

## Briefing Sessions

Activities Prior to Family Meeting/Visit (non billable activities)	Examples
Establish Rapport w/Service Coordinator and/or Provider	<ul style="list-style-type: none"> <li>• Be respectful of their schedule and their availability</li> <li>• Be flexible with your schedule</li> </ul>
Establish Expectations	<ul style="list-style-type: none"> <li>• Define roles</li> <li>• Learn/Discuss the purpose of the meeting and/or family visit</li> </ul>
Teach Service Coordinator/Provider about the Family & Culture	<ul style="list-style-type: none"> <li>• Teach how to pronounce family member's names</li> <li>• Offer simple greetings in the family's native language (i.e. hello, goodbye, etc.)</li> <li>• Identify/Discuss cross-cultural issues</li> </ul>
Discuss Introductions	<ul style="list-style-type: none"> <li>• Always enter the family visit together</li> <li>• Introductions are to be done by the service coordinator/provider</li> </ul>
Troubleshoot	<ul style="list-style-type: none"> <li>• Identify if there is anything that would be uncomfortable to discuss</li> <li>• Technical terms that may be used</li> </ul>
Discuss Boundaries	<ul style="list-style-type: none"> <li>• Decide how to respond if the family offers food/drink, requests the interpreters personal opinion, or requests the interpreter to help with something that is beyond their role</li> <li>• Interpreters are never to answer questions on the provider's behalf</li> <li>• All questions asked by the family should be should be directed to the provider and interpreted in first person (if the parent says "I want to know..." the interpreter should interpret "I want to know...." rather than "she wants to know...")</li> <li>• Interpreters should not engage in independent conversation with the family during the visit/meeting</li> </ul>
Discuss Translation	<ul style="list-style-type: none"> <li>• Review any materials that may need to be translated or sight translated</li> <li>• Verify if the interpreter is also qualified to perform written translation</li> <li>• Note: Not all interpreters are qualified to provide written translation (written translation must be done through a qualified translator) but qualified interpreters should be able to sight translate information</li> </ul>
Discuss Adjourning the Meeting/Visit	<ul style="list-style-type: none"> <li>• Always leave together</li> <li>• Schedule time to debrief if necessary</li> </ul>
Activities Prior to OR During Family Visit/Meeting (billable only if occurs with the family)	Examples
Discuss Communication	<ul style="list-style-type: none"> <li>• Body language &amp; Eye contact</li> <li>• Timing/Pace</li> <li>• Signs/Signals that may be used when the interpreter needs to clarify</li> </ul>
Discuss Confidentiality	<ul style="list-style-type: none"> <li>• Reminder that everything that occurs in the session will remain confidential</li> </ul>
Discuss Expectations	<ul style="list-style-type: none"> <li>• <u>Everything</u> will be interpreted &amp; there will be no omissions, additions, or changes in the information shared between the family and service provider</li> </ul>