

Interpreter Code of Conduct
Taken in Part from IL Department of Human Services Administrative Directive
Provision of Interpretive Services for Limited English Proficient (LEP) Persons

All interpreters shall adhere to the Code of Conduct. The Code of Conduct is intended to encourage appropriate and professional interaction with customers, and to ensure that Early Intervention Interpreters fulfill their responsibilities to provide meaningful language access to programs, services and activities for eligible LEP persons under existing law.

INTERPRETERS SHALL:

- Be prohibited from soliciting payment for services from individuals, nor shall they market their services to LEP persons;
- Always perform their services thoroughly and precisely, neither adding or omitting information, giving consideration to linguistic variations, grammar and syntax for both languages in both source and target languages;
- Demonstrate cultural sensitivity and respect of the individual(s) they serve;
- Not divulge any personal or confidential information about the individual obtained through their assignments, including but not limited to, information gained through access to documents or other written materials;
- Prior to the delivery of any services, disclose to the child's service coordinator and the individual any real or perceived conflicts of interest which would affect objectivity in the delivery of services. Providing interpreting or translation services for family members or friends may violate the individual's right to confidentiality or constitute a conflict of interest.
- Not counsel, refer, give advice, or express personal opinions to individuals for whom they are interpreting, or engage in any other activities which may be construed to constitute a service other than interpreting;
- Immediately withdraw from encounters they perceive as violations of this Code of Conduct;
- Always be neutral, impartial and unbiased. Interpreters 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 the interpreter is unable to perform in a given situation because of cultural issues as mentioned above, the interpreter shall withdraw from the assignment without threat of retaliation;
- Assess at all times their ability to interpret. Should an interpreter have any reservation about their competency, they must notify the child's service coordinator and offer to withdraw from interpreting. An interpreter may remain until a more appropriate interpreter is secured; and
- Interpreters shall be punctual, prepared, and dressed in a professional manner that is considered appropriate for the duties they perform.