**Part 1**

**Participant ID**

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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.
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)

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

__________________________________________

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

__________________________________________

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

__________________________________________

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

__________________________________________

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

__________________________________________

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

__________________________________________

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

__________________________________________

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

__________________________________________

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

__________________________________________

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 provider
- midway between them
- out of sight of them

Which type of interpretation is recommended for healthcare and human services

- consecutive
- simultaneous
- escort

- 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

Other things being equal, the best interpreter is most likely to be
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 must be ready to go when the interview starts without needing any background and should maintain a neutral background role as much as possible. However, the interpreter should never interrupt the interview.

○ 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 provider 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
<table>
<thead>
<tr>
<th>Use of hand gestures can improve the flow of interpretation</th>
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<tbody>
<tr>
<td></td>
<td>☐ Strongly agree</td>
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