

## CCIS Centre for Refugee Resilience

### Interpreter Guidelines for Video Use with Clients

Video Therapy is different than in-person client work and therefore requires unique recommendations and guidelines. The Centre for Refugee Resilience (CRR) has developed the guidelines below in order to provide the most effective service as possible.

Similar to in person, Interpretation, we ask that the Interpreter translates word for word, asks the client, therapist, or coordinator to pause if needed and remains online at the end of the meeting to conduct a debrief for any therapy sessions.

#### Preparing for the first session

- Interpreters must have access to a tablet, computer and internet (computer is preferred)
  - Try and use the same device each time
- Interpreters must have access to a quiet and private place to conduct video calls.
  - Where no one will be coming in and out of the room and no one can hear them.
  - You can wear a pair of headphones with a microphone attached – but must still be alone in a room with a closed door.
- Interruptions/Distractions: Please do not text, type or complete other tasks during sessions.
  - Consider what you will do should someone enter the room and / or you become worried about the client's safety
- Position camera to make natural eye contact
- Pay attention to tone of voice and body language as it becomes slightly less significant when on video
- Turn off selfie-screen so you can maintain focus on the client

#### Prior to a Session

- Before the first session, the CRR staff member conduct a test call with you to ensure that you are able to log onto Zoom with no issue. Test sound and computer/headphone microphone ahead of time
- Before every session, the CRR staff member will first call you the Interpreter and then the client

#### Connecting the Call

- CRR staff will email you a link, simply click on the link and it will take you to “zoom” meeting. For your convenience, we do encourage you to make a free Zoom account as well as download it onto your computer (for free).

#### Consent

- At the first session of Video Therapy with a client, a therapist will review a consent form with clients. The therapist can email this to you before hand, to become familiar with it.

#### Questions?

**Created by the Centre for Refugee Resilience at Calgary Catholic Immigration Society**

- CRR staff recognizes that this is a unique situation for Interpreters and welcomes questions!