

# Effective Interpretation

- Make time for a pre-session. This is an opportunity to be clear about the nature of the upcoming encounter and any particular concerns that the service provider would like to address prior to meeting with the client.
- Ask about any technical terms or language you may need to know. If possible, ask your client to provide you with any written materials, glossaries, or terminology ahead of time.
- **Confidentiality is a top priority.** You may hear personal information and sensitive details. Never disclose or discuss information from the session with anyone else. It is also important that you do not bring friends, children or family members with you to the interpretation session, even if the interpretation is taking place at a store, playground or the Family Centre, etc.
- Always use first person language. Start with "I," instead of "(s)he says..."
- Ask for clarification if you are not sure you heard or understood what was being said.
- Always provide a comprehensive interpretation. Do not summarize or omit anything that is said.
- Alert the service provider to any potential cultural misunderstandings.



403-320-1589



lbranner@lfsfamily.ca



www.lethbridgeimmigration.ca



1107 2A Ave North, Lethbridge

Funded By:



Immigration, Refugees  
and Citizenship Canada