

RDP Agency LLC

Interpreter's Code of Ethics for services rendered at Albert J. Solnit Center

1. **Arrival/Departure:** Upon arrival and departure interpreters must indicate their arrival and departure time using the "Interpreters Log-In" book located at the receptionist's desk. You are also required to use your interpreter's invoice (which we have provided) for each scheduled shift and to have that invoice signed by a staff member when departing the facility.
2. **Personal items: Purses, cell phones, electronic devices, or sharp objects are NOT allowed.** An open tote bag is permitted for meals, snacks, a drink, and a book. Items such as coats, purses, cell phones and any other items not allowed in the hospital but can be stored in the lockers provided at the entrance of hospital. Interpreters are expected to be able to carry with them all of their personal items (allowed into the unit) as there is no specific place for them to be stored. Please ensure that all items are kept out of the reach of the patient/s and kept with you AT ALL TIMES.
3. **Meals:** While some unit staff offer interpreters food during meal times it is best to bring your own meals/snacks/drinks in your tote bags or lunch bag. If you choose to accept a meal that is okay but meals are NOT required to be provided.
4. **Interpreter's role:** Interpreters must maintain their professional roles at all times and **report to staff everything that the patient says and does**, even if it doesn't make sense at that time. **Threats or plans expressed by the patient to harm or attack him/her or others should be reported immediately to the staff.** This is critical to preventing dangerous incidents and to ensuring that staff is able to assess the proper action/treatment for the patient.

Please refrain from developing a relationship with the patient that goes beyond your interpreting role.

5. **Patient Confidentiality:** *You are required to acknowledge and respect patient confidentiality at all times (please refer to the confidentiality forms in your contract with RDP for details). This means that you are not to stand at the nurse's station (counter) unless interpreting for the patient and staff, especially when they are reviewing and/or reporting about other patients.*

6. **Staff Access to Interpreter:** *It is important for staff to have immediate access to the interpreter; this means you should never be too far away or too distracted to recognize the patient's need to communicate. Interpreters should always sit next to or close to the patient. While the patient is in his/her room you should find an area to sit in that makes it easy to be aware of your surrounding as well as the patient's needs. During 1st and 2nd shift change/report, you should wait in the side room, unless it is being occupied, and then you should ask a staff member to recommend another seating area.*

It is also VERY important that during community meetings you sit directly next to the patient and interpret for him/her the entire meeting (simultaneous mode by sitting very close to him/her works best and does not disrupt the meeting).

7. **Assisting patients:** *Interpreters should NEVER write any notes for the patient without prior authorization from the staff and if any notes are written in Spanish, the note MUST be translated and given to the staff. Interpreters are NOT allowed to give any notes or pass on any messages from patient to patient without the staff being aware of it and authorizing the interpreter to do so. Interpreters should be mindful of their boundaries with all patients and refrain from becoming too clingy or too friendly with the patient/s.*

During school hours, the interpreter is required ONLY to interpret and translate for the patient, staff, and teachers. The interpreter should not accept a request to act as a teacher's

aide, nor should an interpreter volunteer to do so. Outside of the school setting interpreters are expected to do the same; interpret and translate for the patient and staff.

8. ***Privacy:*** Please DO NOT discuss the interpreters' schedule with the patient/s, and/or mention when other interpreters are scheduled to be in. Because we are not fully aware of the patient's treatment plan it is best that we do not share this information, which can cause him/her distress when they are expecting a specific interpreter to arrive and he/she does not.
9. ***Shift changes:*** Please do not leave your shift until the next interpreter has arrived to relieve you. If the interpreter scheduled to relieve you has not arrived within 5 minutes of the next scheduled shift please call the office right away to notify us. Please note that although the scheduled 3rd shift ends at 9:00 p.m., it may be necessary for you to stay a little longer at times.
10. ***Safety:*** Interpreters should feel safe at all times. If at any given moment you do NOT feel safe, please inform the staff of the reason and remove yourself from the unsafe area.
Interpreters are NEVER to be left alone in an area with any patient without a RVH staff present. If at any given moment you feel that your safety is being compromised please voice that concern to the nearest staff member. You also have the right to refuse to be left alone with a patient. If you need to report an incident, the proper protocol is to notify the staff immediately and call or email us at your earliest convenience.

Please keep in mind that this is a psychiatric treatment facility where each patient is there to receive a specific treatment. RVH has strict rules and regulations that we MUST follow as contractors. All questions and concerns should be expressed by contacting our office at 860-881-8181 or by emailing Raquel Pacheco at rpacheco@rdptranslation.com, Maria Jefferson at

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