



ATIXA Tip of the Week Newsletter May 2, 2019

Language Interpreters

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We need to hire a language interpreter for an ongoing case and do not have anyone on staff that can translate in this case. My list of questions that I am seeking guidance on:

- 1. When you have these cases, do you have the interpreter sign a confidentiality agreement?**
- 2. If so, would any of you be willing to share your version of this agreement?**
- 3. How much do you pay for written and verbal translation of this kind?**

You can use a standard Non-Disclosure Agreement (NDA) as part of the terms and conditions of employment. Check with your HR department and disability resources department to see if your campus has a standard NDA for interpreters. If you need to craft your own NDA, include at a minimum the following:

1. Statement of job expectations;
2. Statement that the translator is expected to conduct themselves in a manner consistent with the professional standards of [industry] (e.g., for sign language interpreters, Registry of Interpreters of the Deaf (RID) Code of Professional Conduct), as well as abide by all university/college policies and procedures and the regulations set forth in the Family Educational Rights and Privacy Act (FERPA). Include link to your institution's published FERPA policy statement.
3. Statement of expectations for **confidentiality**, such as:
 1. Interpreters/translators shall not divulge any information learned in the performance of their professional duties at [Institution]. This includes any documents or other written materials;
 2. Confidentiality is maintained in all situations, except when legally mandated to disclose information;
 3. Interpreters and translators shall not publicly discuss information learned in the performance of their professional duties at [Institution] or offer an opinion concerning matters in which they are or have been engaged, even when the information is not privileged by law to be confidential.

There are generally three recognized interpreter categories:

- Certified interpreter-an interpreter who has passed a valid and reliable certification exam administered by an independent entity or agency;
- Professionally qualified interpreter-an interpreter who has been assessed for professional skills and demonstrates a high level of proficiency; has the appropriate training and experience to interpret with skill and accuracy;
- Language skilled/ad hoc interpreters – an individual who is fluent but has no formalized training.

Certified and professional qualified interpreters are paid more than language skilled/ad hoc interpreters. The rate of pay varies based on region and availability of interpreters (\$50 - \$200 per hour). Real-time captioning (remote) ranges anywhere from \$75 - \$200 per hour. If you use a language skilled/ad hoc interpreter, ask someone on your campus to assess the person's skill level before engaging their services.

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