

Process Issues Chart



- Process is cumbersome

*Increase use of translation services*



- People (Staff)**
- Initial greeting – lack of skills
  - Lack of training in process
  - Uncomfortable to have male translator for female clients
  - Staff are uncomfortable using the service
  - Staff are not aware of the service
  - Staff are not accepting of the service

- People (Clients)**
- Client doesn't feel empowered, uncomfortable
  - Presence of an outside person can be problematic to therapeutic care
  - Role of the family

- Information**
- Policy of no family translation
  - Process not easily accessible
  - Process not documented
  - Service not always captured correctly for billing

- Equipment**
- Phone issues (speaker phone)

- Material**
- Timeliness of document translation
  - Log used to document use of service

- Environment**
- Lack of private spaces
  - Noisy environment