

INTERDISCIPLINARY CLINICAL MANUAL

TITLE: Language Interpretation Services	NUMBER: 1-65
SECTION: Introduction	RESPONSIBLE DISCIPLINES: All staff, Medical/Professional Staff, Volunteers, Students
DATE: August 1998	APPROVED BY: Director Patient Experience, Quality, Privacy, Risk and Infection Prevention & Control
REVIEW FREQUENCY: Every 3 Years	Policy: X Standard: X
REVISED/REVIEWED: December 2001, March 2012, July 2023	Guideline: X Procedure: X

Policy:

Cambridge Memorial Hospital (CMH) is committed to meeting the needs of patients and their care partners who require language translation in order to communicate confidently with Hospital staff, midwives and physicians. In order for non-English speaking patients to be informed about their health, it's critical they understand and appreciate every aspect of their care. Cambridge Memorial Hospital is committed to removing barriers to communication to ensure equitable access to Hospital services for patients who use American Sign Language (ASL) and la langue des signes quebecoise (LSQ) – French, by providing professional sign language interpreter services.

Definitions:

Deaf: is generally used to describe individuals with a severe to profound hearing loss, with little or no residual hearing. Some people who are deaf use a spoken language and speech-reading, combined with their residual hearing and hearing aids, communication devices, and/or cochlear implants to communicate. Others use a signed language, such as American Sign Language (ASL) or la langue des signes quebecoise (LSQ).

Hard of Hearing: is generally used to describe individuals whose hearing loss ranges from mild to severe and occasionally profound. People who are hard of hearing use speech and residual hearing to communicate, supplemented by communication strategies that may include speech-reading, hearing aids, a signed language and communication devices. The term “person with hearing loss” is also used by this constituency.

Informal Interpreter: a care partner, family member, or staff member who provides interpretation.

Interpretation: Oral communication process by which a spoken or signaled message is translated from one language to another.

Language Service Provider (LSP): Company or individual providing linguistic services, such as translation, interpretation, and localization.

Professional Interpreter: A person who converts any spoken material from one language into another. They are qualified or certified to perform interpretation services in specialized situations.

Standards:

- To promote and address awareness of the language barriers that inhibits the quality of healthcare to patient populations with limited English proficiency and those who are deaf or hard of hearing
- Patients must understand consent forms, discharge instructions, dosing information and treatment plans.
- Professional interpreters are available via Voyce Global Tablets or Voyce Local Line (226-799-1544) 24 hours a day, 7 days a week.
- Patients who are deaf or hard of hearing will be offered the support of the Voyce Language Service Tablet for ASL only.
- Patients who are unable to use the Voyce Translation Service as a means of communication will be offered the support of a professional interpreter for consultation with medical personnel for detailed instructions or upon request. See **Appendix A** for instruction on how to book an in person professional ASL interpreter. See **Appendix B** for instruction on how to book an in person professional language interpreter.
- Professional interpreters will refuse any assignment that is beyond their level of competence.
- CMH will provide telecommunications devices for patients who are deaf or hard of hearing that requires this device (Refer to **Appendix C**).

Guidelines:

- If an informal interpreter is unavailable or unable to interpret, or if staff suspect that the informal interpreter is influencing and/or misinterpreting information to the patient, then a professional interpreter should be accessed for communication with the patient. The decision is always at the Health Care Provider's discretion and judgment.
- In cases where consent for treatment is required, Health Care Provider's should always seek consent directly from the patient with a professional interpreter. If the patient is unable to participate in the interpretation services communication, treatment consent should be obtained from the Substitute Decision Maker (SDM) (Refer to Consent to Treatment Policy).
- Informal interpreters can translate general information to the patient when necessary (i.e. how to use the call bell; instructions if they need to use the washroom etc.).
 - Staff acting as an informal interpreter should do so with caution given the intimate nature of this responsibility. A professional interpreter should be used if staff are unsure if acting in this manner would be appropriate.
- Interpretation via Voyce is intended to be a brief conversation; if a detailed assessment is required it would be beneficial to arrange an onsite visit with a professional interpreter for patient comfort and face to face discussion. Contact your manager for assistance if such services are required. See **Appendix A** for instruction on how to book an in person professional ASL interpreter.

Procedure:

1. Sanitize your hands. Refer to [Hand Hygiene](#) policy.
2. Locate the Voyce Global Tablet from the designated parking spot in your department or neighboring department (See **Appendix D** for locations).
3. Enter the Voyce Global application.
4. Press the blue call button under “Connect with a language interpreter”.
5. Select “Change Language” to search for the language you require an interpreter for.
6. Select the desired language and press “Next”.
7. Hold momentarily while your interpreter is connected.
8. Once connected, the interpreter will come on the screen and let you know their name and interpreter I.D.
9. Explain the objective of the call to the interpreter. Ask the interpreter to explain to the patient and/or care partner the required information
10. Upon completion of the call, press the red call button to end the call.
11. Within 1 minute of ending the call, you may reconnect with the same interpreter if you wish. If you do not need to reconnect, press the orange button that says “I’m done.”
12. Document in patient record that interpretation services was used.
 - a) For units that utilize Meditech, document in patient notes or consult or admission screen.
 - b) For units that do not use Meditech, document in patient notes and add to health record.
13. Sanitize the tablet and your hands after each use.

Accessing Voyce from a landline:

1. From any landline dial **226-799-1544** and place the phone on speaker.
 - a) ASL interpretation is not available via landline.
2. Operator will identify themselves and ask what department you are calling from, patient name and the language required for the call.
3. You will then be connected to the call as you would via a Voyce tablet.
4. Once connected, the interpreter will let you know their name and interpreter I.D.
5. Explain the objective of the call to the interpreter. Ask the interpreter to explain to the patient and/or care partner the required information
6. Upon completion of the call, simply hang up the phone to end the call.
7. Document in patient record that interpretation services was used.
 - a) For units that utilize Meditech, document in patient notes or consult or admission screen.
 - b) For units that do not use Meditech, document in patient notes and add to health record.

References:

Canada Health Act, Sections 8 –12.

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Developed in consultation with:

- Accessibility Committee
- Canadian Hearing Services
- Inclusion Lead
- Kitchener-Waterloo Multicultural Centre
- Operations Committee
- Patient Experience Lead
- Patient and Family Advisory Council

Appendix A:

1. Booking a Sign Language Interpreter:
 - a) Determine if the patient who is deaf or hard of hearing wants an interpreter
 - i. Document if interpreter services are declined.
 - b) Contact The Canadian Hearing Services (CHS) to arrange for a professional interpreter through CHS Interpreting Services.
 - i. Monday to Thursday, 0800 – 2000, Friday, 0800 – 1700 at 1 (866) 518-0000, TTY 1 (877) 215-9530 or fax 1 (855) 259-7557. Email interpreting@chs.ca
 - c) If possible, arrange the patient's hospital appointment time 3 days in advance with the interpreter in advance.
 - d) The associated cost of the interpreter will be the responsibility of the area that has accessed the CHS.
 - i. Interpreter will bring the authorization forms and accept responsibility for obtaining the signature and returning the form to CHS.
 - ii. CHS will mail this form with the invoice to the requesting area.
2. Emergency/Unexpected Visits:
 - a) Determine if the patient who is deaf or hard of hearing wants an interpreter
 - i. Document if interpreter services are declined
 - b) Emergency Interpreter
 - i. Emergency services are offered 24 hrs/day, 7 days/week, 365 days/year at 1(866) 518-0000 or TTY 1 (877) 215-9530. Email urgent@chs.ca
3. Information required:
 - a) Contact name and phone
 - b) Name and phone number of those requiring interpreter services
 - c) Date, time and location of appointment
 - d) Purpose of appointment
 - e) Number of people who will be present
 - f) Special circumstances i.e. technical vocabulary
 - g) Billing information
 - h) Language required (ASL English/LSQ French)
4. Cancellations
 - a) Notify Canadian Hearing Services of cancellation or appointment time changes as soon as possible
 - b) Cancellations made less than 3 business days prior to the appointment time will be charged a fee for service.
5. Interpreting Process
 - a) Meet with interpreter approx. 15 minutes prior to appointment time
 - b) Ensure private area for communication
 - c) Provide introductions
 - d) Sit next to interpreter if possible
 - e) Speak at your natural pace, one person at a time
 - f) Look at and speak directly to the person who is deaf or hard of hearing.

Appendix B:

1. Booking a Language Interpreter:
 - a) Determine if the patient who is not proficient in English wants an interpreter after attempting to utilize Voyce first.
 - i. Document if interpreter services are declined.
 - b) Contact Kitchener-Waterloo Multicultural Centre (KWMC) through their website: [Kitchener-Waterloo Multicultural Centre \(kwmulticultural.ca\)](http://kwmulticultural.ca)
 - i. Select "Interpretation & Translation" from the home page
 - ii. Select "I Need and Interpreter"
 - iii. Indicate that you are contacting KWMC on behalf of a hospital
 - iv. Select "No" when asked for a Client ID and enter "Cambridge Memorial Hospital" for hospital name.
 - v. Enter your CMH contact information and an extension that you or another staff member that is familiar to the patient can be reached at
 - vi. Other information that is required:
 1. Type of interpretation being requested.
 2. Reason for request.
 3. Whether or not the request is urgent.
 4. When you would like to be contacted.
 5. Patient contact information.
 6. What language the patient speaks.
 7. Direction for the interpreter once they arrive.
 8. The hospital address.
2. The department requesting interpretation via KWMC is responsible for the cost of the service. Whenever possible, a manager should give verbal approval before services are booked.

Appendix C:

Equipment:

TTY (Teletype Device for the Deaf) from Patient Accounts Office

Guidelines:

1. Telephones in this building are hearing aid compatible.
2. There is a TTY (Teletype Device for the Deaf) located in Registration to receive incoming calls.
3. The Registration staff will accept Teletype messages and relay them to the appropriate in-patient unit. The TTY is connected to the regular telephone outlet, and permits messages to be typed on the TTY keyboard and transmitted over the telephone line and received in print form on a LCD display on another TTY.
4. The auto answer feature is activated on occasions when the Registration staff is unavailable to answer calls.
5. The TTY is available at regular telephone rates from the Patient Accounts Office for the use of Deaf/Hearing impaired clients.
6. There is a Manual that accompanies the device.
7. Outgoing patient calls using a TTY/TTD are placed as any other telephone call.

Appendix D:

Location of Voyce Tablets

- Birthing
- Cardio Respiratory Unit (CRU)
- Central Registration
- Diagnostic Imaging
- Emergency Department
- Emergency Department – Triage
- Endoscopy
- Inpatient Mental Health
- Inpatient Surgery
- Intensive Care Unit (ICU)
- Magnetic Resonance Imaging (MRI)
- Medical Day Care
- Medicine A
- Medicine B
- Operating Rooms
- Outpatient Mental Health
- Pain Clinic
- Pre-op and Minors
- Surgical Day Care
- Transitional Care Unit (TCU)
- Women and Children's