

EXHIBIT A

University Language Center Code of Conduct

The purpose of our Code of Conduct is to communicate the guiding principles and expectations to all who accept assignments offered by University Language Center.

It describes values we aspire to in making decisions, resolving conflict, and providing service in a consistent and reliable manner.

- We demonstrate integrity by meeting our commitments and representing information accurately.
- We accept responsibility for knowing our job requirements and how our performance contributes to a healthy work environment.
- We understand how our actions have consequences throughout the community at large and respect the diversity we encounter daily.
- We demonstrate transparency by disclosing any potential conflict of interest or potential breach of confidentiality.
- We abide by and comply with the law and regulatory requirements.
- We demonstrate discretion.
- We demonstrate fairness.
- We abide by the law. Anything deemed to be unethical or illegal will not be tolerated and will be brought to the attention of the appropriate authorities.
- Violations of the Code of Conduct are reported to the Director of Interpreting Services and/or the President. Violations of any company policy may subject an employee or contractor to disciplinary action, up to and including immediate termination.

EXHIBIT A, cont'd

Code of Ethics

Codes of ethics are guidelines that help interpreters maintain professional relationships with colleagues and clients. The following tenants are derived from NCHIC Code of Ethics for Interpreters in Health Care (2004).

- Interpreters treat as confidential, within the treating team, all information learned in the performance of their professional duties, while observing relevant requirements regarding disclosure.
- Interpreters strive to render the message accurately, conveying the content and spirit of the original message, taking into consideration its cultural context.
- Interpreters strive to maintain impartiality and refrain from counseling, advising, or projecting personal biases or beliefs.
- Interpreters maintain the boundaries of the professional role, refraining from personal involvement.
- Interpreters continuously strive to develop awareness of their own and other (including biomedical) cultures encountered in the performance of their professional duties.
- Interpreters treat all parties with respect.
- When patients' health, well-being, or dignity are at risk, interpreters may be justified in acting as advocates. Advocacy is understood as an action taken on behalf of an individual that goes beyond facilitating communication, with the intention of supporting good health outcomes. Advocacy must only be undertaken after careful and thoughtful analysis of the situation and if other less intrusive actions have not resolved the problem.
- Interpreters strive to continually further their knowledge and skills.
- Interpreters must at all times act in a professional and ethical manner.

Exhibit A, cont'd

Professional Standards

I agree to abide by the following statements regarding the professional standards of the competent and ethical interpreter. These professional standards are derived from NCIHC National Standards of Practice for Interpreters in Health Care (2005).

ACCURACY

- Interpreters render all messages accurately and completely, without adding, omitting, or substituting.
- Interpreters replicate the register, style, and tone of the speaker.
- Interpreters advise parties that everything said will be interpreted.
- Interpreters manage the flow of communication.
- Interpreters maintain transparency.

CONFIDENTIALITY

- Interpreters maintain confidentiality and do not disclose information outside the treating team, except with the patient's consent or if required by law.
- Interpreters protect written patient information in their possession.

IMPARTIALITY

- Interpreters do not allow personal judgements or cultural values to influence objectivity.
- Interpreters disclose potential conflicts of interest, withdrawing from assignments if necessary.

RESPECT

- Interpreters use professional, culturally appropriate ways of showing respect.
- Interpreters promote direct communication among all parties in the encounter.
- Interpreters promote patient autonomy.

CULTURAL AWARENESS

- Interpreters strive to understand the cultures associated with the languages they interpret, including biomedical culture.
- Interpreters alert all parties to any significant cultural misunderstanding that arises.

ROLE BOUNDARIES

- Interpreters' personal involvement with all parties during the interpreting assignment.
- Interpreters limit their professional activity to interpreting within an encounter.
- Interpreters with an additional role adhere to all interpreting standards of practice while interpreting.

PROFESSIONALISM

- Interpreters are honest and ethical in all business practices.
- Interpreters are prepared for all assignments.
- Interpreters disclose skill limitations with respect to particular assignments.
- Interpreters avoid sight translation, especially of complex or critical documents, if they lack sight translation skills.
- Interpreters advocate for working conditions that support quality interpreting.
- Interpreters show respect for professionals with whom they work.
- Interpreters act in a manner befitting the dignity of the profession and appropriate to the setting.

ADVOCACY

- Interpreters may speak out to protect an individual from serious harm.
- Interpreters may advocate on behalf of a party or group to correct mistreatment or abuse.