider schools are extremely busy places during parent teacher interview nights and it may take you a few minutes to find parking if driving
- Report to the school office, introduce yourself and ask for instructions
- Make sure you do a proper interpreter's introduction for every teacher and parent you interpret for
- Interpret everything without additions, omission or distortions
- Remain impartial at all times and never express personal opinions
- When the interview is over:
  - ✓ Check with the teacher whether you will be needed to interpret for any other parent
  - ✓ Check with the school office whether you are still needed & when they confirm you may leave, have the school office sign your attendance sheet
- If your assignment ends before the scheduled end time, call MCIS as you may be needed for another school
- Make sure you always follow the Interpreter's Code of Ethics
- If you encounter any issues during the assignment (e.g. emergency, running late) contact MCIS immediately to ask for guidance
- Follow phone menu prompts if contacting MCIS, as the menu will be changed for the duration of the parent teacher interviews



### **DON'T:**

- ☒ Do NOT be late! It is good practice to arrive 15 minutes ahead of scheduled start time to allow you time to orient yourself, find the location, parking, contact person etc.
- ☒ Do NOT accept an assignment unless you are sure you can make it! When you cancel last minute, MCIS may not be able to replace you which means clients may go without service. We therefore take last minute cancellations very seriously.
- ☒ Do NOT wait until the very last minute to report discrepancies. Contact MCIS right away if you are double booked, have incomplete information, or need any clarification.
- ☒ Do NOT forget to contact MCIS if your assignment ends earlier than scheduled to confirm if your services are required elsewhere.

## **Interpreter's introduction**

Interpreter's introduction should be in English and your target language. Please remember to include all main points:

- ❖ First Name and Language
- ❖ Who sent you/Who you represent (MCIS)
- ❖ Accuracy, Completeness and Fidelity of Interpretation
- ❖ Confidentiality
- ❖ Impartiality
- ❖ Clarify "first person" interpreting (speaking directly to one another)
- ❖ Note-taking
- ❖ Interruption
- ❖ Permission to interpret

### **Sample Introduction:**

*My name is (your first name), I am the (your target language) interpreter sent by MCIS.  
I will be interpreting everything that is said as faithfully as possible.  
I will be interpreting in first person, and would ask you to speak directly to each other.  
I may interrupt if necessary for clarification; I may also take notes to aid my memory.  
I will remain impartial throughout the assignment.  
Everything that is said will remain confidential.  
At the end of the session I will destroy the notes.  
Do I have permission to be your interpreter?  
I will now introduce myself in (the second language of conversation).*



## Interpreter's Code of Ethics

The interpreter's role is to deliver, as faithfully as possible, messages transmitted between individuals who do not share a common language.

In order to successfully fulfill this role, the interpreter's performance is governed by 8 ethical principles.

**1. Accuracy and Fidelity**

*Interpreters strive to render all messages in their entirety accurately, as faithfully as possible and to the best of their ability without addition, distortion, omission or embellishment of the meaning.*

**2. Confidentiality**

*Interpreters will not disclose and will treat as confidential all information learned, either uttered or written in the performance of their professional duties, while adhering to relevant requirements regarding disclosure.*

**3. Impartiality**

*Interpreters strive to maintain impartiality by showing no preference or bias to any party involved in the interpreted encounter.*

**4. Respect for Persons**

*Interpreters demonstrate respect towards all parties involved in the interpreted encounter*

**5. Maintaining Role Boundaries**

*Interpreters strive to perform their professional duties within their prescribed role and refrain from personal involvement.*

**6. Accountability**

*Interpreters are responsible for the quality of interpretation provided and accountable to all parties and the organizations engaging the interpreter's service.*

**7. Professionalism**

*Interpreters at all times act in a professional and ethical manner.*

**8. Continued Competence**

*Interpreters commit themselves to lifelong learning in recognition that languages, individuals, and services evolve and change over time and a competent interpreter strives to maintain the delivery of quality interpretation.*