

Study Guide for

Screening Languages

Social Services Interpreters

By
Washington State Department of Social and Health Services (DSHS)
Language Testing and Certification (LTC)



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FEED THIS DIRECTION

NAME: Last, First		Social Security Number	
Test Name and Booklet Number		Date	Test Site

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SER NUM	SCORE					SER NUM	SCORE					SER NUM	SCORE				
	1	2	3	4	5		1	2	3	4	5		1	2	3	4	5
1	A	B	C	D	E	51	A	B	C	D	E	101	A	B	C	D	E
2	A	B	C	D	E	52	A	B	C	D	E	102	A	B	C	D	E
3	A	B	C	D	E	53	A	B	C	D	E	103	A	B	C	D	E
4	A	B	C	D	E	54	A	B	C	D	E	104	A	B	C	D	E
5	A	B	C	D	E	55	A	B	C	D	E	105	A	B	C	D	E
6	A	B	C	D	E	56	A	B	C	D	E	106	A	B	C	D	E
7	A	B	C	D	E	57	A	B	C	D	E	107	A	B	C	D	E
8	A	B	C	D	E	58	A	B	C	D	E	108	A	B	C	D	E
9	A	B	C	D	E	59	A	B	C	D	E	109	A	B	C	D	E
10	A	B	C	D	E	60	A	B	C	D	E	110	A	B	C	D	E
11	A	B	C	D	E	61	A	B	C	D	E	111	A	B	C	D	E
12	A	B	C	D	E	62	A	B	C	D	E	112	A	B	C	D	E
13	A	B	C	D	E	63	A	B	C	D	E	113	A	B	C	D	E
14	A	B	C	D	E	64	A	B	C	D	E	114	A	B	C	D	E
15	A	B	C	D	E	65	A	B	C	D	E	115	A	B	C	D	E
16	A	B	C	D	E	66	A	B	C	D	E	116	A	B	C	D	E
17	A	B	C	D	E	67	A	B	C	D	E	117	A	B	C	D	E
18	A	B	C	D	E	68	A	B	C	D	E	118	A	B	C	D	E
19	A	B	C	D	E	69	A	B	C	D	E	119	A	B	C	D	E
20	A	B	C	D	E	70	A	B	C	D	E	120	A	B	C	D	E
21	A	B	C	D	E	71	A	B	C	D	E	121	A	B	C	D	E
22	A	B	C	D	E	72	A	B	C	D	E	122	A	B	C	D	E
23	A	B	C	D	E	73	A	B	C	D	E	123	A	B	C	D	E
24	A	B	C	D	E	74	A	B	C	D	E	124	A	B	C	D	E
25	A	B	C	D	E	75	A	B	C	D	E	125	A	B	C	D	E
26	A	B	C	D	E	76	A	B	C	D	E	126	A	B	C	D	E
27	A	B	C	D	E	77	A	B	C	D	E	127	A	B	C	D	E
28	A	B	C	D	E	78	A	B	C	D	E	128	A	B	C	D	E
29	A	B	C	D	E	79	A	B	C	D	E	129	A	B	C	D	E
30	A	B	C	D	E	80	A	B	C	D	E	130	A	B	C	D	E
31	A	B	C	D	E	81	A	B	C	D	E	131	A	B	C	D	E
32	A	B	C	D	E	82	A	B	C	D	E	132	A	B	C	D	E
33	A	B	C	D	E	83	A	B	C	D	E	133	A	B	C	D	E
34	A	B	C	D	E	84	A	B	C	D	E	134	A	B	C	D	E
35	A	B	C	D	E	85	A	B	C	D	E	135	A	B	C	D	E
36	A	B	C	D	E	86	A	B	C	D	E	136	A	B	C	D	E
37	A	B	C	D	E	87	A	B	C	D	E	137	A	B	C	D	E
38	A	B	C	D	E	88	A	B	C	D	E	138	A	B	C	D	E
39	A	B	C	D	E	89	A	B	C	D	E	139	A	B	C	D	E
40	A	B	C	D	E	90	A	B	C	D	E	140	A	B	C	D	E
41	A	B	C	D	E	91	A	B	C	D	E	141	A	B	C	D	E
42	A	B	C	D	E	92	A	B	C	D	E	142	A	B	C	D	E
43	A	B	C	D	E	93	A	B	C	D	E	143	A	B	C	D	E
44	A	B	C	D	E	94	A	B	C	D	E	144	A	B	C	D	E
45	A	B	C	D	E	95	A	B	C	D	E	145	A	B	C	D	E
46	A	B	C	D	E	96	A	B	C	D	E	146	A	B	C	D	E
47	A	B	C	D	E	97	A	B	C	D	E	147	A	B	C	D	E
48	A	B	C	D	E	98	A	B	C	D	E	148	A	B	C	D	E
49	A	B	C	D	E	99	A	B	C	D	E	149	A	B	C	D	E
50	A	B	C	D	E	100	A	B	C	D	E	150	A	B	C	D	E

**State of Washington
Department of Social and Health Services
Language Interpreter Services and Translations (LIST)**

INSTRUCTIONS:

It is essential that you follow the instructions below to ensure proper scoring. You may not get credit for your correct answer if you fail to follow these instructions.

Be sure that the answer you mark on your answer sheet corresponds with the number of the test question in the test booklet. Fill in all the space between the lines using a #2 pencil. Your answer marks should look like this:

~~✖~~ ◻B◻ ◻C◻ ◻D◻ ◻E◻

MAKE DARK, CLEAR MARKS !

Mark only one answer for each question. If you change an answer, erase the old answer completely. If you don't erase completely, the computer might read both of the answers you marked. When two answers for one question are marked, the answer will be scored as incorrect.

**Written Test for Screening Languages Interpreters:
Sample Questions
(Social Services Interpreters)**

*Prepared by
Washington State Department of Social and Health Services
Language Testing and Certification (LTC)*

Test of Standard Written English

Directions:

Choose one option from A, B, C, and D to best complete each sentence. Then on your answer sheet, find the number of the item and completely blacken the box with the letter corresponding to your choice. (The answer sheet is at the end of this booklet.)

1. My benefits _____ terminated before I started working two months ago.
A. had been
B. has been
C. have been
D. will have been

2. She said she _____ understand the policy statement on the application form.
A. did not
B. does not
C. should not
D. will not

3. What other documents _____ to bring with me for the interview?
A. do I need
B. for I need
C. I do need
D. I will need

4. In order to be considered for staying in the program, you have to fill out this form and turn it _____ to this office by the 25th of December.
A. at
B. in
C. on
D. out

Test of Social Services Terminology

Directions:

Based on the context of each sentence, choose from A, B, C, and D the one word or phrase that most closely means the same as the underlined word or phrase. Then, on your answer sheet, find the number of that item and completely blacken the box with the letter corresponding to your choice.

5. If we can have your children's social security numbers by the end of this month, you can expect to receive your medical coupons early next month.
- A. stamps needed to make appointments with a medical doctor
 - B. stamps required to obtain discounts from a pharmacy
 - C. stamps served as written proof of health care insurance
 - D. stamps used as money to pay for health care expenses
6. Under number 3 on this page, please list all sources of income you have besides what you earn from your regular job.
- A. any activity, anything, or any place that generates money
 - B. any activity, anything, or any place where money goes to
 - C. money coming from any source other than inheritance
 - D. money generated from doing spare-time odd jobs only
7. Specific treatment programs are based on individualized client needs.
- A. needs determined by clients themselves
 - B. needs determined by individual program staff
 - C. needs particular to one client alone
 - D. needs particular to unmarried individuals
8. No recommendations will be made until your father's mental health status is assessed.
- A. accelerated
 - B. accessed
 - C. escalated
 - D. evaluated

9. This program includes a community reintegration phase for those patients who have been referred by the criminal justice system.
- A. period of time designated by the community to help the patient
 - B. period of time designated for the community to monitor the patient
 - C. period of time designated to determine where the patient belongs
 - D. period of time designated to prepare the patient to reenter society
10. If the pattern of child neglect continues, your parental rights might be taken away by the state.
- A. custody and decision making privileges regarding a minor
 - B. imprisonment of parents due to continuous child neglect
 - C. responsibilities of children to take care of their senior parents
 - D. rights of parents to not be neglected by their own children
11. Child support is enforceable regardless of where an absent parent lives.
- A. collectable
 - B. compulsive
 - C. evasive
 - D. payable
12. Your monthly benefits will stay the same through June 30th this year. Beginning July 1st, however, benefits might be different if there are policy modifications for the program.
- A. abolishment of policy
 - B. adjustments of policy
 - C. distribution of notifications
 - D. termination of benefits
13. Since the overpayment was a mistake on our part, we will simply deduct it from your next check.
- A. extra money the payer owes the payee
 - B. money averaged over a number of checks
 - C. money paid in excess of what it should be
 - D. payment that is over due by the next check

14. If the results of the investigation prove that the financial status report was falsified, a penalty of some sort will be assessed.
- A. financial situation was altered or misrepresented in the report
 - B. financial situation was not represented in the status report
 - C. information in the financial status report was corrected totally
 - D. the report was falsely submitted as a financial status report
15. These rules apply to all applicants and should not be violated in any way.
- A. applied
 - B. beaten
 - C. broken
 - D. ignored
16. Interment assistance is just one kind of monetary assistance this program provides.
- A. assistance given in irregular payments
 - B. benefits to assist disaster victims
 - C. cash to help pay for living expenses
 - D. money to help pay for burial cost

Keys to Sample Questions

(Do not consult these keys until you have finished answering all the questions in the previous pages)

1. A
2. A
3. A
4. B
5. D
6. A
7. C
8. D
9. D
10. A
11. B
12. B
13. C
14. A
15. C
16. D
17. B
18. B
19. A
20. A

**Oral Test for Screening Languages Interpreters:
Sample Exercises
(Social Services Interpreters)**

To practise on the following materials, you will need a cassette recorder and a blank tape to record and play back your own voice. Please follow the directions for each portion of the sample exercises and use your recorder and blank tape as directed.

Sight Translation Exercise

Directions:

Please orally translate the following sentences into your target language. You may look over each sentence silently before you begin translating. Make sure you read the number of each sentence in English before you translate it into your target language. When you are ready to proceed, insert your blank tape into your recorder, and simultaneously press both the "play" and "record" buttons on your recorder to record your own voice as you orally translate each sentence into your target language.

1. All of your children live with you all the time, is that correct?
2. Your living arrangements will also be taken into consideration.
3. You cannot use your food stamps to buy any non-food items.
4. If we do not receive your financial report by next Friday, your benefits for next month will be delayed.
5. I wanted to talk to someone in your office, but I could not find any interpreter to help me.
6. Your benefits are based on the most current information we have. Therefore, if there is any change in the number of your family members, you must report it right away.

Turn off your recorder when you finish translating the last sentence. Eject the tape, set it aside, and go on to the next page for memory retention exercise.

Memory Retention Exercise

Directions:

*You are going to listen to six pre-recorded sample English sentences for this exercise. You need to listen to each sentence and **repeat it in English**. The recording has built-in pauses between the sentences. The pause after each sentence is your time to repeat that sentence. There is a "beep" after each sentence. Once you hear the "beep", you may start repeating that sentence. Since this is a memory retention test, **do not** take notes. Instead, listen carefully to each sentence, try to memorize it, and repeat it as it is (in English) in the recording.*

When you are ready for this exercise, click on the link of Audio Practice Sample under Social Service Pre-test Study Package for Screened Languages on the LTC homepage to listen to and repeat each sentence.

(Do not go on to back interpretation exercise until you finish the memory retention exercise.)

When you have finished repeating the last sentence, stop the player, and continue on to back interpretation exercise.

Back Interpretation Exercise

Directions:

This part is a back interpretation exercise. Please insert the tape with the sentences you orally translated from English into your target language into the recorder. You are to listen to each sentence and orally translate it back into English. Pause your recorder at the end of each sentence to give you time for interpreting.

You may take notes to help you recall what is being said. If you need to, you may replay each sentence once. After you finish interpreting a sentence, move on to the next sentence.

Please do not look at the sight translation page while doing this exercise. To check on how you are doing with this exercise, it is recommended that you use a second recorder with another blank tape to record your back interpretation. After you finish back interpret the last sentence, you may play back your back interpretation sentences and check them against the original English sentences on the sight translation page.

--- End of Oral Exercises ---

DSHS SOCIAL SERVICES GENERAL TERMINOLOGY

A

abandonment	Alcohol and Substance Abuse
absent parent	Aleut (race)
abuse	alien
adjudicative proceeding	ambulance
administrative hearing	American Indian
Administrative Services Division (ASD)	amount
access	amplifier
accessible	amplifier telephone
accident	appeal
accommodate	application
accommodation	apply
account	applicant
achieve	appointment
addiction	apprehend
adjudicate	apprehension
adolescent	approval
adoption	arbitration
Adult Protective Services	arraignment
advocacy	arrangement
advocate	Asian Indian (race)
affirmation	assessment
agency	assets
aging	assistance
Aging & Adult Services Administration (AASA)	assistant
agreement	Assistance Program
Aid to Families with Dependent Children (AFDC)	assault
Alien Registration Card	assurance
	attachment
	attend
	attendant care
	attorney

Attorney General
audible ring signaler
authority
authorization
authorize

B

bandage
base period (time)
battered
battery
behalf
beneficiary
benefits
bid
biennium
bilingual
bill
birth certificate
Black (or African American)
blind
blood transfusion
bond
boss
braille
brochure
bronchitis
bruise
budget
burglary
business

C

calculate
Cambodian (race)
cancellation
cancelled checks
case
case management
cause (damage)
check
checking account
chemical dependency
Chicano
child abuse
child care
Child Protective Services (CPS)
Children's Administration (CA)
Chinese (race)
choice
choose
circumstances
citizen
citizenship
claim
client
Client Services (CS)
clinic
clinically eligible
cocaine
coerce
community
community debts
community outreach
community property
Community Service Office (CSO)

Community Services (CS)
community worker
compensation
complain
complaint
complete
compliance (in compliance with)
compromise
confidential
congregate
congregate care
consent
consolidate
consult
consulate
continuance
contract
controversy
convalescent
convict
conviction
cooperative
coordinate
coordination
coordinator
copy
corrective action
cost
-counseling
court order
cover
coverage
crime
crisis
crisis intervention

cross-examination
crutches
Cuban
current
custodial parents
custody
customer

D

data
date of birth
deaf
Deaf & Hard of Hearing (DHH)
death certificate
debt
decree
deduct
deductible
deduction
deinstitutionalize
delay
dentist
delegate
demographic
denture
department
Department of Health (DOH)
Department of
 Social and Health Services (DSHS)
deprive
detoxification
develop
development

Developmental Disabilities (DD)
diagnosis
diarrhea
disability
Disability Initiative
Disability Insurance (DI)
disable
disagreement
disburse
disbursement
discharge
disclosure
discriminate (against)
discrimination
dismiss
dissolution of marriage
diversity
Diversity Initiative
Division of Alcohol and Substance
Abuse (DASA)
Division of Child Support (DCS)
Division of Children and Family Services
(DCFS)
Division of Community Services (DCS)
Division of Developmental Disabilities
(DDD)
Division of Employment and Social
Services (DESS)
Division of Income Assistance (DIA)
Division of Management & Operations
Support (DMOS)
division of property
Division of Vocational Rehabilitation
(DVR)
divorce

doctor
document
domestic
domestic violence
downtown
driving while intoxicated (DWI)
drop a criminal charge
drug
drug addict

E

early intervention
Earned Income Credit
earnings
Economic and
 Medical Field Services (EMFS)
Economic Services Administration
 (ESA)
elderly
eligibility
eligible
emergency
emotion
emotional health
employee
Employee Services Division (ESD)
employer supported child care
employment
Employment Placement Services
enforcement officer
enforceable
entitle
environment

epidemic
equality
equipment
equity value (of a house, etc.)
escalator clause
Eskimo (race)
establishment
estate
estimate
estimated annual income
ethnic minorities
evaluate
Evergreen Legal Services (ELS)
evidence
examination
example
exceed
exception
exempt (from)
expedited service
expense
expire
explain
exploitation
extension
eyeglasses

F

facility
fact
fair
fair hearing
false

family size
farm worker
federal government
federal taxes
fidgety
figure
Filipino
family planning
financial aid
financially indigent
financial support
financial worker
first aid
food stamps
food products
foster care
foster child
foster home
foster parents
fraud
frequency
frequently
full time
funeral
funeral assistance
function
fund
funding

G

gamish
gamishment
gather

generally
generate
generation
get hurt
give
glossary
goal
government
grant assistance
grateful
Green Card
grievance
groceries
gross earnings
gross income
group care
Guamanian
guardian
guardianship
guarantee
guard
guidelines
guilty
gynecologist

H

habilitation
handicapped
harassment
Hawaiian
head of household
headquarters
health insurance

Health & Rehabilitative Services
Administration (HRSA)
health service
Healthy Options
hearing impaired
heart attack
heroin
high blood pressure
hip
Hispanic
hit
Home and Community Services Divisic
(HCSD)
home based services
homeless
home maker
home support
hospitalization
hotline
house chore
household income
housekeeper
housewife
housework
Human Resources Development
hysterical

I

identification
illegal
immigrant
immigration
Immigration and Naturalization Service
(INS)

implementation
imprisonment
improve
incapacitated
incentive
incident
income
Income Assistance
income source
income tax credit
incur
independence
independent
independent living skills
indigent
inflation
influenza (flu)
injury
immediate danger
innocence
in person
inspector
institution
institutionalization
Institution Services (IS)
instructions
insurance
insurance policy
intake
intake interview
integrity
intention
intentional
intentionally
interagency

interim
interim care
interment
interment assistance
Internal Revenue Services (IRS)
interpret
interpreter
intervene
intervention
interview
intimidate
intoxicated
intoxication
intra-agency
investigation
invoice
involve
involvement

J

jail
Japanese
job interview
job placement
job training
judge
judgement
judiciary
jury
justice
justify
Juvenile Rehabilitation Administration
(JRA)

K

keep
keep track of
kid
kidney
kin
kitchen
knowledge
Korean

L

labor
Labor and Industries
 Time-Loss Payments
laborer
landlord
Lands and Buildings Division (LBD)
language
Laotian
law
law enforcement
lawful
lawsuit
lawyer
legal
legal guardian
legal separation
legislation
legislative

legislature
lend
levy
liable
license
lien
life insurance
limit
limited English proficient (LEP)
lipreading
list
litigation
liver
living arrangement
loan
long term
low blood pressure
low income
lung

M

maiden name
maintenance
malicious mischief
manage
Management and Budget (MB)
Management Services Administration
 (MSA)
Management Services Division (MSD)
manager
mandatory
marijuana

marital status
marriage
marriage certificate
maternity
Maternity Support Services
Mathadone Treatment
maximum
maximum amount
mediation
medicaid
medical assistance
Medical Assistance Administration
(MAA)
medical cost
medical coverage
medical coupons
medical history
medically indigent
medicare
medicine
member
mental health
Mental Health Division (MHD)
mentally ill
mental retardation
middle name
military service
minimum
minister
minority
Minority Affairs Initiative
Minority Initiative
misconduct
mission

mistreat
modification
modify
molar
molest
molestation
monetary assistance
money
money order
monitor
monthly
mortgage
mute
multiply

N

national origin
nationality
native
Native American
necessary
necessities
neck
need
needle
neglect
neighbor
neighborhood
net
net income
no contact order
nonfood items

Non-Wage Earner Program

notice

notify

nursing home

Nursing Home Services

nutrition

O

obligation

objection

objective

obligation

obstacle

obtain

occupation

occur

occurrence

offender

Office of Appeals

Office of Child Care Policy

Office of Children's Research

Office of Constituent Relations

Office for Equal Opportunity (OEO)

Office of Financial Recovery (OFR)

Office of Issuances

Office of Language Interpreter Services
and Translations (LIST)

Office of Nursing Home/Hospital Audit

Office of Operations Review

Office of Operations Services

Office of Special Investigation

Office of Staff Services

Office of Support Enforcement (OSE)

Office of Vendor Services

ombudsman

opiate

opium

option

out-of-home services

organization

orientation

original

orthopedic

outpatient

overdue

overestimate

overpayment

owe

own

P

pain

pamphlet

paralyzed

paramedic

parental kidnapping

parental rights

parenting plan

parole

participant

partnership

part-time

passport

paternity

pay

paycheck

payment
pay stubs
penalize
penalty
pending
pension
percent
percentage
perjury
permanent
permanent residency
permission
petition
pharmacy
photocopy
physical exam
physical therapy
Pidgin Signed English (PSE)
placement
plan
policy
population
postnatal
postpartum
preemptive
pregnant
press criminal charges
prevent
prevention
priority
private investigator
private sector
probable cause
probation
probation revocation

procedure
proceedings
profession
program
promote
proof
property
property taxes
prosecution
post-sentencing no-contact order
protection
protection order
protest
provide
provider
Provider Services (PS)
psychiatric hospitalization
psychiatrist
public assistance
public sector
Puerto Rican

Q

quadriplegia
qualification
qualified
qualify
Quality Control
quarter
query
question
questionable
questionnaire

quota

R

race

rape

reapply

receipts

receptionist

recipient

reckless endangerment

reconciliate

reconciliation

records

recruit

redeem

reduce

referral

Refugee Assistance

refuse

region

regional office

registration

regulation

rehabilitation

rehabilitation aid

reimburse

reimbursement

relationship

relative

reluctant

rent

repatriate

report

representative

request

requirement

reschedule

resident

Residential Care Services Division
(RCSD)

resolution

resolve

resource

respite

respite care

responsibility

restitution

restraining order

result

retardation

retention

retirement

revenue

review

Revised Code of Washington (RCW)

revoke

rights

risk assessment

role

rules

Russian

S

safe

safety

salary

sales taxes
Samoan
separated
savings
savings account
schedule
scope
screening
self support
self-sufficient
Senior Companion Program
service delivery
settlement
sexual abuse
sexual orientation
Sexual Orientation Initiative
shelter
short term
sick
Signed Exact English (SEE)
signature
single parent
situation
sliding-fee scales
Small Claims Court
Social Security
Social Security Benefits
Social Security Card
Social Security Number (SS#)
Social Welfare Department
social worker
Spanish
Special Commitment Center (SCC)
specialist
speech impediment

spenddown
spouse
stability
staff
standard
state fund
statement
state taxes
statutory authority
statutory rape
street youth
subpoena
subsidy
substance abuse
substantial
substantially
subtract
subtraction
summon
supervise
supervision
supplemental
Supplemental Security Income
supplies
Support Enforcement Officer
support order
support payment
survey
suspend
suspension

T

Tactile ASL (American Sign Language)

tactile signaling device
take care of
target
tax
teen
teenage
teenager
telecommunications device for the deaf
(TDD)
teletypewriter (TTY)
TTY/large visual display (LVD)
TTY with braille
temporary
termination
testimony
Thai
therapeutic services
therapy
threaten
tolerate
tracking
transition
translate
translator
transportation
treatment
trespassing
truthful
turn in (application)

U

unaccompanied minor
under oath

underpay
underestimate
understand
under the influence
unemployable
unemployment
Unemployment Benefits
unintentional
unintentionally
union
unkempt
unlawful
unpaid (bills)
unsigned
upset
urgent
utility bills
Utilization Services (US)

V

vaccinate
value
verification
verify
veteran
Veterans Benefits
vibrating ring signaler
victim
victim compensation
Vietnamese
violate
violation
violence

visa
visual ring signaler
vocational rehabilitation
volunteer
voucher
vulnerable

W

wages
wage withholding
Washington Administrative Code (WAC)
Washington's Domestic Violence
Prevention Act (WDVPA)
weapon
weekly
welfare
welfare fraud
wheelchair
White (race)
widow
widower
withdraw
withdrawal
withdrawn
withhold
witness
worker
worker's compensation

X

Xerox

Xerox copy
Xerox machine
X-ray

Y

yearly
yet
young
youngster
youth

Z

zero
zip code
zone
zoning



State of Washington
Department of Social and Health Services (DSHS)

**Language Interpreter and Translator
Code of Professional Conduct**

1. Accuracy

Interpreters/translators shall always thoroughly and faithfully render the source language message, omitting or adding nothing, giving consideration to linguistic variations in both source and target languages, conserving the tone and spirit of the source language message.

2. Cultural Sensitivity – Courtesy

Interpreters/translators shall be culturally competent, sensitive, and respectful of the individual(s) they serve.

3. Confidentiality

Interpreters/translators shall not divulge any information obtained through their assignments, including but not limited to information gained through access to documents or other written material.

4. Disclosure

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

5. Proficiency

Interpreters/translators shall meet the minimum proficiency standard set by DSHS by passing the required certification examination or screening evaluation.

6. Compensation

The fee schedule agreed to between the contracted language service providers and the department shall be the maximum compensation accepted. Interpreters/translators shall not accept additional money, compensation, or favor for services reimbursed by the department. Interpreters/translators shall not use for private or other's gain or advantage, the department's time, facilities, equipment, or supplies, nor shall they use or attempt to use their position to secure privileges or exemptions.

7. Nondiscrimination

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, socioeconomic or educational status, or religious or political beliefs.

8. Self-evaluation

Interpreters/translators shall accurately and completely represent their certifications, training, and experience.

9. Impartiality - Conflict of Interest

Interpreters/translators shall disclose any real or perceived conflict of interest which would affect their objectivity in the delivery of service. Providing interpreting or translation services for family members or friends may violate the individual's right to confidentiality, or constitute a conflict of interest.

10. Professional Demeanor

Interpreters/translators shall be punctual, prepared, and dressed in a manner appropriate and not distracting for the situation.

11. Scope of Practice

Interpreters/translators shall not counsel, refer, give advice, or express personal opinions, to individual for whom they are interpreting/translating, or engage in any other activities which may be construed to constitute a service other than interpreting/translating. Interpreters/translators are prohibited to have unsupervised access to clients, including but not limited to phoning clients directly.

12. 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. Interpreter/translator may remain until more appropriate interpreters/translators can be secured.

13. Ethical Violations

Interpreters/translators shall immediately withdraw from encounters they perceive as violations of this Code. Any violation of the Code of Professional Conduct may cause termination of the contract.

14. Professional Development

Interpreters/translators shall develop their skills and knowledge through professional training, continuing education, and interaction with colleagues and specialists in related fields.

THIS CODE APPLIES TO ALL PERSONS PROVIDING LANGUAGE INTERPRETING OR TRANSLATION SERVICES AND MUST BE COMPLIED WITH AT ALL TIMES.