

THE Provincial Language Service

INTERPRETER USAGE GUIDELINES FOR HIGH RISK COMMUNICABLE DISEASE AND SUSPECTED CASES

Purpose:

The purpose of this guideline is to provide direction to health care staff, including Contractors and students (hereto known as Staff) regarding protocols for using spoken language interpreters when language assistance is required during the care of a patient infected with or suspected of a high risk communicable disease.

This document builds on other PHSA High Risk Communicable Disease guideline documents and protocols.

Definition:

Spoken language interpreting is the bidirectional interpreting that takes place in the course of communication among speakers of two different spoken languages. Interpreters provide language assistance by conveying the message of the health care provider with accuracy and fidelity. Spoken language interpreters are proficient in their language pairing.

Out-of-Scope:

Translation (the written rendering of one language into another) is not within scope. Albeit a necessary measure to ensure messages related to infection control are readily available to non-English speakers, these guidelines are developed to bridge the interaction between the health care provider and the person infected with or suspected of a high risk communicable disease.

Sign language interpreter is not within scope.

Guidelines:

When language assistance is required:

1. Staff must take all reasonable efforts to use a professional interpreter when receiving or providing information to:
 - a patient infected with or suspected of a high risk communicable disease;
 - their family and/or any individual that has had unprotected contact with the patient
2. The interpreting may take place via telephone or in-person.
3. Interpreters required in-person should not enter the room of the infected patient as the interpreter may have limited knowledge and practice with infection control measures. To ensure disease containment, interpreters should stand outside the room and use the telephonic equipment provided by the facility to interpret.

THE
**Provincial
Language Service**

4. Staff using interpreters for communication with those infected or suspected of high risk communicable disease must ensure appropriate equipment is available in the room and on the floor. Appropriate equipment includes:
 - a. a telephonic device with speaker phone capacity in the patient's room
 - b. a telephone device for the interpreter's use if in-person interpreter is required
5. For spoken language interpreters, call Provincial Language Service at 604-297-8400/1-877-BC TALKS (228-2557) to connect directly to a telephone interpreter or to request an in-person interpreter. In-person interpreters may not be available at the requested time, therefore Staff requesting the interpreter must be flexible with the requested time.

Note: Emergency rooms with direct dial access to phone interpreters should continue to use the direct dial access method.

6. Over 170 spoken languages are available (see attached list for details)

THE
**Provincial
 Language Service**

Spoken Languages Provided

Note: some languages are available by phone only.

- | | | |
|--|--------------------------------|---|
| 1. Acholi | 32. Czech | 69. Japanese |
| 2. Afrikaans | 33. Danish | 70. Jarai |
| 3. Akan | 34. Dari (Afghan Farsi) | 71. Javanese |
| 4. Akateko | 35. Dene | 72. Jordanian Arabic |
| 5. Albanian | 36. Dewoin | 73. Juba Arabic |
| 6. Algerian Arabic | 37. Dinka | 74. Kanjobal
(Q'anjob'al) |
| 7. Amharic | 38. Duala | 75. Kannada |
| 8. Arabic | 39. Dutch | 76. Karen (Pa'o,
S'gaw) |
| 9. Armenian | 40. Egyptian Arabic | 77. Khmer
(Cambodian) |
| 10. Ashanti (Asante
Twi) | 41. Estonian | 78. Kinyarwanda |
| 11. Assyrian | 42. Ewe | 79. Kirundi |
| 12. Azerbaijani | 43. Fante | 80. Koho |
| 13. Azorean
Portuguese | 44. Farsi (Persian) | 81. Korean |
| 14. Bahnar | 45. Finnish | 82. Kpele |
| 15. Bahasa Indonesia
(Indonesian) | 46. Flemish | 83. Krahn |
| 16. Bambara | 47. French | 84. Krio |
| 17. Belarusian | 48. French Creole | 85. Kunama |
| 18. Bengali | 49. Fukienese | 86. Kurdish (Sorani) |
| 19. Bosnian | 50. Fulani (Fulfulde,
Fula) | 87. Kurmanji
(Northern Kurdish) |
| 20. Brazilian
Portuguese | 51. Fuzhou | 88. Kuwaiti Arabic |
| 21. Bulgarian | 52. Ga | 89. Lao |
| 22. Burmese | 53. Gen | 90. Latvian |
| 23. Cantonese | 54. German | 91. Lebanese Arabic |
| 24. Cape Verdean
(Portuguese
Creole) | 55. Gokana | 92. Lingala |
| 25. Cebuano | 56. Greek | 93. Lithuanian |
| 26. Chaldean | 57. Gujarati | 94. Luganda |
| 27. Chamorro | 58. Haka Burmese | 95. Luo |
| 28. Chin | 59. Hakka | 96. Maay (Af Maay,
Rahanween, Bantu) |
| 29. Chinese | 60. Haitian Creole | 97. Macedonian |
| 30. Chuukese
(Trukese) | 61. Hebrew | 98. Malay |
| 31. Croatian | 62. Hindi | 99. Malayalam |
| | 63. Hmong | 100. Malinke |
| | 64. Hungarian | 101. Mam |
| | 65. Ibo (Igbo) | |
| | 66. Ilocano | |
| | 67. Iraqi Arabic | |
| | 68. Italian | |

THE
**Provincial
 Language Service**

102. Mandarin	126. Pulaar	151. Taiwanese
103. Mandinka (Mandingo)	127. Punjabi	152. Tamil
104. Marathi	128. Quiche (K'iche)	153. Telugu
105. Marshallese	129. Rade	154. Teochew (Chaozhou)
106. Mayan (Aketeko)	130. Romanian	155. Thai
107. Mien	131. Russian	156. Tibetan
108. Mina	132. Samoan	157. Tigrigna (Tigrinya)
109. Minangkabau	133. San Miguel	158. Toishanese
110. Mixteco Alto	134. Santa Eulalia	159. Tongan
111. Mexteco Bajo	135. Saraiki	160. Tunisian Arabic
112. Mngong	136. Serbian	161. Turkish
113. Mongolian	137. Serbo-Croatian	162. Twi
114. Nahuatl	138. Shanghainese	163. Tzotzkil
115. Navajo	139. Sichuan (Szechuan)	164. Ukrainian
116. Nepalese	140. Sinhalese	165. Urdu
117. Nuer	141. Slovak	166. Vietnamese
118. Oromo	142. Somali	167. Wolof
119. Palestinian Arabic	143. Soninke (Serahule)	168. Xhosa
120. Pangasinan	144. Spanish	169. Yemeni Arabic
121. Papiamentu	145. Susu	170. Yiddish
122. Pashto (Pushto)	146. Swahili	171. Yoruba
123. Persian (Farsi)	147. Swedish	172. Yup'ik
124. Polish	148. Syrian Arabic	173. Zulu
125. Portuguese	149. Tagalog (Filipino)	
	150. Tai Dam	