

Expectations & Guidelines for Interpreters

The program

The Middlesex DUII program, located on the grounds of Tewksbury State Hospital, is a program of Middlesex Human Service Agency, Inc. It is a fourteen (14) day, coeducational, residential program for those who have been convicted of a second offense for driving under the influence of alcohol and/or other substances. Participants of the program are court mandated to attend and by attending, serve as an alternative to incarceration. The objective of the program is to assist participants in exploring their relationship with substances, identifying behaviors participants wish to change and devising a plan in effort to address participant concerns post discharge. These objectives are addressed by offering all participants education, counseling and referral services.

The program has a daily structure offering large classroom style educational sessions, smaller “break-out” groups and individual meetings with assigned counselors. As an interpreter working with DUII you will be actively involved in these aspects of the program and working collaboratively with DUII staff in an effort to provide the non-English speaking / ESL participants the best experience possible.

Interpreter Expectations & Guidelines

- **No Scent Policy** – As there are many clients and staff who are hyper-sensitive to scents and odors, Middlesex DUII is a NO SCENT facility. Please refrain from wearing any products (cologne, perfume, body/hair spray, etc.) that are scent based as this could potentially pose a health hazard to some.
- **Confidentiality** – Middlesex DUII adheres to the Federal regulations governing confidentiality of substance abuse records, 42 CFR Part 2. Therefore, being contracted to work within DUII, you are required to comply with the same regulations. Simply stated, you are not to disclose to anyone, without the written consent of the participant, any information about the participant that could identify him/her as receiving services, have already received services or will be receiving services from the Middlesex DUII program, unless it specifically allows for in the regulations. Should you recognize a participant of DUII from the community that you reside, work, or visit you are to inform DUII staff so that it can be documented and we can assist in protecting you and the confidentiality of the participant. A copy of the regulations can be found at the following website:
<http://www.samhsa.gov/sites/default/files/part2-hipaa-comparison2004.pdf>
- **Self Disclosure** – It is the expectation that while at DUII you will not disclose personal information about yourself to any participant in the program. By following this expectation, it will help to maintain your own privacy and safety and will also assist in client’s maintaining focus on themselves and why they are at DUII. Should a participant ask you to disclose personal information about yourself, you can inform them that it is agency policy not to do so. Please inform staff if participants continue to ask you to self disclose.

- **Personal Opinions / Feelings** – Similar to self disclosure, please refrain from sharing your own personal opinions, values and/or feelings about a topic or subject matter with participants. Staff at DUIL work diligently at assisting participants to honestly self assess their own opinions, values and feelings. Should you feel strongly about needing to share your opinions or experiences about a certain subject matter, you may do so with staff and/or management in the privacy of staff offices and not within the presence of program participants.
- **Giving & Receiving Items** – Gift giving and receiving is not allowed at DUIL. Please do not bring in any items for clients and please do not accept any items from clients. Should a client attempt to give you a gift or ask you to bring in an item, please inform staff immediately so the client can be addressed.
- **Timeliness** – Middlesex DUIL relies on the structure and consistency of a daily programming schedule. It is expected that all participant activities begin and end on time. It will therefore be the expectation that interpreters also embrace the timeliness of the program and be present when expected. Once your collaboration begins with the DUIL program, you will be apprised of what the daily schedule will be.
- **Phones & Electronic Devices** – Unless needed for the specific task of assisting our non-English speaking/
- ESL participants in understanding the material presented in their primary language, the use of cell phones, laptops, ipads and similar devices are not allowed while working directly with or while in the presence of program participants. Should you need to use such devices for your own personal reasons, there will be ample time to do so between activities and in the privacy of staff only areas.

Should you have questions about the above guidelines and expectations, please feel free to contact us directly at 978-863-0048 or reach out to staff while you are with us. Middlesex DUIL aims to make your experience collaborating with us a positive and welcoming one and we thank you in advance for your assistance in enhancing the program experience for our non-English speaking / ESL participants.

Sincerely,

Middlesex DUIL