



**RHODE ISLAND
JUDICIARY**

**HANDBOOK FOR
FOREIGN LANGUAGE
COURT INTERPRETERS**

EFFECTIVE AUGUST 2014

Rhode Island Judiciary
Handbook for Foreign Language Court Interpreters

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1. INTRODUCTION AND OFFICE OF COURT INTERPRETERS' MISSION STATEMENT

a) Introduction

We are pleased to introduce the 2014 edition of the Rhode Island Judiciary's (Judiciary) Court Interpreters' Handbook (Handbook). The Handbook provides information on the vital role that court interpreters perform in the administration of justice and the professional standards and ethical responsibilities they are obligated to maintain in carrying out their duties. It also provides information about the administration of the Office of Court Interpreters (OCI).

The Rhode Island Judiciary is committed to ensuring that court interpreting professionals provide fair and impartial assistance to the diverse, multilingual community we serve. It is our hope that this Handbook, in setting forth the high standards of performance and ethics to which court interpreters are held, will help to promote that goal.

Court interpreters serve a fundamental role in the administration of justice by ensuring access to the courts for Limited English Proficient (LEP) persons. The courts provide language interpreters in proceedings for LEP persons free of charge. In all court proceedings, LEP parties are provided with interpreters to ensure that they clearly comprehend and are able to participate fully. Court interpreters also ensure that language barriers do not hamper the court in determining the facts and deciding cases.

Effective communications are also essential in ensuring access to court offices and services outside the courtroom. There the court ensures that authorized bilingual staff, qualified interpreters, or translation is available to allow court officials to communicate effectively with LEP persons.

b) Office of Court Interpreters' Mission Statement

The OCI serves the court and the public by interpreting legal proceedings accurately and impartially. We are guided by the principle that all people, including those with limited English proficiency, should have equal access to justice. Since 2004, our office of highly qualified and experienced staff members has been dedicated to serving the public by providing impartial, complete, and accurate interpretation of all types of interactions with the courts of Rhode Island.

The OCI is utilized for a variety of criminal and civil matters including: arraignments; reviews; hearings; trials; and conferences for parties in legal proceedings in all courts of the Judiciary at no cost to court users. If a member of the public or anyone in the legal community needs a court interpreter they can either call or email the OCI (interpreterfeedback@courts.ri.gov) before their scheduled court appearance, or inform the clerk or the sheriff in the courtroom upon arrival. If the OCI does not have a staff interpreter available at that time, an alternative interpreter will be provided as soon as possible at no cost to the LEP person.

The OCI webpage (<http://www.courts.ri.gov/Interpreters>) contains up-to-date information on services, policies, and materials in English, Spanish, Portuguese, Cambodian, and Russian. It also includes forms and procedures for filing a Language Assistance Complaint (forms available in English, Spanish, and Portuguese), current and past Language Access Monitoring Reports, Notice of Right to Language Assistance (available in English, Spanish, Portuguese, and Cambodian), and other useful information to assure equal access to justice for all.

Contact information:

Susana E. Torres, Coordinator
Office of Court Interpreters
Supreme Court of Rhode Island
250 Benefit Street
Providence, RI 02903
Telephone: (401) 222-8710
Email: interpreterfeedback@courts.ri.gov
OCI Webpage: <http://www.courts.ri.gov/Interpreters>

2. TYPE OF INTERPRETERS

a) Certified Interpreter

Certified interpreters are interpreters who meet the highest standard of proficiency. Supreme Court Executive Order 2009-05, dated May 5, 2009 establishes the standard for certification as a passing score on one of the following standardized tests: the National Association of Judiciary Interpreters and Translators (NAJIT) exam (Spanish only); the Federal Court Interpreter Certification exam (Spanish only); or the National Center for State Court Consortium for State Court Interpreters full exam (currently Cantonese, French, Haitian Creole, Hmong, Ilocano, Korean, Laotian, Mandarin, Polish, Portuguese, Russian, Somali, Spanish, and Vietnamese languages) as well as any other future languages available for full examination offered by the National Center for State Courts Consortium for State Court Interpreters. Certified court interpreters must also adhere to the Code of Ethics and Professional Responsibility for Court Interpreters in the Rhode Island Judiciary and comply with all other provisions set forth in the Rhode Island Judiciary Language Access Plan (LAP).

b) Qualified Interpreter

A qualified interpreter is defined by Executive Order 2012-05 as “an interpreter other than a certified interpreter who appears on the roster of qualified interpreters maintained by the Administrative Office of State Courts (AOSC) and administered by the Office of Court Interpreters, or is found by the judicial officer on the record to have met the requirements of § 8-19-3(b)(2) and (c) of the Rhode Island General Laws and the requirements set by the AOSC” Specifically, a qualified interpreter:

- i) Has passed the written exam offered by any of the recognized certifying entities, as set forth in Rhode Island Supreme Court Executive Order 2012-05;
- ii) Completes an assessment of oral proficiency by the OCI including, but not limited to, consideration of a non-passing score for the oral interpreter certification examination, or achievement of adequate results on an OCI approved oral proficiency interview in the requisite language(s) for which no oral interpreter examination is available;
- iii) Completes a training session conducted by the OCI; and
- iv) Knows and adheres to the Code of Ethics and Professional Responsibility for Court Interpreters in the Rhode Island Judiciary.

3. STRUCTURE OF THE RHODE ISLAND OFFICE OF COURT INTERPRETERS

The OCI is currently staffed by a coordinator, who is also an interpreter, and five (5) full-time Spanish interpreters. The OCI is also in charge of contracting language services through authorized vendors and independent interpreters for languages other than Spanish.

a) Coordinator's Responsibilities

The OCI's coordinator supervises and coordinates all foreign language interpreters working in the courts, including coordinating work schedules and resolving problems in the delivery of interpreting services, maintaining an accurate and updated track of interpreting services performed by staff and contract interpreters, providing mentoring venues to aspiring interpreters, overseeing translation projects related to court materials, coordinating the interpreter certification process, and providing interpreting services.

b) Responsibilities of Staff Court Interpreters

The Judiciary court interpreter positions are currently available only in Spanish. They are responsible for interpreting accurately and impartially in the courtroom and other courthouse settings. They provide this service in a variety of civil and criminal matters statewide. They also translate documents and forms when needed and/or assigned, are responsible for the collection and inputting of accurate statistical data, and assist in office administrative responsibilities as needed.

c) Interpreters Provided by Vendors and Independent Interpreters

In addition to employees who have been appointed to court interpreter positions, the Judiciary contracts with authorized vendors listed in the State's Master Price Agreement (MPA) and independent interpreters to provide language services where a court does not have a staff interpreter available or when the language is one other than Spanish. Interpreters provided by vendors are screened by the vendors through a variety of evaluating methods and deemed qualified to offer their services subject to court approval.

utilizing the standards applicable to other certified or qualified interpreters. Independent interpreters are those who comply with Sections 2(a) or 2(b) described in this Handbook.

All interpreters who provide services to the Judiciary must be classified as either certified or qualified to interpret in court matters. The Judiciary currently uses vendors previously approved by the State's Purchasing Office through a bidding process held periodically and listed on the MPA. These vendors are used as a primary resource for providing interpreting services in languages other than Spanish.

4. INTERPRETER COMPENSATION

- a) **Staff Interpreters.** Staff interpreters are compensated according to a pay range determined by the AOSC.
- b) **Vendors.** Vendors providing language services to the courts must go through a bid process managed by the State's Purchasing Office. Once bids are submitted, they are evaluated and considered for inclusion in the MPA. They are compensated according to rates agreed upon by the state and the vendor. Vendors submit their invoices and data forms twice a month to the OCI.
- c) **Independent Interpreters.** Independent interpreters are compensated at a rate commensurate to their language, credentials and experience. The minimum rate per hour and/or any other conditions for rendering services (e.g. mileage, 24 hour cancellation notice, etc.) will be agreed upon before services are provided. Independent interpreters will also be reimbursed for parking and tolls directly related to their assignment, provided they submit receipts of said expenses to the OCI.

No interpreter shall be paid for:

- i) Parking tickets received while providing services;
- ii) A lunch hour, if their case is extended to an afternoon session;
- iii) Interpreting assignments that have not been requested or directly approved by the OCI; or
- iv) Interpreting time or assignments after business hours or outside court premises.

5. COMPENSATION PROCESS FOR VENDORS AND INDEPENDENT INTERPRETERS

Each time an interpreter case is assigned to a vendor or to an independent interpreter, the OCI will send an official Request for Interpreting Services Form (RISF) and a Consultant Interpreter Data Form (CIDF) to the language service provider. Each RISF is assigned an individual Purchase Order (PO) by the Supreme Court Finance Office. The RISF includes all the information related to the assignment. At the assignment, the interpreter will need to complete

the CIDF and have it signed by a court official. In order for a vendor or independent interpreter to be paid, they are required to follow the process indicated below:

- a) Once the official request is received by the vendor or the independent interpreter, they have to request a Purchase Order from the Finance Office **before** services are rendered.
- b) Vendors or independent interpreters must submit their invoices and a completed CIDF no later than two (2) weeks after services have been rendered. Late submission of an invoice will cause delays in payment processing.
- c) Each invoice must include a completed CIDF for appropriate processing.
- d) No invoice shall be paid without a Purchase Order number.
- e) No invoice shall be paid without a completed CIDF signed by a court official.

6. THE CERTIFICATION PROCESS FOR COURT INTERPRETERS IN THE JUDICIARY

The Judiciary has given a high priority to the implementation of selection and evaluation procedures to ensure that court interpreters have the necessary language proficiency to perform their duties competently and professionally.

Rhode Island recognizes certification from the National Association of Judiciary Interpreters and Translators (NAJIT), The Federal Court Interpreter Certification Exam (FCICE), and the National Center for State Courts (NCSC) Certification Exams. The Judiciary maintains a registry of individuals who are certified or qualified. The languages for which the Judiciary provides proficiency examinations through the NCSC are:

Arabic	Bosnian Serbian Croatian	Cantonese
French	Haitian Creole	Hmong
Ilocano	Khmer	Korean
Laotian	Mandarin	Marshallese
Polish	Portuguese	Russian
Somali	Spanish	Tagalog
Turkish	Vietnamese	

The certification examination is a two-part examination process used to test candidates' knowledge of source and target languages, ethics and court procedures, and skills and abilities required to perform the duties of a court interpreter. The NCSC's examination is the test currently given by the Judiciary.

The first part of this test requires each candidate to take a written, multiple-choice examination that evaluates his or her ability in English grammar, syntax and vocabulary, court procedures, and ethics. Those candidates who pass the written examination then take the second part which is an oral language assessment examination available in the languages listed above.

In the second part of the test, candidates are evaluated on their ability to interpret from English into the foreign language and from the foreign language into English, in both simultaneous and consecutive modes. Each candidate is also given short written passages in English and the foreign language, which must be orally translated. In this process, candidates are screened individually using an audio recording of simulated courtroom material. Each candidate's performance is rated by language experts for accuracy, comprehension, fluency, speed, clarity, and pronunciation.

Interpreters who pass only the written, multiple-choice section of any of the recognized exams and comply with the additional requirements mentioned on Section 2(b) may be placed and registered as a "Qualified Interpreter" on the Registry of Certified and Qualified Independent Court Interpreters.

Candidates who successfully complete the entire process will be registered as a "Certified Interpreter" on the Registry of Certified and Qualified Independent Court Interpreters. The OCI retains the discretion with regard to assignments offered to each category of registered interpreters. Interpreters who have attained Rhode Island state certification will not be required to apply for recertification.

Information on testing dates, sites, and registration forms is available at the OCI or at www.courts.ri.gov/Interpreters.

7. CONTINUING EDUCATION REQUIREMENT FOR ALL INTERPRETERS IN THE JUDICIARY

All interpreters providing language services to the courts are required to earn Continuing Education Credits to ensure that certified and qualified interpreters maintain and improve their interpreting skills and expand their vocabulary and legal knowledge. For more detailed information on how to obtain the necessary education credits, please refer to Section D, subsection 4(b)(c) of the Language Access Plan available on the courts' webpage under "Interpreters."

8. CODE OF ETHICS AND PROFESSIONAL RESPONSIBILITY FOR COURT INTERPRETERS IN THE RHODE ISLAND JUDICIARY – ADOPTED AUGUST 2009

The following Code of Conduct for Interpreters in the Rhode Island Judiciary (Code) shall apply to all interpreters who provide language services in the Rhode Island court system.

Canon 1. Accuracy

Source language speech should be faithfully rendered into the target language by conserving all the elements of the original message while accommodating the syntactic and semantic patterns of the target language. The rendition should sound natural in the target language, and there should be no distortion of the original message through addition or omission, explanation or paraphrasing. All hedges, false starts, and repetitions should be conveyed; also, English words

mixed into the other language should be retained, as should culturally bound terms which have no direct equivalent in English, or which may have more than one meaning. The register, style, and tone of the source language should be conserved. Guessing should be avoided. Court interpreters who do not hear or understand what a speaker has said should seek clarification. Interpreter errors should be corrected for the record as soon as possible.

Canon 2. Impartiality and Conflicts of Interest

Court interpreters and translators are to remain impartial and neutral in proceedings where they serve and must maintain the appearance of impartiality and neutrality, avoiding unnecessary contact with the parties.

Court interpreters and translators shall abstain from comment on cases in which they serve. Any real or potential conflict of interest shall be immediately disclosed to the court and all parties as soon as the interpreter or translator becomes aware of such conflict of interest.

Canon 3. Confidentiality

Privileged or confidential information acquired in the course of interpreting or preparing a translation shall be protected and upheld by the interpreter and translator. Knowledge of information obtained in the performance of their official duties shall not be used for personal gain or the personal gain of any other person.

Canon 4. Limitations of Practice

Court interpreters and translators shall limit their participation in those matters in which they serve to interpreting and translating, and shall avoid giving advice, expressing their personal opinion, or otherwise engaging in activities that may be construed as the practice of law.

Canon 5. Protocol and Demeanor

Court interpreters shall conduct themselves in a manner consistent with the standards and protocol of the court and shall perform their duties as unobtrusively as possible. Court interpreters shall reflect proper court decorum and behave with dignity and respect towards the court officers and personnel. Court interpreters shall also avoid any professional or personal conduct which could discredit the court. Court interpreters are to use the same grammatical person as the speaker. When it becomes necessary to assume a primary role in the communication, they must make it clear that they are speaking for themselves.

Canon 6. Maintenance and Improvement of Skills and Knowledge

Court interpreters and translators shall strive to maintain and improve their interpreting and translation skills and knowledge.

Canon 7. Accurate Representation of Credentials

Court interpreters and translators shall accurately represent their certifications, accreditations, training, and pertinent experience.

Canon 8. Impediments to Compliance

Court interpreters and translators shall bring to the court's attention any circumstance or condition that impedes full compliance with any Canon of this Code, including interpreter fatigue, inability to hear, or inadequate knowledge of specialized terminology and must decline assignments under conditions that make such compliance impossible. Interpreters shall also report to the proper judicial authority any effort to impede their compliance with any law, any provision of this code, or any other official policy governing court interpreting and translating

Supplemental Ethical Guidelines

In addition to the Code, the guidelines indicated below set forth basic principles of ethical conduct that all interpreters in the courts must observe so that the Judiciary can fulfill its role as a provider of effective and impartial justice. To ensure that all court interpreters do not violate any elements of the Code, they shall:

- a) Immediately report to the court any solicitation or effort to induce or encourage a violation of any law, professional standard or regulation promulgated by the courts;
- b) Disclose, on the record, any services previously provided on a private basis to any of the parties involved in a proceeding;
- c) Refrain from any direct or indirect interest in any business or transaction, nor incur any obligations which are in conflict with the proper discharge of the duties of court interpreter or which may affect the outcome of the proceedings. An interpreter shall not derive personal profit or advantage from any confidential information acquired while acting in a professional capacity;
- d) **Not** accept money, consideration or favor for the performance of his or her duties from anyone other than the compensation received from the court;
- e) **Not** use the court's time, facilities, equipment, or supplies for private gain or advantage;
- f) **Not** serve in any proceeding which involves an associate, friend, or relative of the interpreter;
- g) **Not** give any legal advice of any kind to anyone concerned with the proceeding, whether solicited or not;
- h) **Never** act as an individual referral service for an attorney; and

- i) **Not** respond to requests or conduct interviews with the media.

9. OTHER COURT INTERPRETER RESPONSIBILITIES

To meet the challenge of ensuring that legal proceedings conducted in the Judiciary and court agencies are accessible to all LEP court users, the Judiciary requires that interpreters become knowledgeable with the following requirements in order to carry out their responsibilities:

a) **Knowledge of Modes of Court Interpreting**

The court interpreter shall be familiar with the most commonly used interpreting techniques:

- i) **Simultaneous Mode:** Requires that the interpreter speak contemporaneously with the speaker whose statements are being interpreted, and is most often used in opening and closing statements and any ongoing exchanges;
- ii) **Consecutive Mode:** Requires that the interpreter allow the speaker to complete a thought or statement before giving his/her interpretation. This mode shall be used when LEP persons are giving testimony, or are in direct dialogue with the judge, counsel or an officer of the court; and
- iii) **Sight Translation:** The real-time oral translation of a written document, without preparation.

b) **Accuracy**

Court interpreters shall:

- i) Faithfully and accurately interpret what is said without embellishment or omission, while preserving the language level and/or register of the speaker;
- ii) Provide a continuous simultaneous interpretation for LEP litigants and the court of all open-court speeches, questions, answers, instructions, directions, and court rulings or consecutive interpreting for LEP witnesses;
- iii) Provide the most accurate interpretation of a word despite a possible vulgar meaning. Colloquial, slang, obscene or crude language, as well as sophisticated and erudite language, shall be conveyed in accordance with the usage of the speaker. An interpreter is **not** to tone down, improve, or edit any words or statements; and
- iv) **Not** simplify or explain statements for a LEP person even when the interpreter believes that the LEP individual is unable to understand the speaker's language level. If necessary, the LEP person may request an explanation or simplification.

c) Impartiality

Court interpreters shall:

- i) Maintain an impartial attitude at all times and avoid unnecessary contact or discussions with counsel, witnesses, or interested parties, either inside or outside the courtroom; and
- ii) **Not** give legal advice.

d) Confidentiality

Court interpreters shall:

- i) Not disclose any communication between a LEP person and his or her attorney¹; and
- ii) **Not** disclose any information deemed confidential.

e) Proficiency

Court interpreters shall:

- i) Provide professional services only in matters or areas in which the interpreter can perform accurately and when in doubt inform the court of any impediment or inability to perform the interpreting duties for any reason; and
- ii) Consult appropriate legal and bilingual dictionaries as needed.

f) Professional Demeanor

Court interpreters shall:

- i) Report to the courtroom clerk immediately upon arrival to avoid unnecessary delays in the case;
- ii) Speak in a clear, firm, and well-modulated voice;
- iii) Always be positioned so that the LEP person can hear everything the court interpreter says and to ensure that the interpreter can hear everything that is said during the proceedings, without obstructing the view of the judge, jury, or counsel;

¹ Executive Order 2012-05, Section F, Privilege, provides that privileged communications remain privileged despite the involvement of an authorized court interpreter. It further provides that “2. No interpreter shall be permitted or compelled to testify in any proceeding as to statements made or interpreted during a communication privileged under applicable law.”

- iv) Wear appropriate business attire; and
- v) Refrain from soliciting or accepting business directly from LEP persons, attorneys or any other court user while in the performance of his or her duties. If asked if available for a future court event, refer the request to the vendor or the OCI.

g) Case Preparation

Court interpreters shall, whenever possible, prepare for a proceeding by:

- i) Reviewing the case material including the charges, police reports, complaints, indictments, transcripts of interviews, motions or any other documents to be used in the case; and
- ii) Becoming familiar with the communication pattern, cultural background, and native language level of proficiency of the LEP person.

h) Communication with the Limited English Proficient Person

Prior to the initial court appearance, the court interpreter shall:

- i) Advise the LEP party that the court interpreter's role is to interpret all statements and comments throughout the proceeding;
- ii) When necessary and where available, arrange for wireless interpreting. At the court's discretion, and where available, this equipment may be used during the simultaneous interpreting of the proceeding for LEP parties. The OCI has available battery-operated, hands-free microphone and adjustable-volume interpreting equipment to be used in courtroom proceedings;
- iii) When using wireless interpreting equipment the interpreter shall ensure that: 1) the headset and earphones are functioning correctly before the proceedings begin; 2) instruct the client in the use of the headset; 3) carry extra batteries; 4) assure that the microphone and earphones are turned off when not in use; and 5) return all equipment to the OCI in good condition at the end of the proceedings;
- iv) Advise the LEP party to direct all questions to counsel or to the court; and
- v) **Not** engage in independent explanations, dialogue, discussions or conversations with the LEP party, even when requested by counsel or court officials.

i) Addressing the Court

To ensure that all parties are properly identified for the record, court interpreters shall:

- i) Utilize personal pronouns used by the speaker when interpreting; and

- ii) Address the court using the third person singular to protect the record from confusion. For example, “Your Honor, the interpreter cannot hear the witness” or “Your Honor, the interpreter needs clarification of a word or phrase.”

j) Language and/or Hearing Difficulties

During the course of a proceeding if:

- i) An interpreter does not understand a word, phrase or concept, the interpreter shall inform the court, which may, at its discretion, order an explanation, rephrasing, or repetition of the statement. The interpreter may request time to look up an unfamiliar word in the dictionary; and
- ii) The interpreter has difficulty hearing, he/she shall inform the court. The court may, at its discretion, order the speaker to repeat the statement, to speak louder, or change the position of the interpreter in the courtroom.

k) Errors

- i) When an interpreter discovers an interpretation error, the interpreter shall immediately inform the judge, even if the error is perceived after the proceeding has been completed.
- ii) If the interpreter perceives an error on the part of another interpreter he or she should inform the other interpreter off the record and suggest that that interpreter investigate and correct the error on the record. If that interpreter disagrees then the Coordinator of the OCI should be informed as quickly as possible, preferably before the proceeding is over.

l) Interpreting Challenges

As the language facilitator in court proceedings, the interpreter faces a variety of challenging situations. To ensure that the record of interpreted proceedings is accurate and clear, the interpreter shall be aware of the following:

- i) The interpreter shall translate the exact response of the witness or speaker even if the answer to a question is non-responsive;
- ii) When an interpretation is challenged, the interpreter shall seek guidance from the court and provide the court with assistance to understand and resolve the challenge. The court will determine whether the interpreted matter is substantial enough to warrant any changes and will make the final determination as to the acceptable interpretation for the record;
- iii) If a witness testifying in a foreign language uses a few words in English, the interpreter shall repeat those words for the record. If the witness utters a full English

- response, the interpreter shall not repeat the words, sentences, or phrases but shall seek direction from the court;
- iv) When an objection is made, the interpreter shall interpret everything that was said up to the objection and instruct the witness by hand gesture not to speak until the court has ruled on the objection;
 - v) When a communication problem arises between the interpreter and the LEP person (e.g., an individual is being disruptive or does not allow the interpreter to speak) or when there is a need to instruct the witness as to proper usage of the interpreter by the LEP person, the interpreter shall bring the matter to the attention of the court;
 - vi) A court interpreter shall **not** characterize or attempt to explain testimony. The interpreter shall **not** mimic any gestures made by the LEP person;
 - vii) A court interpreter shall **not** correct erroneous facts or make any inferences from any statements made during a proceeding; and
 - viii) Appropriate court personnel should ensure that Independent interpreters take an oath.

m) Fatigue Factor

An interpreter shall inform the court, at an appropriate time in the proceedings, if the quality of interpreting is about to suffer due to fatigue. Executive Order 2012-05 authorizes judicial officials to appoint tem interpreters when needed.

n) Oath

A non-staff court interpreter shall be required to swear or affirm an oath in the courtroom to attest to their qualifications and abilities to discharge their duties. Before entering upon his or her duties, the clerk shall ask the non-staff court interpreter to state his or her name for the record followed by the administration of an oath. There are several acceptable versions of this oath, but the following is the basic form:

“You do solemnly swear or affirm that you will faithfully perform your duties as interpreter, well and truly interpreting everything that is being said during this matter [witness] to the best of your ability, so help you God?”

This oath pertains to non-staff court interpreters. Staff court interpreters are sworn to discharge their duties when they are hired.

o) Work Assignments

- i) Court interpreter assignments vary from court to court and from county to county within the same type of court. Specifics about the assignment should be obtained prior to arrival from the OCI and/or at the assigned location.
- ii) Depending on location, the court interpreter may report to the OCI Coordinator, courtroom clerk, or the clerk's office for any information or administrative support needed to perform professional services.
- iii) If an interpreter is not able to carry out an assignment the OCI Coordinator or courtroom clerk should be informed immediately.
- iv) Each work assignment shall be documented using the consultant interpreter data form. This form shall be submitted by the interpreter to the vendor or the OCI no later than two (2) weeks after the assignment is completed.

10. DOCUMENTING WORK ASSIGNMENTS

The OCI has developed a Consultant Interpreter Data Form (CIDF) that must be filled out for each case that requires an interpreter. Staff interpreters are not only required to fill out the CIDF for each case but also input the statistical information into the court's ICS in a timely manner.

Interpreters from vendors and independent interpreters are also required to fill out a CIDF in every case they provide their service. This data form must be signed by a court official at the site of the assignment, both upon the interpreter's arrival and departure from the courthouse. Only a court official can sign the section indicating the time the interpreter arrived and departed. The CIDF from independent interpreters and interpreters from vendors must be submitted with invoices to the OCI. No invoice shall be processed without its corresponding data form signed by the court official (see Appendix B).

The CIDF shall include the following details of each case:

- Interpreter's name
- Case identification (leave blank)
- Language
- The date of the proceeding
- Start Time/End Time (**court official's signature required**)
- Case number
- Courtroom
- Case name (unless case is that of a juvenile. If so, indicate: Juvenile)
- Case Type (leave blank)
- Services rendered to: plaintiff/petitioner/defendant/respondent/witness/parent/other
- Type of service rendered: interpretation, translation, sight translation
- Court/Agency: Supreme, Superior, District, Family, Traffic Tribunal, Other
- Location /County: Providence, Kent, Newport, Washington, Cranston (TT cases only)
- Requestor: courts, other

- Event Code: arraignment, hearing, conference, trial, video conference, evaluation interview, grand jury, other
- Room Code: courtroom, clerk's office, conference room, other

The OCI shall make the CIDF available to all interpreters, either directly or through the interpreter's contracting agency. The data form must be filled out in its entirety and returned to the OCI or the contracting agency, depending on who provided the form.

11. STATISTICAL DATA

All the data collected from staff interpreters, independent interpreters, and interpreters from vendors is entered by staff court interpreters into the Judiciary's case management system. At the end of each calendar year the resulting database is used to produce statistical reports of the services rendered by all interpreters under the direction of the OCI.

12. THE RHODE ISLAND JUDICIARY'S COMPLAINT PROCESS AND MONITORING

a) Complaint Process

The Judiciary is committed to providing the best possible service to all individuals needing an interpreter. To that end, it has developed a process to report any incident related to an interpreter's lack of professional conduct or performance. Any individual aggrieved by an alleged violation may file an administrative complaint with the OCI.

Through the Judiciary's website court users have access to the Language Assistance Complaint form. This standardized form was developed by the AOSC in conjunction with the OCI. After a complaint is received by the OCI, the complaint is forwarded to the State Court Administrator or his /her designee, it is then reviewed on a case-by-case basis, recommendations are made, and actions are taken as needed.

"An interpreter may be prohibited from providing language services as a result of noncompliance with the Code of Ethics and Professional Responsibility for Court Interpreters, the Office of Court Interpreters Handbook and/or any violation of the interpreters' oath, failure to adequately perform interpreting/language assistance duties, failure to complete the required CLE minimum credit hours, or any other conduct that impairs the provision of effective language services within the state court system. Sanctions may include reassignment, restricted assignments, suspension, or disqualification from the roster of authorized interpreters" (Section D, subsection 5 of the Rhode Island LAP). This clause shall also apply to interpreters from vendors and independent interpreters providing language services to the courts.

b) Monitoring

The Coordinator of the OCI monitors and evaluates compliance with the court's standards, policies, and procedures for delivering interpreting services and is responsible for maintaining a high professional standard. The Coordinator also recommends the

implementation of policies and procedures that will further facilitate accurate and consistent interpretation and translation services. In compliance with all subsections of Section H of Executive Order 2012-05, the OCI submits a detailed annual report documenting the efforts made to comply with the premise of language access in the courts.

Working with community organizations, representatives of the courts, and interpreting consultants, the OCI develops and presents in-service workshops and training programs for interpreters of all languages. These programs cover a wide variety of subjects including interpreting modes, ethics, rules, policies and procedures, and continuing professional development.

Through its work with community groups, judges, court administrators, and members of the Rhode Island Bar, the OCI works to assess and address the language needs of court users throughout the state and continues to strive to improve services to assure equal access to justice for all.

If you have any concerns or questions about interpreting services, contact the OCI at (401) 222-8710 or by email at interpreterfeedback@courts.ri.gov.

APPENDIX A GLOSSARY

Consecutive Mode:

An interpreting technique whereby the interpreter speaks during pauses or gaps when the speaker has finished speaking or pauses for interpreting. More formal than ad hoc interpreting it is used, for example, in formal business meetings, for negotiations, training sessions, or lectures.

Interpreter:

A person who conveys spoken language from one language to another.

Sight Translation:

When an interpreter is given a written document in one language and asked to read it aloud in another language.

Simultaneous Mode:

Interpreting of a speaker's words into another language while the speaker is speaking (i.e. without pausing).

Source Language:

The language from which content is to be translated or interpreted.


Target Language:

The language to which content is to be translated or interpreted.

Translator:

A person who conveys written text from one language to another.

APPENDIX B

 <p>Justice Independence Honor RHODE ISLAND</p>	RHODE ISLAND SUPREME COURT OFFICE OF COURT INTERPRETERS (OCI) CONTRACT INTERPRETER DATA FORM	
INTERPRETER'S NAME:		CASE ID#: <i>(OCI use only)</i>
LANGUAGE: <input type="checkbox"/> Spanish <input type="checkbox"/> Cantonese <input type="checkbox"/> Haitian <input type="checkbox"/> Cambodian <input type="checkbox"/> Laotian <input type="checkbox"/> Portuguese <input type="checkbox"/> Russian <input type="checkbox"/> Mandarin <input type="checkbox"/> Cape Verdean <input type="checkbox"/> Other: _____		DATE: _____ START TIME: _____ <i>(CLERK'S SIGNATURE REQUIRED)</i>
CASE#:	CTRM:	END TIME: _____ <i>(CLERK'S SIGNATURE REQUIRED)</i>
CASE NAME:	DOB:	CASE TYPE: <i>(OCI USE ONLY)</i>
SERVICE RENDERED TO: <i>(Check all that apply)</i> <input type="checkbox"/> DEFENDANT <input type="checkbox"/> WITNESS <input type="checkbox"/> PARENT <input type="checkbox"/> RESPONDENT <input type="checkbox"/> OTHER: _____		
TYPE OF SERVICE RENDERED: <i>(Check all that apply)</i> <input type="checkbox"/> INTERPRETATION <input type="checkbox"/> TRANSLATION <input type="checkbox"/> SIGHT TRANSLATION		
COURT/ AGENCY <input type="checkbox"/> SP (Supreme) <input type="checkbox"/> SR (Superior) <input type="checkbox"/> DI (District) <input type="checkbox"/> FA (Family) <input type="checkbox"/> WK (Workers' Compensation) <input type="checkbox"/> TT (Traffic Tribunal) <input type="checkbox"/> OTHER: _____		
LOCATION/ COUNTY <input type="checkbox"/> PR (Providence) <input type="checkbox"/> KE (Kent) <input type="checkbox"/> NE (Newport) <input type="checkbox"/> WA (Washington) <input type="checkbox"/> CR (Cranston/TT ONLY)		
ROOM CODE <input type="checkbox"/> Courtroom <input type="checkbox"/> Clerk's Office <input type="checkbox"/> Conference Room <input type="checkbox"/> Other: _____		
EVENT CODE <input type="checkbox"/> ARRN <input type="checkbox"/> HEAR <input type="checkbox"/> CONF <input type="checkbox"/> TRIAL <input type="checkbox"/> VCONF <input type="checkbox"/> EVIN <input type="checkbox"/> GJTS <input type="checkbox"/> OTHER: _____		
REQUESTOR <i>(OCI use only)</i> <input type="checkbox"/> COURTS <input type="checkbox"/> OTHER _____		
Signature of Interpreter:		Date:
THIS COMPLETED FORM MUST BE SUBMITTED WITH VENDOR'S INVOICE		

OCICRD 04-2015