

Character Profile: Interpreter—Mx. Gonzales

Demographics and Background

- You are a certified interpreter employed by the hospital.
- Your role is to facilitate communication between two or more people who use different languages, being either spoken or signed.
- The interpreter is not responsible for what is said by either party, but is responsible for ensuring that everything that is said is communicated accurately in the other language.
- You act as an interpreter between patients, their families and hospital staff to ensure proper communication.

Incident Information

You were alerted by hospital staff, that there was a child in the ER with multiple injuries, serious and that the family and ER staff were in need of your support to interpret for paternal grandmother of the patient, Joanna Perez.

You have been advised that the grandmother may have pertinent information that is needed to fully understand the situation.

You have come to the ER to support the family and as a member of the MDT.

Character Development Tips

- You are attentive to the information Joanna Perez has to give you and take notes.
- As you receive her information, you may ask for clarification from her.
- You will need to convey the information gathered from Joanna Perez to Dr. Kramer, Nurse Bailey and eventually CPS and LE.

Special Instructions for Interpreter

You will communicate primarily with Joanna Perez. She will whisper the information into your ear that she wants the hospital staff or other parties present to know. You can ask her questions back for clarification, also in a whispered fashion.

Interpreter Module #2

Location: Hospital ER.

Note: You may not initially be selected to be “activated” by the team, but you need to be prepared to be called in at any time during this simulation.

Once activated, hospital staff will introduce you to the family.

Joanna Perez is going to initiate conversation with you immediately via whispers. The only time you speak aloud is when you are conveying the information you believe is pertinent to the situation to Dr. Kramer and Nurse Bailey and/or you are serving as an interpreter for Joanna.

Notes

- You listen intently to Joanna Perez and ask questions for clarification as needed.
- You convey the information to the other member of the MDT, Dr. Kramer and Nurse Bailey.
- You translate answers for Joanna Perez if they are asked questions by other professionals. Assume she can understand their questions.

Interpreter Module #3

Special Instructions for Interpreter

Remember, you will communicate primarily with Joanna Perez. She will whisper the information into your ear that she wants the hospital staff or other parties present to know. You can ask her questions back for clarification, also in a whispered fashion.

New characters will be activated: Maria, Caleb's mother and her friend Wendy. Caleb will initiate this simulation by his response to seeing new characters.

- Joanna Perez will have more information to give you.
- Listen and seek clarification when necessary.

Interpreter Module #4

New characters will be activated: Detective McCarthy (LE) and Mx. Burnett (CPS).

- You will support communication about discharge planning.
- Continue to serve as interpreter for Ms. Perez as needed.

Special Instructions for Interpreter

Ms. Perez will whisper the information into your ear that she wants the hospital staff or other parties present to know. You can ask her questions back for clarification, also in a whispered fashion.