

# Appendix 1 - Interpreters

## Introduction

### 1. Before you book an interpreter find out:

- the language and any specific dialects of the group
- any gender requirements/cultural needs of the group

### 2. Tell the interpreting service, or the interpreter:

- that you need assistance in delivering a structured group education programme for minority ethnic people with diabetes
- that it would be preferable to have an interpreter with some experience of interpreting in a group setting
- that you will need the same interpreter for all 3 sessions and the expected duration of each session
- that you will arrange for material about diabetes to be sent to the interpreter before the sessions if required

### 3. Before the first session:

- meet with the interpreter shortly before the start of the session to brief them on what will be required of them
- ensure that they understand the course material and any terminology that you will be using e.g. hypo.
- make sure that they are comfortable with any sensitive or cultural issues that may arise during the sessions
- agree the interpreter's role and responsibilities

### 4. During the sessions:

- check seating arrangements - make sure everyone can see each other
- speak directly to the group, not the interpreter
- when a participant is speaking show (through your body language) that you are listening
- speak in short sentences and make sure you give the interpreter enough time to translate
- avoid jargon - use as much straightforward language as you can

### 5. Remember to check that:

- the interpreter understands the purpose of the group sessions
- you are using simple jargon-free language
- the interpreter is translating exactly what you and members of the group are saying
- you are allowing the interpreter enough time to translate what you say to the group

## Where to find an interpreter

### **Aberdeen City Council Public Interpreting and Translation Service**

Community Development Department, St Nicholas House,  
Broad Street, Aberdeen AB10 1GZ

Telephone: 01224 523542

Fax: 01224 522832

E-mail: [Fnacef@commdev.aberdeencity.gov.uk](mailto:Fnacef@commdev.aberdeencity.gov.uk)

Web: [www.aberdeencity.gov.uk](http://www.aberdeencity.gov.uk)

### **Dundee Translation and Interpreting Services**

Central Library, The Wellgate Centre, Dundee

Telephone: 01382 431563

Fax: 01382 431542

E-mail: [lesley.johnstone@dundeecity.gov.uk](mailto:lesley.johnstone@dundeecity.gov.uk)

### **Edinburgh - The Interpretation and Translation Service**

Central Library, George IV Bridge, Edinburgh, EH1 1EG

Telephone: 0131 242 8181

Fax: 0131 242 8009

E-mail: [van.dundas@edinburgh.gov.uk](mailto:van.dundas@edinburgh.gov.uk)

### **Falkirk Council (Interpreting Services are currently provided by contract)**

Municipal Building, Falkirk, FK1 5RS

Telephone: 01324 506012

Fax: 01324 506253

E-mail: [Shamime.Mansoori@falkirk.gov.uk](mailto:Shamime.Mansoori@falkirk.gov.uk)

### **Fife Community Interpreting Service**

Room 319, Glenrothes House, Glenrothes, Fife KY7 5PB

Telephone: 01592 611 745

Fax: 01592 612 722

E-mail: [fcis@fcis.fsbusiness.co.uk](mailto:fcis@fcis.fsbusiness.co.uk) [info@fcis.org.uk](mailto:info@fcis.org.uk)

Web: [www.fcis.org.uk](http://www.fcis.org.uk)

### **Glasgow Interpreting Services**

39 Napiershall Street, Glasgow, G20 6EZ

Telephone: 0141 341 0019

Fax: 0141 334 7276

E-mail: [serjinder.singh@sw.glasgow.gov.uk](mailto:serjinder.singh@sw.glasgow.gov.uk)