**DMH Practice Guidelines for Interpreters in Inpatient Settings**

* **No cell phones, purses, bags, food, beverages are allowed on the units. Lockers are available in the entrance area or items can be stored in the break rooms.**
* **Do not bring food or gifts for the clients.  If a client requests that you bring them anything, please inform the nursing staff.**
* **Please do not hug or have any physical contact with the clients.  Shaking hands with clients, however, is OK.**
* **If client or provider is not available for the scheduled group/appointment, please wait in the break room until the next scheduled appointment/group.**
* **Interpreter should never be alone with a patient and is not responsible to bring patients to their appointments. DMH staff must always be present.**
* **If the client wants to have a one-on-one conversation with the interpreter or wants the interpreter to play a game or any other activity, the interpreter should politely excuse themselves and wait in the break room until the next scheduled group/appointment.**
* **Unit food/snacks/drinks/exercise equipment are for clients only.**
* **Interpreters must report immediate safety concerns to nursing staff.  Other concerns should be reported by the interpreter to their employer.**

Role of the interpreter:

An interpreter is **NOT:**

* A companion or friend
* A DMH staff person
* An escort or transportation provider
* Helping two clients communicate with each other without staff being in the conversation

An interpreter **SHOULD NOT:**

* Be alone with the client
* Have 1:1 conversation with client
* Bring food or gifts for clients
* Be asked to make clinical recommendations or resource referrals

Interpreter’s role is to support the client’s treatment.

Interpreter should NOT

* Demonstrate how to use exercise equipment
* Play a game or doing a puzzle with a client
* Watch movie with client
* Show client how to use a computer or cell phone
* Hug or kissing on the cheek

Interpreters may have good intentions or want to bring in their other sets of expertise, but they need to remain objective and stay within the scope of their role.