



Faviola's Code of Ethics and Professional Conduct

Standards and Interpreter Code of Ethics: I abide by the California's Interpreters Code of Conduct provided by the (Judicial Council), the California Healthcare Interpreters Association (CHIA), in addition to adhering to HIPPA rules and regulations. I provide the best **ENGLISH<->SPANISH** professional interpreting and translation services in the industry.

I have over 15+ years of professional interpreting or translating experience. I've undergone various background and contracting processes in order to work with the State, County and Federal government. Such process include, but it's not limited to: Contract signing, certificate, certification, and reference verification, background checks, as well as signing and understanding the Code of Ethics and Standards Policies and Agreements, etc.

Another very important factor is that "I don't just accept any assignment". Any and all assignments I accept are based on my years of experience and qualifications, therefore you can rest assure that you will receive the best service possible. **CODE OF ETHICS AND PROFESSIONAL CONDUCT:**

As an (Independent Contractor) I also hereby agree to abide by your Code of Ethics and Professional Conduct and failure to observe these regulations can result in me NOT getting any future assignments from your organization.

All professional interpreters should fully understand the following:

Cultural: I will respect and refrain from interfering with any business relationship. I'm aware of the need to identify any potential or actual conflicts of interest, as well as any personal judgments, values, beliefs or opinions that may lead to preferential behavior or bias affecting the quality and accuracy of the interpreting performance. (I the interpreter will maintain professional integrity and treat both patient and provider with respect). I will conduct myself in a manner consistent with the professional standards and ethical principles of the healthcare and legal interpreting profession. I will transmit the content, spirit and cultural context of the original message into the target language, making it possible for LES and provider to communicate effectively. (I the interpreter will convey the entire message faithfully in a linguistically appropriate manner, without adding or omitting any information). I understand how diversity and cultural similarities and differences have a fundamental impact on the encounter. Interpreters, such as me play a critical role in identifying cultural issues and considering how and when to move to a cultural clarifies role. Developing cultural sensitivity and cultural responsiveness is a life-long process that begins with an introspective look at oneself. (I the interpreter should be prepared to intervene by providing information on cultural differences and practices to the provider or patient when such information is needed to avoid cultural misunderstanding and miscommunication). And, I believe the addition of an ethical decision-making process for interpreters is a critical contribution. These steps assist interpreters in determining a course of action in ethical dilemmas, when actions to support one or more ethical principals may conflict with one or more other ethical principles.

The following gives an example of how this ethical decision-making process is used in practice. The steps to the process are;

- → Ask questions to determine whether there is a problem
- → Identify and clearly state the problem, considering the ethical principles that may apply and ranking them in applicability.
- → Clarify personal values as they relate to the problem
- → Consider alternative actions, including benefits and risks
- → Choose the action and carry it out



Professionalism: Interpreter shall act respectfully and responsibly at all times toward all parties involved. Introduce yourself to all parties involved and maintain a professional demeanor by managing the flow of your interpretations.

Self Evaluation: If at any time I feel that my interpreting needs do not meet yours, or your clients, patients, customer's needs it is my responsibility as a professional interpreter to request to be removed from that session and wait until the replacement interpreter arrives. However as a professional interpreter I will keep in mind that in no way should I take anything personal based on religion, ethnicity, medically, legally, etc., since "I'm just the voice™". I will be truthful about my qualification and will not accept any assignments for which I am not fully qualified. Assist in clarification of concepts when communication is compromised. . Strive to further knowledge and skills through participation in workshops, professional meetings, interaction with professional colleagues and reading of current literature in the field. Strive to maintain high professional standards by virtue of professional membership certification and ethical practices. Finally Professional attire is recommended as this is a professional business.

Disclosure: Interpreters/translators shall not publicly disclose, report, or offer an opinion concerning matters in which they have or have been engaged, even when that information is not privileged by law to be confidential.

Proficiency: I the Interpreter shall accurately and completely represent my training and experience. I shall meet the minimum proficiency standard required by each company. I will attend recurrent training as needed. I the Interpreter shall assess at all time my ability to interpret. Should I have any reservations about my competency, I must immediately notify the parties involved and offer to withdraw without threat of retaliation. I must remain at the assignment site until appropriate personnel can be secured.

Compensation: Please review my Terms and Conditions for basic pricing and terms.

Confidentiality/Non-Disclosure: I the Interpreter will not divulge any information obtained through the assignment(s). I shall not publicly discuss, report, or offer any opinion concerning matters in which I have been engaged, without the full approval of the parties involved, even when that information is not privileged by law.

Neutrality/Non-Discrimination: I the Interpreter shall be neutral, impartial, and unbiased always. I shall not discriminate on the basis of gender, disability, race, color, nationality, age, socio-economic or educational status, or religious, political, or sexual orientation. I am not a judge, nor are responsible for what the LES say. I do not have to agree with what they interpret, and although it may be hard to say words that one believes are untrue or unjust, the LES has the right to be heard on his or her own terms. If I am unable to ethically perform in a given situation, I the interpreter shall refuse or withdraw without threat of retaliation. I shall disclose any real or perceived conflict of interest which might affect their objectivity.

Accuracy: I the Interpreter shall always thoroughly and faithfully render, by conserving tone and spirit, omitting or adding nothing, and accounting for linguistic variations, the source language message. Liability for inaccurate or inappropriate interpretations is the sole responsibility of the interpreter.

Completeness: I the Interpreter shall interpret absolutely everything said by either party, regardless of content. If the content of the material may be offensive, insensitive or harmful to the dignity of either party involved, the interpreter must make that clear in advance of interpreting that material.

First Person: The correct way to interpret is in first person only.

Courtesy/Cultural Sensitivity: I the Interpreter will maintain a professional demeanor at all times and address all parties with respect and professionalism. I will ensure that my presence is minimized and does not hinder the daily operations or functions of the parties involved. I shall be culturally competent, sensitive, and respectful of the individuals I serve. When appropriate, I will explain cultural differences in order to facilitate understanding between both parties.



Non-discrimination: Interpreters/translators shall always be neutral, impartial and unbiased. Interpreters/translators shall not discriminate on the basis of gender, disability, race, color, national origin, age, socio-economic or educational status or religious, political or sexual orientation. If an interpreter/translator is unable to ethically perform in a given situation, the interpreter/translator shall refuse or withdraw from the assignment without threat of retaliation.

Impartiality: An interpreter must be impartial and unbiased and must refrain from conduct that may give an appearance of bias. Professional Demeanor Interpreters/translators shall be punctual, prepared and dressed in a manner appropriate and not distracting for the situation.

Scope of Practice: Interpreters shall not counsel, refer, give advice, or express personal opinions to individuals for whom they are interpreting, or engage in any other activities. It is not appropriate for an interpreter to make suggestions of any kind that might influence a patient's decision about anything. Such activities may be construed as constituting a service other than interpreting.

Reporting Obstacles to Practice Interpreters/translators shall assess at all times their ability to interpret/translate. Should interpreters/translators have any reservations about their competency, they must immediately notify the parties and offer to withdraw without threat of retaliation. The interpreter/translator may remain until a more appropriate interpreter/translator can be secured. Ethical Violations Interpreters/translators shall immediately withdraw from encounters they perceive as violations of the Code. Professional Development Interpreters/translators shall develop their skills and knowledge through professional training continuing education and interaction with colleagues and specialists in related fields.

Copyright © 2004FAVIOLA VALENCIA dba ELITE SERVICES 4 YOU , Inc.
All rights reserved.