

MINNESOTA INTERPRETERS AND TRANSLATORS



MINT

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Professional Code of Conduct

February, 2018

Minnesota Interpreters and Translators
512 West 53rd Street, Minneapolis, MN 55419

CONFIDENTIALITY

- MINT Interpreters/Translators strictly maintain confidentiality and will not disclose any confidential information outside of the interpreting setting, except with patient permission or as required by law. MINT Interpreters must readily and fully comply with the Health Insurance Portability and Accountability Act (HIPAA) and all other state and federal laws.
- MINT Interpreters/Translators protect written patient information, securing such written information in all forms, including digital and electronic forms. As such, all MINT Interpreters/Translators are required to password protect their computers, tablets, and/or cell phones, as confidential patient data is frequently communicated via digital means.

ACCURACY

- MINT Interpreters/Translators render all messages accurately and completely, without adding, omitting, or substituting.
- MINT Interpreters/Translators replicate speakers' tone, style and linguistic register.
- MINT Interpreters/Translators may occasionally ask for a speaker to restate an idea in order to facilitate clearer understanding of jargon or other specialized language by the other party.
- MINT Interpreters/Translators manage the flow of information, self-monitor, and self-correct as soon as an error is detected.
- When MINT Interpreters/Translators ask for clarification for their own understanding, they will transparently convey that they themselves are the person requesting clarification, rather than the other parties.

IMPARTIALITY

- MINT Interpreters/Translators advise all parties at the beginning of every interpreting session that everything said aloud will be interpreted.
- MINT Interpreters/Translators use the first-person point of view when communicating for all parties, saying "I" rather than "he/she said."
- MINT Interpreters/Translators eliminate the effect of interpreter bias or preference by maintaining objectivity regarding the content of the interpreting session, refraining from any display of personal judgment or personal cultural values as conveyed in words, tone of voice, or body language.
- MINT Interpreters/Translators disclose potential conflicts of interest and withdraw from interpreting assignments as necessary to preserve objectivity and impartiality.

CULTURAL AWARENESS

- MINT Interpreters/Translators use their cultural awareness and understanding to make all parties to interpretation aware of significant cultural misunderstandings as they arise.
- MINT Interpreters/Translators strive to be culturally informed and aware of beliefs, experiences, relationships, and events that may influence comprehension across language barriers.

PROFESSIONALISM

- MINT Interpreters arrive to every appointment 15 minutes before the appointment is scheduled to begin.
- MINT Interpreters begin interpreting sessions introducing themselves to all parties involved and explaining their role as interpreters.
- MINT Interpreters are professionally dressed, carefully groomed, and prepared for all interpreting assignments.
- MINT Interpreters/Translators are honest and ethical in all of their business practices.
- MINT Interpreters/Translators behave in a manner than befits the dignity and importance of their profession and is appropriate to the setting in which interpreting takes place.

RESPECT

- MINT Interpreters/Translators show respect for all parties with whom they interact, including those parties present in the interpreting session, as well as professionals working in support of those parties.
- MINT Interpreters/Translators show respect for and act ethically toward fellow interpreters and language services professionals at all times.

ROLE BOUNDARIES

- MINT Interpreters/Translators remain neutral parties at all times.
- MINT Interpreters/Translators maintain professional distance and remain neutral, and refrain from becoming personally involved in the situation presented for interpretation or translation.
- MINT Interpreters/Translators limit their professional activity to interpreting or translating within an encounter, and adhere to their professional role while interpreting or translating.
- MINT Interpreters/Translators affirm and enforce professional boundaries even when communicating parties ask for their involvement beyond their role as interpreters/translators.

ADVOCACY

- MINT Interpreters/Translators may speak out to protect a person from serious harm.
- MINT Interpreters/Translators may advocate on behalf of persons to correct mistreatment or abuse.

NON-DISCRIMINATION

- MINT Interpreters/Translators shall not discriminate on the basis of gender, disability, race, color, national or regional origin, age, socioeconomic or educational status, religious affiliation, political beliefs or sexual orientation, or any other status protected by law.

COMPENSATION

- MINT Interpreters/Translators will not accept additional money, considerations, or favors directly from Provider/Requester and/or LEP Client. MINT Interpreters/Translators will not use for private or others' gain or advantage any Provider/Requester's time, facilities, equipment, or supplies, nor will they use or attempt to use their position to secure privileges.