

WORKING WITH SOCIAL INCLUSION PSYCHOLOGY SERVICES

INFORMATION FOR INTERPRETERS WORKING WITH PSYCHOLOGY SERVICES

What are Psychology Appointments?

Psychology appointments are usually between a clinical psychologist and an adult and / or a child. Clients come to see a psychologist for a wide range of deeply personal and sensitive reasons. This might include, Emotional difficulties, difficulty coping; a problem with their child's development / wellbeing; feeling overwhelmed; a mental health problem. The majority of clients who attend our services have been through extremely traumatic and difficult life events as asylum seekers and refugees. Psychology relies on good interpretation to deliver a good service.

Important Do's and Don'ts

DO arrive on time. Many clients are very anxious about the appointment and if there is no way to communicate this will add to their distress.

Do allow 1 to 1.5 hours for the appointment, unless informed otherwise at booking stage.

DO TRANSLATE SENTENCE BY SENTENCE what the psychologist and the client say. **DO NOT GIVE A GENERAL SUMMARY** or the 'gist' of what is being said. We require line by line interpretation to do our work well. The psychologist is trained in assessing small differences or nuance in conversation. If you translate that nuance directly and line by line, this will enhance the ability of the psychologist to assess the client's clinical needs.

DO HELP THE PSYCHOLOGIST AND THE CLIENT TO CONTROL THE PACE of communication to ensure sentence by sentence translation. If the psychologist / client is talking too fast and you are not able to translate one sentence at a time, tell them to slow down. Do not be afraid to interrupt (even if the client is speaking about upsetting things and **DO** tell the client and the psychologist when you need a pause in the conversation to do your job well.

DO EXPLAIN DIFFERENCES. Sometimes the client might mention something that is common place in their country but not in Ireland (or vica versa). **DO explain differences** to help the psychologist / client.

DO ASK to the psychologist if you are in anyway unsure. For e.g. If you don't understand a word, let the psychologist know and they will use different language to explain. Always ask! They do not expect you to know every single word!

NEVER give the client your own advice / opinion / views on their problem or what is being discussed – **even** if the client asks you what you think! Everything **MUST** come through the psychologist. If a client asks you what you think, translate that this is what the client is saying so that the psychologist can respond.

DO NOT rephrase a question or ask your own question, even if the client has not understood. In these situations **DO** tell the psychologist that the client has not understood and wait for the psychologist to frame it differently. Then **DO** interpret the newly frames question. If a client asks a questions it is **NOT** for the interpreter to give the answer. The interpreter must ask the psychologist who will give the answer. Even if you know the answer to a question, **DO** still ask the client, even if the same question is asked repeatedly. If the client does not answer a question or responds vaguely, **DO** tell the psychologist. It is their role to manage that situation.

DO NOT make judgements/ Opinions about the client. You **DO NOT** have all the information about them.

DO keep professional boundaries. This means being kind, compassionate, non-judgemental and helpful. It also means remembering that you are providing a professional service as opposed to a friendship.

DO NOT comfort a client who is upset. The psychologist will do this.

DO talk to the psychologist (after the client has left) if you feel upset by something you have heard. We understand that it can sometimes be difficult and we will support you and help you.