



## Interpreter incident reporting process

At Provincial Language Service, quality assurance is a multi-level process embedded in all aspects of our service delivery. We have established strategic, focused, quality assurance measures including: adherence to and enforcement of ethical principles and standards for interpreters; clear definitions of professional conduct; and excellent customer service.

Provincial Language Service adheres to strict policies and procedures on professional conduct. Any complaint or incident regarding an interpreter, health care agency, external customer or Provincial Language Service staff member is documented, investigated and tracked.

### How to report an incident

You can report an incident using one of the following options:

- Calling the interpreter request line at 604-297-8400 or 1-800 BC TALKS (228-2557). You will be asked your name, contact information and a brief description of the incident.
- Emailing [plsqualityassurance@phsa.ca](mailto:plsqualityassurance@phsa.ca). Your email can be brief, stating that you would like to be contacted to discuss a session you had with an interpreter.

### Incident review

Once we receive a complaint (incident) regarding an interpreter, the following process is followed:

- 1) Interpreting Services staff will send you a confirmation of receipt within 48 business hours of receiving notification of the incident
- 2) Interpreting Services investigates an incident by:
  - Speaking with the health care provider(s) and complainants
  - Speaking with the interpreter
  - Gathering tangible and specific evidence/information about the incident, for example:
    - Tangible: confidentiality standard was breached because interpreter spoke of the session to someone in the waiting room
    - Intangible: the interpreter was rude – in this case the complainant will be asked to determine how the rudeness was demonstrated
- 3) A determination as to whether a standard of practice or code of ethics was breached will be made, based on the findings of the investigation
- 4) Interpreting Services staff follows-up with the complainant and interpreter to review the determination and outcome of investigation
- 5) Any recommendations are implemented, if necessary