



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!

- 👉 **If you are new to MCIS, please review the [Interpreter Orientation Package](#).**
- 👉 **Make sure you know how to [log in](#) to your [MCIS Interpreter Intelligence account](#) and know [how to accept jobs and report completion](#).**

How to communicate with MCIS regarding parent-teacher interview assignments

Email your coordinator or call MCIS main line and follow menu prompts.

DO's:

- ☑ ONLY accept jobs **you are available for** and call MCIS to **clarify** any **information** that is not clear.
- ☑ 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.
- ☑ In some cases, it will be a teacher who will call the interpreter and we will need to share your phone number with them. This information will be in the job offer. If you don't want your number to be shared, check the assignment details and then do not take the assignment which requires sharing your number.
- ☑ 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.
- ☑ Close the assignment within 48 hours of completion to ensure prompt payment.
- ☑ Be on time! Make sure to consider the following:
 - If the assignment is **online**, please login 5-10 minutes early to ensure no technical issues. Make sure your **headphones** and/or **camera** are properly connected and working well. Use **the self-testing function** of the video conferencing software before the call.
 - If this is an **in-person** assignment, check location ahead of time and plan your route. Consider weather and traffic conditions at the time of the assignments. Kindly note a **picture ID** might be required for additional verification.



DO's:

- ☑ If **by phone**, be in a quiet and private space and ensure you have good reception on your phone and it is charged. Make sure you pay attention to the number you are supposed to call and determine if long distance charges would apply (based on your personal phone plans). If you have concerns over long distance charges, contact IS coordinator. A maximum amount of \$5/job will be approved to cover long distance charges and we may ask for proof of charges at a later date.
- ☑ If **online**, be in a quiet and private room for the date/time of the assignment; dress professionally, work with a neutral wall as a backdrop and position yourself within the center of the camera.
- ☑ If **in-person**, 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;
 - when they confirm you may leave, complete the call or obtain the teacher's signature before you leave.
- ☑ 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, contact MCIS immediately to ask for guidance.
- ☑ Close the assignment within 48 hours of completion to ensure prompt payment.

DON'Ts:

- ☒ Do NOT be late! It is good practice to login 5-10 minutes early to check your connection or 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. Check your [online portal](#) and 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 – In-Person:

*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).*

Sample Introduction – Remote:

*My name is (your first name), I am the (your target language) interpreter sent by MCIS.
[For phone]: How many people are present in the room with you? Will you be using one phone or multiple?
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. **Please speak in short sentences, and indicate when you are done speaking so that I may interpret. I will indicate when I am done interpreting and you can continue speaking. For example, I can say: okay, I am finished or continue or go ahead, etc.**
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.*



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	<i>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.</i>
2. Confidentiality	<i>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.</i>
3. Impartiality	<i>Interpreters strive to maintain impartiality by showing no preference or bias to any party involved in the interpreted encounter.</i>
4. Respect for Persons	<i>Interpreters demonstrate respect towards all parties involved in the interpreted encounter</i>
5. Maintaining Role Boundaries	<i>Interpreters strive to perform their professional duties within their prescribed role and refrain from personal involvement.</i>
6. Accountability	<i>Interpreters are responsible for the quality of interpretation provided and accountable to all parties and the organizations engaging the interpreter's service.</i>
7. Professionalism	<i>Interpreters at all times act in a professional and ethical manner.</i>
8. Continued Competence	<i>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.</i>