



## **Code of conduct for accessing homes of the non-English speaking Client needing interpretation services**

- On reaching the home of the client needing interpretation, the interpreter should ascertain whether the Professional i.e. Council officer, Social Worker, Probation Officer, Dr etc is already in attendance. This can best be achieved by agreeing to meet outside at a set time before the commencement of the session, or arranging to accompany them to the session.
- If there is no evidence of an Professional in attendance, the interpreter will make contact with the residents of the property to see if the professional has already arrived. This must be done without going over the threshold of the property.
- If the professional is not in attendance, then in no circumstances must the interpreter enter the property. The interpreter must contact Language Empire to inform them that there is no Professional present. Language Empire will make contact with the professional to check their whereabouts and will call the interpreter back to update on the time of arrival of the professional.
- Please Note: In all cases the interpreter is required to wait a minimum of 30 minutes to wait for the professional to arrive. If you have a car, you may wait in your vehicle. However, if you do not have car, please do not wait directly on the door step of the client, please wait at the end of the street or road some distance away from the clients door step.