

9 BEST PRACTICES

for using an interpreter
for  completion

1

A translated questionnaire is not a substitute for an interpreter.



Even if a family is using a translated questionnaire, they may still need an interpreter to help them understand instructions, communicate questions to your staff, or to help them discuss their child's results in a meaningful way.

2

Use an interpreter, not a translator.



Translators convert one language into another through the written word. An interpreter uses speech or sign language. Ideally the interpreter is verbally and culturally proficient in both languages, and in the dialect that the family speaks.

Note: Children should *never* be used as interpreters for their parents or caregivers.

3

Know the qualities of a good interpreter.



Your interpreter should have excellent interpersonal skills and the ability to set aside emotions and opinions, while providing sensitive and nuanced interpretations for all participants. The interpreter should understand ASQ and any relevant terminology that may be used during screening.

4

Prepare the interpreter with a questionnaire preview.



Prior to the family interaction, read through ASQ-3 or ASQ:SE-2 with the interpreter, or provide a copy that can be reviewed on his or her own. This will allow you to answer questions and sort out any confusion before the family becomes involved.

5

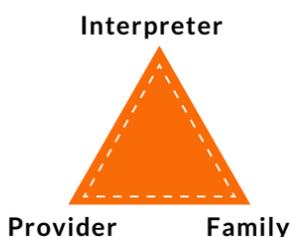
Try to identify items that are not culturally appropriate.



Your interpreter should be familiar with the family's culture and the meaning of terms and actions in the culture. Your interpreter may be able to help determine whether ASQ items "work" for that culture in advance, but the family can also provide input during the screening.

6

Get off to a smooth start.



The New Voices~Nuevas Voces Guide recommends sitting in a triangle formation, with the provider and family member across from each other, and the interpreter seated to the side. The family should understand why the interpreter is involved, what role he or she will play, and that they can stop at any time to ask for clarification.

7

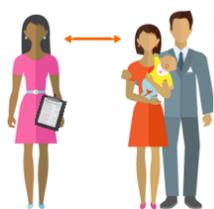
Take your time during administration.



Speak slowly and clearly and be sure to talk directly to the family rather than to the interpreter. Keep in mind that family members may understand some English. It's best to limit the amount of information given and to pause occasionally so the interpreter can process and translate the information and reflect on the family's understanding.

8

Give the family a summary at the end.



After the questionnaire is complete, respond to any of the family's concerns or questions. Through the interpreter, summarize what has been done, next steps, and how they can receive results. Schedule another visit if needed. It can also be helpful to provide a written summary of the results to family, but allow sufficient time for translation.

9

Keep a record of culture-related notes.



Create a main file for any notes you made about items that were confusing or culturally inappropriate, and add and refer to it going forward. The next time a family from the same cultural background uses the same screener, you'll have a starting point.