

Working with an Interpreter

Most feel that the best practice for working with an interpreter generally involves some form of the triadic interview. Placing the limited English proficient (LEP) individual, disaster personnel, and interpreter in a triadic relationship leads to good communication. Beyond creating mutual understanding between the disaster personnel and the LEP individual, the triadic interview helps to create trust and ensure confidentiality.

In the Triadic Interview model, the disaster response partner, LEP individual, and interpreter all participate as depicted below.

Whether using an interpreter in person or over the phone, it is always important to remember the role of the interpreter as a conduit of information. They are there to ensure that everything is relayed between you and the person whom you are speaking.



The **Disaster Personnel** maintains control of the interview.

The **LEP individual** interacts directly with the disaster response partner, speaking directly to him or her.

The **Interpreter** speaks in the first person, draws a little attention as possible, and will interpret everything that is being said.