

# CODE OF ETHICS

*By Cross Cultural Healthcare Program*

The following Code of Ethics was developed by Cross Cultural Healthcare Program (CCHP). It is presented in an abbreviated version. The full text can be found at the CCHP website at <http://www.xculture.org/interpreter/overview/ethics.html>.

**1. Confidentiality**

Interpreters must treat all information learned during the interpretation as confidential, divulging nothing without the full approval of the client and her/his provider

**2. Accuracy: Conveying the Content and Spirit of What is Said**

Interpreters must transmit the message in a thorough and faithful manner, giving consideration to linguistic variations in both languages and conveying the tone and spirit of the original message.

**3. Completeness: Conveying Everything that is Said**

Interpreters must interpret everything that is said by all people in the interaction, without omitting, adding, condensing or changing anything.

**4. Conveying Cultural Frameworks**

Interpreters shall explain cultural differences or practices to health care providers and clients when appropriate.

**5. Non-Judgmental Attitude about the Content to be Interpreted**

Even if the interpreter disagrees with what is said, thinks it is wrong, a lie or even immoral, the interpreter must suspend judgment, make no comment, and interpret everything accurately.

**6. Client Self-Determination**

The interpreter will not influence the opinion of patients or member by telling them what action to take.

**7. Attitude Toward Clients**

The interpreter should strive to develop a relationship of trust and respect at all times with the client by adopting a caring, attentive, yet discreet and impartial attitude toward the patient, toward his or her questions, concerns and needs.

**8. Acceptance of Assignments**

If level of competency or personal sentiments make it difficult to abide by any of the above conditions, the interpreter shall decline or withdraw from the assignment. Interpreters should disclose any real or perceived conflict of interest that could affect their objectivity.

**9. *Compensation***

The fee agreed upon by the agency and the interpreter is the only compensation that the interpreter may accept.

**10. *Self-Evaluation***

Interpreters shall represent their certification(s), training and experience accurately and completely.

**11. *Ethical Violations***

Interpreters shall withdraw immediately from encounters that they perceive to be in violation of the Code of Ethics.

**12. *Professionalism***

Interpreters shall be punctual, prepared and dressed in an appropriate manner. The trained interpreter is a professional who maintains professional behavior at all times while assisting clients, and who seeks to further his or her knowledge and skills through continuing studies and training.