



Frequently Asked Questions for Applicants to the
“Breaking Silence: Interpreting for Victim Services”
Interpreter Training

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I. About *Breaking Silence: Interpreting for Victim Services*

1. What is the Breaking Silence training?

The Breaking Silence training was developed by Ayuda and Cross-Cultural Communications (CCC) with funding from the DC Office of Victim Services and Justice Grants (OVSJG) and with input from victim service providers in Washington, DC. The first training was offered in October of 2014.

Ayuda is a Washington, DC nonprofit that envisions a community where all immigrants overcome obstacles in order to succeed and thrive in the United States. Ayuda realizes its vision by advocating for low-income immigrants through direct legal, social and language services; training; and outreach in the Washington, DC, metropolitan area.

Cross Cultural Communications is the only international training agency in the United States for professional interpreting and cultural competence, with over 130 licensed trainers in 28 U.S. states, Washington, D.C. and six other countries (Argentina, Canada, Panama, Thailand, Spain and Qatar). The mission of CCC is to support equal access to community services for culturally and linguistically diverse residents.

OVSJG is a Washington, DC government agency dedicated to helping victims of crime. OVSJG recognizes that there are many limited-English proficient and Deaf/Hard of Hearing residents in Washington, DC and its surrounding jurisdictions who fall victim to sexual assault, domestic violence, human trafficking, hate crimes, the death of a loved one due to homicide, and many other crimes. These individuals may need a forensic medical exam, therapy, counseling, safety planning, relocation assistance, and other vital services. A language barrier should not prevent these survivors from receiving compassionate and thorough assistance.

OVSJG provides funding to Ayuda to administer the Victim Services Interpreter Bank--an interpreter bank of victim-centered, trauma-informed interpreters available to assist in delivering required language services. For emergency assignments that are not scheduled in advance, interpreters are paid double their usual rate.

Because Ayuda and OVSJG firmly believe that special training is needed before interpreters can work directly with victims of crime, the Breaking Silence training was created to help DC area interpreters gain necessary skills. Interpreters who have completed the Breaking Silence training are very strong candidates to work for the Victim Services Interpreter Bank. However, applying to work for the Victim Services Interpreter Bank is a separate process, and interpreters who take the Breaking Silence training are not guaranteed to be offered the chance to be an independent contractor for the Victim Services Interpreter Bank. Likewise, interpreters who want to work as independent contractors for the Victim Services Interpreter Bank do not have to take the Breaking Silence training (it is possible for an interpreter to have other equivalent training in working with victims of crime that would qualify the interpreter to apply to work with the Bank).

2. What will I learn in the training?

Participants in the training will:

- Practice wellness techniques to reduce stress and trauma before, during and after victim service interviews.
- Write a self-care plan for interpreting in victim services.
- Demonstrate appropriate interpreting protocols when interpreting for victim services.
- Identify the most common cultural communities and cultural concerns for crime victims in the Washington, DC area.
- Engage in skills practice with realistic scenarios involving relevant terminology taken from the training manual.

3. Who will be teaching the training?

The training will be taught by the following individuals:

- Marjory Bancroft is a U.S. immigrant from Canada and an international leader in community interpreting. She has lived in eight countries and studied seven languages. Language and culture are the tapestry of her life. In 2001, she founded Cross-Cultural Communications (CCC). The author of numerous publications, training curricula and trainer guides, Marjory speaks and keynotes widely at conferences across the U.S. and abroad. She sits on international committees and is the world Project Leader for a new ISO International Standard on general interpreting.
- Katherine Allen comes from the community and healthcare interpreting fields, including extensive work in international environmental interpreting and translating. She has worked as a freelance English/Spanish interpreter, translator, trainer and consultant since 1991, specializing in healthcare, education, disability, general legal, the environment and international policy issues. She has been owner of Sierra Sky Interpreting & Translation since 1994.

4. Where will the Breaking Silence training take place?

The training will take place in Washington, D.C. Specific information on the location of the training will only be provided to accepted applicants.

5. How long is the Breaking Silence training?

The training will last for 32 hours, as it is a four-day interpreter training. The training will take place from Thursday, May 3rd, 2018 – Sunday, May 6th, 2018. The training will occur every day from 9:00AM-5:00PM. Please only apply to attend the training if you are available all four days for the hours indicated.

6. What is the cost of attending the Breaking Silence training?

Ayuda is committed to increasing the number of highly trained interpreters in the Washington, DC area who are prepared to work with victims of crime and therefore offers this training for free. If you are selected to attend the training, you will be asked to submit a \$50 deposit within two (2) weeks of

receiving the acceptance notification via email, which will include instructions on how to submit your deposit.

The deposit serves as a placeholder and will be returned to you, unless one of the following circumstances occurs:

- 1) You fail to complete language proficiency testing before the training date (that is, if you were unable to provide a copy of a recent language proficiency exam rating in your working language or languages). You fail to complete the four-day training and the test at the end (you do not have to pass the test in order to get your deposit back).
- 2) You are accepted to take the training, pay your deposit, and then decide that you will not take the training.

Applicants who are not selected to attend the training are not expected to submit a deposit.

II. Expectations of Participants

7. What are the expectations for participants in the training?

Participants in the training are expected to have the requisite experience and skills to take a higher-level interpreter training, to arrive on time every day, to respect the instructors and their fellow participants, to spend a reasonable amount of time preparing for the training by reviewing the training materials distributed in advance, to participate in discussions and activities during the training, to complete a test of the material covered at the end of the training, and to provide feedback on the training.

III. CEUs for Spoken Language, American Sign Language, and Certified Deaf Interpreters

8. I would like to know whether I can earn CEUs by participating in the Breaking Silence training.

For spoken language interpreters, Ayuda will work with either the American Translator's Association or the Maryland Administrative Office of the Courts to offer CEU credits for this training. For American Sign Language and Certified Deaf Interpreters, Ayuda will work with the Potomac Chapter of the Registry of Interpreters for the Deaf to offer CEU credits for this training. We expect to provide about 2.6 CEUs for this training.

IV. Qualifications of Participants, Class Size, and the Selection Process

9. What kind of experience or qualifications do I need in order to take this training?

The Breaking Silence training is not for individuals who are just beginning their training as interpreters; it is an advanced training. You need some level of experience and existing training in order to complete and contribute to this training course. You must already have familiarity with interpreting ethics and skills because you will be practicing with other interpreters; many of whom are specialized in different areas and this helps elevate the training experience. Additionally, the subject matter contained in the Breaking Silence training is complex and sensitive, necessitating qualified and experienced professional interpreters. Everyone who has already taken Ayuda's Language of Justice training is qualified for the Breaking Silence training. Language of Justice is not a prerequisite, but rather Ayuda screened Language of Justice participants prior to that training to ensure that they were already advanced in the field.

If you are an American Sign Language or Certified Deaf Interpreter, you will need to be RID Certified prior to submitting the application. We ask that you provide us with your CEU transcript and

certifications from the RID (ex. National Interpreter Certification [NIC], NAD V [Master]). The online application for Sign Language Interpreters will ask you whether any of the following apply to you:

<input type="checkbox"/> Specialist Certificate: Conditional Legal Interpreting Permit-Relay (CLIP-R)
<input type="checkbox"/> Specialist Certificate: Legal (SC:L)
<input type="checkbox"/> National Interpreter Certification (NIC)
<input type="checkbox"/> NAD V (Master)
<input type="checkbox"/> Certified Deaf Interpreter
<input type="checkbox"/> BA/MA in American Sign Language Interpreting (must be paired with other training(s)/certification(s))
<input type="checkbox"/> Other: _____

If you are a spoken language interpreter and have not taken the Language of Justice training, then you will need to demonstrate your credentials and training experience. The online application for spoken language interpreters will ask you whether any of the following apply to you:

<input type="checkbox"/> NAJIT certified	<input type="checkbox"/> Federal Court certified
<input type="checkbox"/> State Court certified (name of court _____)	
<input type="checkbox"/> State Department Conference Interpreter	
<input type="checkbox"/> MA Interpreting (name of university _____)	
<input type="checkbox"/> DC Court Interpreter	<input type="checkbox"/> MD Court Interpreter
<input type="checkbox"/> VA Court Interpreter (which court _____)	
<input type="checkbox"/> The Language of Justice, Ayuda	
<input type="checkbox"/> The Community Interpreter Training, Multicultural Community Service	
<input type="checkbox"/> The Community Interpreter Training, Cross Cultural Communications	
<input type="checkbox"/> Bridging the Gap (Trainer: _____)	
<input type="checkbox"/> Northern Virginia AHEC	
<input type="checkbox"/> Other: _____	

Ayuda will make an individualized determination as to whether each interpreter is qualified to take the Breaking Silence training.

10. How many interpreters will be trained at the upcoming Breaking Silence training, and how will they be selected?

Between 25 and 30 interpreters will be trained. Interpreters will be chosen based on the demonstrated needs of the victim services community and based on the applications submitted by applicants to the training. Submitting a completed application does not guarantee admission into the program; Ayuda will contact selected interpreters to let them know that they have been chosen to receive the training and will provide notice to those who have not been selected.

11. Is the Breaking Silence training intended for interpreters who work in specific languages?

Ayuda prioritizes training interpreters who are in high demand. In determining which languages to prioritize, Ayuda considers various factors, such as the languages spoken by individuals who seek victim

services, the languages spoken by individuals represented in census data, languages that have been identified as being spoken by very few professional interpreters, and languages spoken by individuals frequently encountered by the DC government. Ayuda encourages all interpreters to apply. The Breaking Silence training is always a wonderful opportunity to learn alongside individuals whose working languages are different than your own.

12. Do I have to live in Washington, DC in order to take this training?

This training is sponsored by the DC Office of Victim Services and Justice Grants with the goal of increasing the number of specially trained interpreters who are available to assist victim service providers in Washington, DC. As such, priority will be given to interpreters who live in Washington, DC or frequently accept interpretation assignments in Washington, DC.

13. I have a full-time job that does not allow me to accept interpretation assignments during the workday. Can I take this training?

This training is sponsored by the DC Office of Victim Services and Justice Grants with the goal of increasing the number of specially trained interpreters who are available to assist victim service providers in Washington, DC. Often, victim service providers need interpretation assistance during the workday. Priority will be given to interpreters who are freelance interpreters whose primary vocation is accepting interpretation assignments from various agencies, companies, nonprofits, courts, etc.

V. How to Apply

14. How do I apply to Breaking Silence: Interpreting for Victim Services?

You're almost halfway through the process already! The application process has two parts. The first is to read the "Frequently Asked Questions for Applicants to the Breaking Silence Training." You must read and understand the information provided in the Frequently Asked Questions. **Secondly, applicants must FULLY complete and submit the online application form, including all requested attachments. Please note that we will not consider you for admission into the training unless you have successfully submitted a complete application.** If you are selected to attend the training, you will be asked to submit a deposit, but that deposit will not be cashed and will be returned to you at the end of successfully completing the four-day training. You have to complete language proficiency testing (if required by Ayuda) prior to attending the training, attend all four days of the training, and take the half hour test at the end of the fourth day in order to have your deposit returned to you (you do not need to pass the test in order to have your deposit returned to you). We will not return the deposit if you fail to complete language proficiency testing, if you only partially attend the four-day training, or if you decide not to attend the training after submitting your deposit.

15. Why do I have to submit a deposit if I am accepted to the training, and will I get it back?

The Breaking Silence training offers valuable professional development. Ayuda wants to offer this training to individuals who are serious about taking full advantage of the opportunity. For that reason, we ask for a refundable deposit. The deposit will be collected online; instructions will be sent to applicants who are selected to attend the training. The deposit that you submit will be returned to you, unless one of the following circumstances occurs:

- 1) You fail to complete language proficiency testing before the training date (that is, if you were unable to provide a copy of a recent language proficiency exam rating in your working language or languages).

- 2) You fail to complete the four-day training and the test at the end (you do not have to pass the test in order to get your deposit back). You are accepted to take the training, pay your deposit, and then decide that you will not take the training.

Applicants who are not selected to attend the training are not expected to submit a deposit.

16. What will happen to my application if I am not selected for the training?

If you are not selected for the training, we will add your contact information to our listserv for future announcements and training opportunities.

VI. Training Policies

17. What if I am selected for the training and then I have an emergency and I must miss part of the training?

You cannot successfully complete the training if you miss more than 4 hours of the training. If you miss more than 4 hours of the training, you will be offered the opportunity to make up that time when Ayuda next offers the training. You will not receive a certificate of completion for the training until you have made up the time that you missed (if more than 4 hours).

18. Will training participants be fed during the training?

The funding offered by the Office of Victim Services and Justice Grants to cover this training does not allow for the purchase of meals. Participants will be expected to purchase or bring their own lunch each day. Adequate time will be given for participants to have a lunch break. There is no refrigerator, microwave, toaster oven, or stove stop available for participants' use.

19. Will I be able to sit beside the same people every day at the training? Will I be able to sit with other interpreters who share the same working languages as me every day at the training?

The instructors who lead the training will determine seating arrangements, based on their knowledge of learning styles and effectiveness of group activities. You should be prepared to change the location of your seating and the groups in which you sit regularly throughout the training, as requested by the instructors.

20. Will I be paid for the time that I spend in the training?

Ayuda does not provide the Breaking Silence training to its employees or to independent contractors who already work for the Victim Services Interpreter Bank. Rather, the Breaking Silence training is given to interpreters who wish to gain knowledge and skills necessary for working with victims of crime. As such, students in the training are not compensated for the time that they spend learning; they are also not charged for the course.

VII. Other Considerations

21. I am a victim of sexual assault. Is it appropriate for me to take this training?

This is a personal decision that you will need to consider carefully. To the extent that you are able, you should consult with mental health professionals or loved ones. If you have a history of domestic violence, sexual assault, torture, war trauma or other violent crimes, you may be retraumatized in this type of work. As a result, you are at particular risk for developing vicarious trauma. Over the course of the training program, you will have the opportunity to observe yourself and your reactions to the content, role plays and activities in the program. You will need to take note of your experience in the training and, depending on how it affects you, you may need to reconsider whether you should interpret for victim services providers and whether to continue with the training.

22. Will I be guaranteed work if I take this training?

The Breaking Silence training will make you a more marketable interpreter as you pursue work from various entities in need of language services. Ayuda is always looking for additional interpreters to work for the Victim Services Interpreter Bank. Interpreters who have completed the Breaking Silence training are very strong candidates to work for the Victim Services Interpreter Bank. However, applying to work for the Victim Services Interpreter Bank is a separate process, and interpreters who take the Breaking Silence training are not guaranteed to be offered the chance to be an independent contractor for the Victim Services Interpreter Bank. Likewise, interpreters who want to work as independent contractors for the Victim Services Interpreter Bank do not have to take the Breaking Silence training (it is possible for an interpreter to have other equivalent training in working with victims of crime that would qualify the interpreter to apply to work with the Bank).

23. What do I have to do to become an independent contractor who accepts assignments from the Victim Services Interpreter Bank?

Please visit Ayuda's website to learn more about working for the Victim Services Interpreter Bank:
<http://ayuda.com/get-help/language-services/potential-interpreters/>

In addition, Ayuda will be holding information sessions in May for interpreters who are interested in joining the Victim Services Interpreter Bank. The dates and times of those sessions will be announced in April.

Interpreter Training Application Process

- 1. Read the Frequently Asked Questions for Applicants to the Breaking Silence Training.** You must read and understand the information provided in the Frequently Asked Questions (located above).
- 2. Complete and submit the online application form, including all requested attachments.** Please note that we will not consider you for admission into the training until you have successfully submitted your application and requested attachments. All materials should be submitted at the same time. If you are selected to attend the training, you will be asked to submit a deposit, but that deposit *will not be cashed and will be returned to you* at the end of successfully completing the four-day training. You have to complete language proficiency testing (if required by Ayuda) prior to attending the training, attend all four days of the training, and take the half hour test at the end of the fourth day in order to have your deposit returned to you (you do not need to pass the test in order to have your deposit returned to you). We will not return the deposit if you fail to complete language proficiency testing, if you only partially attend the four-day training, or if you decide not to attend the training after submitting your deposit .
- 3. Successfully complete the “Breaking Silence: Interpreting for Victim Services” training (May 3rd, 2018 through May 6th, 2018).** The training will last for 32 hours. The training covers skills and ethics specific to interpreting for victim services. The training will be held in Washington, DC between May 3rd and May 6th. Training will occur every day from 9AM to 5PM. Specific information on the location of the training will ONLY be provided to accepted applicants.

Complete the online application by Friday, February 16th, 2018 by visiting
<https://languageaccess.wufoo.com/forms/qgnf0op04nney4/>.