

Important Note: Interpreter Dispatch during the Pandemic

1 Important Notes for Interpreter and Foreign National

- (1) Wash and disinfect your hands prior to the meeting.
- (2) Use a face mask or face shield.
- (3) Maintain social distance.

In the case of extended waiting periods, it is not necessary to remain on site for the entire time. Both parties may decide to leave and return at the estimated time for proceedings to begin.

- (4) Face masks and social distance may make it more difficult than usual for both parties to hear. Adjust your speaking volume accordingly.
- (5) Due to exceptional circumstances rendered by the pandemic, dentists and other medical professionals working in close spaces with patients who must remove face masks may request that interpreting take place outside the close space, in the form of confirmation prior to examination or treatment procedures and the summary of the explanation following.
- (6) All parties are to follow preventative procedures such as temperature measurement and sanitizing as directed by the medical facility.
- (7) Contact TPIEF promptly if you develop a fever or cough prior to the dispatch date.

2 Important Notes for All Parties Connected to the Facility for Dispatch

- (1) Take care to maintain preventative procedures and social distance as determined in advance.
- (2) In the case of extended waiting times the interpreter may elect to temporarily leave the premises. Be sure to convey the approximate time it would be appropriate to return.
- (3) Basics for the interpreter:
 - ① An interpreter's duty is to protect privacy and to maintain an impartial position, aiming only to provide correct and accurate translation. Interpreters are not to provide advice or any personal opinions, or to have any personal relations with the party requesting the interpreting.
 - ② In principle, interpreting is to be made one phrase at a time. Due to exceptional circumstances created by the pandemic, dentists and other professionals working in close spaces with patients who need to remove their face masks may request that interpreting be provided instead for the confirmation prior to procedures and the explanation afterward.
 - ③ Although interpreters prepare in advance, they are expected to confirm the meaning of anything unclear on the spot.
 - ④ Interpreters are not to recognize any matters outside interpreting, or anything not arranged for in advance.
 - ⑤ Interpreters are not to engage in interpreting regarding complications, matters pertaining to critical conditions, or matters of grave medical importance.
 - ⑥ Volunteer interpreters bear no legal responsibility.
 - ⑦ Different interpreters may be dispatched in cases of ongoing treatment.