



Code of Ethics for Interpreters and C-Print™ Captionists at *Interpreting Solutions, Inc.*

Interpreters

Interpreters who work for *Interpreting Solutions, Inc.* are bound by the Code of Ethics set forth by the national Registry of Interpreters for the Deaf. This code of ethics provides principles of ethical behavior to protect and guide the consumers (hearing and deaf), the interpreter, and the profession. It also insures the right to communicate for all.

For the complete code of ethics, please visit the Registry of Interpreters for the Deaf web site, <http://www.rid.org/coe.html>, or link to it from the *Interpreting Solutions, Inc.* site.

Registry of Interpreters for the Deaf, Inc. Code of Ethics

1. Interpreters shall keep all assignment-related information strictly confidential.
2. Interpreters shall render the message faithfully, always conveying the content and spirit of the speaker using language most readily understood by the person(s) whom they serve.
3. Interpreters shall not counsel, advise or interject personal opinions.
4. Interpreters shall accept assignments using discretion with regard to skill, setting, and the consumers involved.
5. Interpreters shall request compensation for services in a professional and judicious manner.
6. Interpreters shall function in a manner appropriate to the situation.
7. Interpreters shall strive to further knowledge and skills through participation in workshops, professional meetings, interaction with professional colleagues, and reading of current literature in the field.
8. Interpreters, by virtue of membership or certification by the RID, Inc., shall strive to maintain high professional standards in compliance with the Code of Ethics.

C-Print™ Captioning

C-Print™ captionists who work for *Interpreting Solutions, Inc.* are bound by the Professional Code of Ethics of the National Court Reporters Association. This code of ethics provides principles of ethical behavior to protect and guide the captionist, the consumers (hearing and deaf), and the profession. It also insures the right to communicate for all.

The following is only a summary and paraphrasing of sections particularly relevant for C-Print™ captionists. For the complete code of ethics, please visit the National Court Reporters'

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Association web site, <http://www.ncraonline.org/infonews/ethics/index.shtml> or link to it from the *Interpreting Solutions, Inc.* site.

C-Print™ Captioning: Professional Code of Ethics

1. Be fair and impartial toward each participant in all aspects of reported proceedings, and always offer to provide comparable services to all parties in a proceeding.
2. Be alert to situations that are conflicts of interest or that may give the appearance of a conflict of interest. If a conflict or a potential conflict arises, disclose that conflict or potential conflict.
3. Preserve the confidentiality and ensure the security of information, oral or written, entrusted by any of the parties in a proceeding.
4. Maintain the integrity of the reporting profession.
5. Accept assignments using discretion with regard to skill, setting, and the consumers involved, and accurately represent the provider's qualifications.
6. Establish a clear understanding of:
 - ❑ Who is hiring the captionist;
 - ❑ Whether an electronic file of the roughly edited text with disclaimer is to be preserved;
 - ❑ If yes, whether all participants have been informed that an electronic file of the roughly edited text with disclaimer will be preserved; and
 - ❑ Who is entitled to receive a copy of the electronic file.
7. Acquire, when possible, information or materials in advance to prepare a job dictionary.
8. Know the software and hardware system used and be able to do simple troubleshooting.
9. Strive to achieve, as nearly verbatim as possible, 100% accuracy at all times.
10. Include in the real-time display the identification, content, and spirit of the speaker, as well as environmental sounds.
11. Refrain from counseling, advising, or interjecting personal opinions except as required to accomplish the task at hand.
12. Cooperate with all parties to ensure that effective communication is taking place.
13. In confidential nonlegal settings (i.e., medical discussions, support groups), delete all files immediately after the assignment unless otherwise requested not to do so.
14. Preserve the privacy of a consumer's personal information.
15. Keep abreast of current trends, laws, literature, and technological advances relating to captioning.

COMMON QUESTIONS:

1. **Will what I say be held in confidentiality?** Yes. Interpreters and captionists may not reveal information about any assignment, including the fact that the service is being performed.
2. **Will the interpreter or captionist transmit everything that is said?** Yes. Interpreters and captionists must transmit everything that is said in the exact way it was intended. The interpreter or captionist is not responsible for *what* is said, only for conveying it accurately. Interpreters or captionists cannot edit what is communicated, nor can they change it, even if they, personally, disagree with it or how it is being said.
3. **Will the interpreter transmit every single word I say, exactly as I say it?** No. The process of interpreting involves rendering what you say accurately. There will not be a

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sign for every word you utter. ASL (American Sign Language) is a foreign language, so a sign-for-every-spoken-word interpretation would make for an inaccurate message. The goal is to provide conceptual accurate and appropriate grammatical and cultural adjustments.

4. **Will the captionist transmit every single word I say, exactly as I say it?** No. The captionist is taking what is heard and putting it into a written form. The goal is conceptual accuracy, but sometimes-redundant verbiage is omitted, particularly if the speaker is speaking too fast to allow word-for-word transcription.
5. **Can an interpreter or captionist participate in a class, conversation, or presentation as a “regular” participant?** No. Both interpreters and captionists have a specific professional role. An interpreter’s or captionist’s function is to facilitate communication between two parties. He or she cannot become personally involved. So, he or she cannot add comments or opinions, or answer questions, even when asked to do so by other parties involved.

However, it is common and appropriate for interpreters and captionists to “step out of their role” during breaks and before/after their work. This is an appropriate time to ask questions or to chat. If you are unsure of whether you can/should be chatting with an interpreter or captionist, ask if it is okay. Know that the interpreter or captionist, if the deaf person is present, will also sign or caption the conversation so that the deaf person can be an equal participant in the chatting.

6. **What should I do if I think an *Interpreting Solutions, Inc.* interpreter or captionist has acted inappropriately in relation to their professional code of ethics?** You should immediately contact us at *Interpreting Solutions, Inc.* We take our professional code of ethics very seriously and will work with you to promptly and professionally address your concerns.

REMEMBER: *Interpreting Solutions, Inc.* offers a full selection of downloadable, free informational files and planning checklists at our new web site:
www.interpretingsolutionsinc.com

All information here, as well as on our web site, is intended as non-legal advice. Please call or email us at jill@interpretingsolutionsinc.com for additional information. Please contact an attorney with your legal questions.

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