

	POLICIES & PROCEDURES Number: 7311-20-013 Title: INTERPRETATION AND TRANSLATION SERVICES
Authorization <input type="checkbox"/> Board of Directors <input checked="" type="checkbox"/> Senior Leadership Team <input type="checkbox"/> Vice President	Source: Director, Public Health Services & Sponsor, Cultural & Language Access for Health Committee Cross Index: Date Reaffirmed: Date Revised: September 4, 2008 Date Effective: June 2003 Scope: SHR & SHR Affiliates

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1. POLICY

- 1.1 Saskatoon Health Region (SHR) will ensure appropriate resources, persons & processes are available for interpretation and translation of health information for those persons where the English language is not understood or heard for the purpose of providing health-care services.

2. PURPOSE

- 2.1 To ensure that patients and clients receiving health-care services understand their care, are informed, and are able to participate in decision-making about their care.
- 2.2 To ensure that interpreter services are available where necessary, for effective communication in accessing health services for emergency and urgent health needs.
- 2.3 To comply with requirements of provincial legislation and other governing bodies.

3. PROCEDURE

3.1 Non-English Language Interpretation

- 3.1.1 Where it is determined that a person would require interpreter services for effective communication for health-care delivery and informed consent, and the person's family cannot provide assistance, staff will attempt to make arrangements to obtain appropriate interpreter services.

- 3.1.2 The People Strategies Division – Volunteer Services will compile and maintain a list of volunteer interpreters for non-English languages comprised of staff, physicians and SHR registered volunteers.
- a) The list will be managed by People Strategies Division - Volunteer Services and will be twice annually circulated to appropriate SHR Departments. Confidentiality awareness will be provided. SHR staff should check the SHR interpreter’s list and contact the interpreter directly. SHR staff, who volunteer to interpret, are available on their own time or as allowed by their immediate supervisor if at work.
 - b) Home telephone numbers for those interpreters who have agreed to be contacted at home are available by calling the switchboard at their acute care site. Other locations may contact RUH at 655-1000.
- 3.1.3 All SHR registered volunteers receive a general orientation by People Strategies Division - Volunteer Services and training workshops for interpreters will be coordinated through the SHR Cultural and Language Access for Health Committee (CLAH).

3.2 Sign Language Interpretation

- 3.2.1 The person will be asked in writing whether they wish to have an interpreter or use another means of communication.
- 3.2.2 Interpreter services can be provided by (1) a professional interpreter or (2) the person’s family or contact, if the person prefers.
- 3.2.3 For deaf or hard of hearing persons whose primary means of communication is sign language and who require a professional interpreter, arrangements for a contracted professional interpreter can be made through the Saskatchewan Deaf and Hard of Hearing Services, Inc. (SHRHSI).
- a) From 0800-12:00 and 13:00-16:30 hours Monday to Friday, contact the office directly at 665-6575. After 16:30 hours and on weekends or holidays, contact SHR switchboard who have a list of professional SHRSI interpreters on call for emergent or urgent situations. Identify whether person requires American sign language or signed English interpreter.
 - b) SHR is required to pay for professional interpreter services from SHRHSI only in a situation where the sign language interpreter is required for emergency and urgent health needs for effective

communication and informed consent. This applies to SHR sites and their affiliates.

Note: Emergency services are services given for conditions of such severity that death, severe pain, chronic illness or permanent disability may result if immediate treatment is not provided. Urgent services are medical services required to treat acute but not necessarily severe mental or physical disorders in order to prevent serious deterioration of health. Situations include medical history-taking, informed consent, permission for treatment, explanations of diagnoses, treatment and prognosis of an illness, communicating prior to and after major medical procedures, explaining medications and explaining patient care upon discharge from a hospital (as defined by Saskatchewan Health, January 5, 1999).

- c) SHR may pay for sign language interpretation in extenuating circumstances:
- An individual is in financial hardship and unable to pay for professional interpreter or
 - Where delivery of a health service program may be compromised without sign language interpreter services.

If the situation is considered emergent or urgent (as explained above), payment can be made by departmental budget or when required, supporting authorization can be forwarded to SHR Director, Public Health Services for approval.

3.3 Translation of Written Materials

3.3.1 Translation of written materials can be arranged through the Cultural and Language Access for Health Committee membership, or through the Director's office of Public Health Services (655-4415).

- a) Payment for the translation of written materials required for delivery of health-care services or education of health needs may be negotiated with the originating department and the Cultural and Language Access for Health Committee.

3.3.2. Translation of non-English health information or health records required for client/patient/resident care can be arranged through the Director's office of Public Health Services (655-4415).