

NATIVE LANGUAGE NEEDS FOR SERVICE PROVISION

Interpreter services must be provided to consumers in their native language when the person is:

1. unable to communicate with the counselor, and/or
2. unable to participate in a program of services without the aid of an interpreter.

Since the need for interpreting services may vary according to consumers and circumstances, consumers should be given options in selecting the most qualified and appropriate interpreter. The nature of the job assignment should be considered when selecting an interpreter.

Confidentiality is required of interpreters throughout the rehabilitation process. Whenever possible, arrange for the consumer and interpreter to meet before the scheduled appointment to assure clear communication. Possible sources of interpreters are the American Red Cross or area colleges.