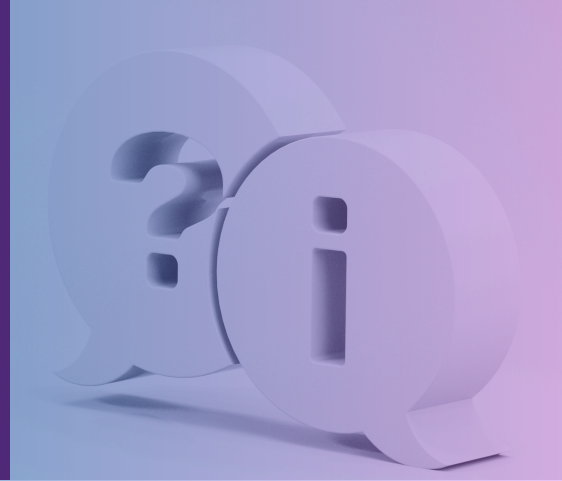


Working with an Interpreter

Overcoming Common Challenges in Home Visiting



This resource highlights common challenges when working with interpreters and offers tips to help home visitors navigate these situations. It's designed to improve communication with clients and ensure that language barriers don't get in the way of effective interactions.



How can I make sure the client feels included?

- ✓ Speak directly to the client using first-person language.
- ✓ Maintain eye contact with the client and briefly explain the interpreter's role at the start.
- ✓ Pause frequently so the client has time to process and respond.
- ✓ Ask probing questions to gauge the client's understanding throughout the session.



How should I position myself, the client, and the interpreter?

- ✓ Model speaking directly to the client, instead of the interpreter, to guide the flow of the conversation.
- ✓ Confirm that the interpreter can clearly hear and see both parties.



What if there's a side conversation with the interpreter or the client?

- ✓ Briefly explain any side conversations with the interpreter to the client.
- ✓ Ensure conversations between the interpreter and client are relevant and focused.
- ✓ To prevent misunderstandings, communicate clearly and concisely so everyone hears the same message.
- ✓ Address side conversations promptly to prevent misunderstandings.



What if the interpreter offers their opinion or advice?

- ✓ Before the visit: Set clear expectations that the interpreter remains neutral.
- ✓ Before the visit: Clarify at that the interpreter's role is solely to translate.
- ✓ During the visit: If needed, gently remind them to stay impartial and focused on translation.
- ✓ After the visit: Debrief with the interpreter afterward to ensure clarity of roles

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