

Chapter:	Client Services General	Policy Number	CG0402
Policy title:	Interpretation Services		
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Policy references:			
Approved by:	Tara Groves-Taylor, Chief Executive Officer		

## Interpretation Services

### Policy

1. Community Healthcaring Kitchener-Waterloo (the Health Centre) access to primary health care services includes having information and services provided in language that is understandable and meaningful to the people receiving the service.
2. Clients who receive services have a right to privacy in the care they are receiving – even from their own families;
3. Clients who are not able to communicate effectively in English will be identified. The Health Centre will arrange to provide interpretation services for clients accessing primary care, allied health services, individual advocacy and support, and the Diabetes Education Program. In some situations, interpretation services may also be available for clients attending appointments with external service providers (e.g., specialists) – either in person or on the telephone. The availability of these services will be limited by financial and operational considerations.
4. Interpretation services are governed by the Health Centre privacy and confidentiality policies.
5. Interpretation services that are used will be provided at no cost to the client.
6. Clients may be asked to use a family member or other informal interpretation resource when other resources are not available or in situations where the client’s English capacity is increasing. As this capacity increases, interpreters may not be booked for routine appointments. This will be determined by the staff person providing service, in consultation with the client. The staff person providing service may recommend to the client that a family member act as an interpreter. Providers are responsible to communicate decisions regarding the scheduling of interpreters to the Health Centre administrative staff.
7. The Health Centre will pay interpreters according to the policy of the employing agency. Interpreters certified to provide interpretation but not connected to an agency will be compensated at a rate determined by the Health Centre.
8. Staff from other community agencies will be asked, when available, to act as interpreters for clients on their caseload. They will not be compensated for interpretation services.

9. The Health Centre will determine a yearly budget figure for these services. Budget limitations arising within a budget year may limit service that is available.

### Procedures

10. A list of interpretation services will be maintained by administrative staff.
11. Clients or providers may request that an interpreter be scheduled for an appointment. Providers are responsible to determine when an interpreter is required for an appointment.
  - Primary Care providers will complete an Action Request form and have the client provide the form to Primary Care Administrative staff. Administrative staff will then be responsible for scheduling the requested interpretation service.
  - Diabetes Education Program providers will communicate with Diabetes Administrative staff who will then schedule the interpretation service
  - All other staff will communicate with Primary Care Administrative staff who will then be responsible for scheduling the requested interpretation service.
12. Scheduling of interpreters should be done 72 hours in advance if at all possible. In urgent situations, administrative staff will attempt to find interpreters as soon as possible.
13. The Director, Primary Care and Director, Health and Wellness, in consultation with staff, will make recommendations regarding limitations on interpreter services due to budget restrictions. The Chief Executive Officer (CEO) will ultimately determine what funds are budgeted for each program or service area. Additional in year requests may be made to the CEO who will determine if additional funds are available.
14. Individual situations requiring interpretation services to access external community services will be determined in consultation with the appropriate Director, based on client need and Health Centre budgetary restrictions.
15. Issues of concern about services provided by an interpreter are to be brought to the attention of the appropriate Manager for review and follow-up.
16. To ensure accuracy, all invoices for interpretation will be verified and reconciled by administrative staff prior to Finance staff for payment.