The Boostlingo Hub Interpreter Code of Conduct

Welcome to the Boostlingo HUB!

Language Access Department, Boostlingo LLC
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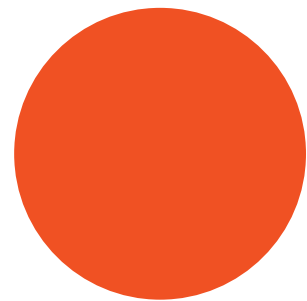
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Effective as of March 1, 2025

BOOSTLINGO HUB INTERPRETER CODE OF CONDUCT
BOOSTLINGO HUB INTERPRETER ETHICS AND STANDARDS OF PRACTICE

Confidentiality

Keep strictly confidential all information obtained during interpreting assignments, while observing relevant requirements regarding disclosure.

Confidential information will not be published, communicated, or disclosed to any person or organization outside of the assignment. All notes must be properly disposed of.

Confidential information includes but is not limited to:
- Name, age, gender, etc. of the participants
- Day of the week, time of day, time of year the session occurred
- Location
- Other people involved
- Details discussed
- Any personally identifiable information

Note: Confidentiality may need to be broken if a threat of self-harm or harm to others is made in the presence of the interpreter but without the client present.

Accuracy

Provide the most accurate interpretation possible without altering, adding, or omitting anything stated during the assignment.

Accuracy includes:
- Interpret everything said by all participants.
- Respect the intention behind the message.
- Interpret rude, uncomfortable, obscene, or other difficult or embarrassing language.
- Reflect the tone, attitude, and emotions of the speaker.
- Maintain the register (level of language, from formal to informal).
- Capture cultural aspects of the message.
- For sign language interpreters:
  - Choose the linguistic register and mode of communication that the Deaf person understands best.
  - Interpret what is uttered and convey other relevant auditory and visual information.

Impartiality

Maintain impartiality by not sharing personal opinions, beliefs, or imposing personal biases during the interpreting session, even if the interpreter disagrees with the message on personal or moral grounds.

Impartiality includes:
- Avoiding body language, gestures, tones of voice or facial expressions that could reveal personal feelings or value judgments.

- Avoiding conflicts of interest. If the interpreter has any perceived or real conflicts of interest, they will disclose this information before committing to an assignment.
- Not sharing opinions or giving advice (even if asked to do so).
- Not attempting to influence any participant.
- Withdrawing from the session if impartiality becomes impossible.

Professionalism
Act professionally and ethically; demonstrate objectivity and show conduct consistent with the basic principles of relevant codes of ethics.

Professionalism includes:
- Refraining from participating in assignments that are outside the interpreter's professional skills, language fluency, or level of training.
- Not accepting assignments for which the interpreter does not have the required certification or qualification.
- Providing excellent customer service by employing a professional demeanor and being courteous and respectful to all.
- Not stating that any participant "understood" (or "misunderstood") your interpretation. (Providers and clients are responsible for checking for understanding.)
- Dressing professionally.
- Taking calls in a secured environment where personal and/or personal health information (PHI) will not be at risk.
- Remaining in a session for its entirety, ensuring to confirm with all participants that the session is complete.
- Staying informed of and adhering to BOOSTLINGO HUB policies and guidelines that relate to professional duties.
- Staying up to date with the latest professional standards and protocols.

Role Boundaries
Maintain the boundaries of the interpreter's role by ensuring professional distance for the duration of the interpreting session. Role boundaries are dictated by the interpreting specialization and setting; it is the interpreter's responsibility to act within the appropriate boundaries for each session.

Role boundaries include:
- Limiting social relationships or interactions with participants to professional courtesy and respect.
- Not offering guidance, making recommendations, or providing additional resources.
- Clarifying your interpreter role as needed.
- Supporting the communicative autonomy and decision-making of all participants, notwithstanding pressure or influence to do otherwise.

Professional Development
Actively pursue continuing education to improve professional knowledge and skills.

Professional development includes:
- Staying updated on all platform upgrades or changes by watching the training videos and other instructional materials the Language Access Department sends out.

- If certified, meeting all requirements to maintain certification. If certification lapses, Boostlingo must be informed, and the interpreter's profile will be updated.
- Pursuing professional development training opportunities.

Respect
**Treat everyone with respect.**

Respect includes:
- Upholding the dignity of participants.
- Promoting communicative autonomy of all participants.
- Using culturally appropriate forms of address.

Professional Relationships (Solidarity)
Conduct professional relationships with collegiality, cordiality, and mutual support.

Professional relationships include:
- Supporting and mentoring newer colleagues.
- Avoiding criticizing, slandering or otherwise insulting colleagues.
- Resolving disputes with colleagues collaboratively and amicably.
- Conducting yourself with courtesy, fairness, respect, and professionalism with colleagues
- Upholding the interpreting profession and its dignity.
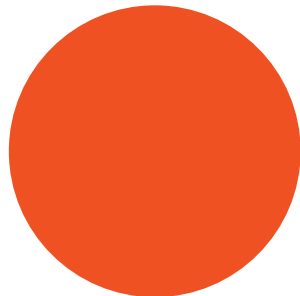
BOOSTLINGO HUB INTERPRETER PROTOCOLS

Interpreting protocols refer to actions the interpreter takes to facilitate the interpretation process. Those actions vary depending on whether the session is for OPI/VRI or RSI, and whether it is for spoken language or sign language interpreting.

In general, interpreters who are part of the BOOSTLINGO HUB will, to the best of their ability, adhere to the following protocols and best practices:

Professional introduction and Closing:

The BOOSTLINGO HUB professional introduction must be given to each participant in their language.

- **MANDATORY GREETING:** *For OPI/VRI sessions*, the interpreter will answer each call with the greeting: "Hello my name is XXX, my ID is NUMBER and I am your LANGUAGE interpreter. How may I help you?"
- **OPTIONAL:** *For OPI/VRI sessions*, if time allows, the interpreter may add any or all of the following: "I will interpret everything that is said" "I will maintain confidentiality" "Please speak to each other directly" "I will interrupt if I need you to pause so I can interpret"
- **MANDATORY CLOSING:** For OPI/VRI sessions, after confirming with participants that no additional assistance is required, the following closing must be given to each participant in their language. "Thank you, LANGUAGE interpreter #12345 is disconnecting."
- *For RSI sessions outside of Boostlingo Events platform,* the interpreter will log on to each event with the greeting: "Hello my name is XXX, I am your LANGUAGE interpreter." The interpreter will then follow additional instructions for technical checks and being assigned to the appropriate language channel.
- *For RSI sessions on the Boostlingo Events platform,* the interpreter will follow protocols appropriate to the platform and event.

First Person Interpretation:

Professional interpreters interpret in "first person," that is, they use direct speech. For example, if the Doctor says, "I am glad to see you today," the interpreter says, "I am glad to see you today," and not "the doctor says she is glad to see you today.

- There are appropriate exceptions to this practice when an interpreter can switch to third person:
  - The use of first person is causing confusion for the limited English speaker e.g., a confused mental health patient or a child.
 - During emergency situations.

Interventions:

Interpreters occasionally must interrupt a session to problem solve a barrier to communication. To maintain transparency the interpreter informs all parties what is said, including what the interpreter says when they intervene to solve a problem.

- For OPI/VRI sessions, the interpreter will use the following format when intervening:
  - Asking for repetition or clarification of a term/phrase.
    - "Excuse me, as the interpreter, can you please repeat XXX term?
    - "Excuse me, as the interpreter, I just asked for a repetition of XXX term.
    - "Excuse me, as the interpreter I need to ask your client/patient to clarify XXX.
    - "Excuse me, as the interpreter, I need you to clarify XXX.

- To resolve a platform or technological problem
  - "Excuse me, as the interpreter, I cannot hear you. Can you check your sound/adjust the position of your device/etc.?
  - "Excuse me, as the interpreter, I just requested that the speaker check their sound/adjust the position of their device/etc.
  -

- To address a cultural barrier to communication (for community/medical only)
  - "Excuse me, as the interpreter, I think there may be a break in communication due to a cultural reason.
  - "Excuse me, as the interpreter, I just suggested that there may be a break in communication due to a cultural reason.
- For RSI sessions, the interpreter will:
  - Communicate with the moderator or designated tech support person using the appropriate chat channel.

All Boostlingo Hub Interpreters are required to acknowledge, adhere to, and sign the Boostlingo Code of Conduct.
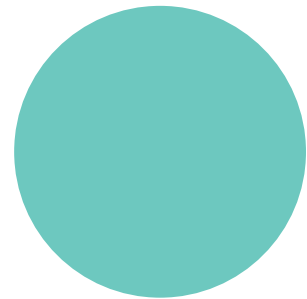
Effective as of March 1, 2025

CHECKLIST 1: TECHNICAL AND WORK SET UP

The following checklist outlines Boostlingo requirements and recommendations for interpreter technical and work set up.

1. Computer and other equipment

☐ **A computer (desktop or high-performing laptop)**

    a. Recommended: A computer that is ideally less than three years old with as much random access memory (RAM) included as you can afford.

    b. Recommended: A second monitor or device for accessing resources and/or communicating with a team interpreter.

☐ **A headset with an integrated boom mic**

    a. **Recommended:** A quality universal serial bus (USB) cable headset with a boom (integrated) microphone.

    b. **Recommended:** A second, backup headset.

    c. **Avoid:** Your computer's internal microphone or speakers.

    d. **Avoid:** Any microphone embedded on the cord of a headset that physically moves around picking up and creating unwanted noise.

    e. **Avoid:** Any devices that are connected via Bluetooth or other wireless technologies

☐ **High-definition web camera (HD webcam)**

    a. **Recommended:** A quality, external webcam. Select the highest resolution you can find or afford. HD is the minimum and is denoted as 720p at the low end and 1080p at the high end.

    b. **Avoid:** Low-quality or slow webcams. Webcams built into laptops or desktop computers are often inadequate. Poor quality webcams may cause color distortions, video lag, and other visual problems.

☐ **AI/Smart tools**

    a. **Avoid:** Auto-clickers are strictly prohibited

    b. **Avoid:** Any tools for transcription, live captioning, and/or translation tools

☐ **Second monitor or screen**

    a. **Recommended:** A second monitor or screen as a backup screen or to look up information and resources while you interpret.

2. Computer maintenance

☐ **Follow best practices for maintaining your computer.**

    a. **Recommended or required (depending on privacy laws):** Maintaining regular security and essential software and system updates for your computer.

    b. **Recommended:** Use caution when installing software that might affect your setup

    c. **Recommended:** Computer operating system updates.

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3. Onscreen presence

☐ **For VRI/RSI:** Keep personal objects and clutter out of sight.

☐ **For VRI/RSI:** Dress professionally.
   a. **Recommended:** Clothing that is not bright colored (no neon colors) and does not have logos or symbols. Note: For signed languages, preferably use colors that contrast with the color of your skin for improved visibility.
   b. **Recommended:** Keeping a professional blazer or suit jacket nearby for short-notice, on-demand sessions.
   c. **Avoid: Clothing** with complex designs or striking patterns (such as geometric patterns), which can create disturbing visual effects.
   d. **Avoid:** T-shirts; big, shiny, or dangling jewelry; or clothing with holes.

☐ **Ensure privacy and confidentiality.**
   a. **Required: Absolute privacy.**
      i. To assure confidentiality and compliance with any relevant data protection and privacy laws, ensure no one outside of your office door can hear or see you.
      ii. All notes must be shredded/electronically erased immediately following a session/shift.
   b. **Required:** A separate room to interpret.
      i. Whether you are in a home office or a work office (except a call center), work inside a separate room and lock the door while you interpret.
      ii. Make sure anyone else located in your house or working in your workspace knows not to disturb you during your work hours.

☐ **Silence all noise outside your office.**
   a. **Required: Noise management.**
      i. If you have children, animals, or other sources of uncontrollable or otherwise random loud noise that can be heard during a call, arrange to have them out of hearing range during your working hours.
      ii. Be aware that noise-cancelling headphones can help—but they almost never drown out a crying baby or a loud dog.
   b. **Required:** Reduction (as much as possible) of loud street noises (ambulances, traffic horns, construction, etc.) that might be heard during work calls.
Recommended: Installing inexpensive soundproofing materials (such as foam or even fabric on walls) if your environment might be noisy.

4. Camera presence (for VRI, VRS and video RSI)

☐ **Camera**
   a. **Required:** For VRI/VRS: Camera must remain on from acceptance of the call until its completion unless explicitly asked to turn it off by the client.

☐ **Background**
   a. **Required: A neutral, solid-colored, clutter-free background.**
   b. **Required:** For spoken language interpreters, one of the 3 solid-colored virtual backgrounds available on the platform should be used in addition to the above requirement
   c. **Recommended:** Backdrop mounted behind your chair or propped on the floor behind you. Recommended: Providing space (a few feet or a meter) between your body and the background.
   d. **Avoid:** Leaning against a wall, which looks unprofessional.
   e. **Avoid:** A background wall with scuffs, fixtures, windows, clutter, photos, or other personal items.

☐ **Lighting**
   a. **Recommended:** Sit facing a window or a lamp. Otherwise, try to have a window, light or lamp to one side. Natural daylight is recommended when possible.
   b. **Recommended:** Experimenting to see how well-lit you are before every call: natural lighting changes with the weather and the time of day.
   c. **Recommended:** Having three sources of light; one above and slightly in front, and two equal light sources on either side.
   d. **Avoid:** Sitting with your back to a window or bright light. Bright light behind you will reduce your video quality. Backlight can make you appear fuzzy, seen only in silhouette, or unrecognizably dark.

☐ **Center yourself.**
   a. **Recommended:** Face the camera and take a center position in the view field. Sit up straight. Look directly into the camera lens so that viewers feel you are addressing them directly.
   b. **Avoid:** Showing a ceiling, window, floor, or hall.
   c. **Avoid:** Leaning to one side or looking down at notes in a way that shows the top of your head.

☐ **Be professional.**
   a. **Required:** Be camera ready and refrain from eating while interpreting. You may not do so while interpreting.
   b. **Required:** Use the Boostlingo greeting script with all participants: "Hello my name is XXX, my ID is NUMBER and I am your LANGUAGE interpreter. How may I help you?"
   c. **Required:** Use the Boostlingo closing script with all participants: "Thank you, LANGUAGE interpreter #12345 is disconnecting."

5. Internet and speed
☐ **Get reliable high-speed internet. You cannot interpret remotely without it.**
   a. **Required:** Meeting the minimum internet speeds required by Boostlingo as outlined in the Bandwidth Requirements and Speed Testing spec sheet.
   b. **Recommended:** If other people in your household access the internet while you are interpreting, test your speed while they access the internet. If other users slow down your speed, you may need to purchase a plan with higher speeds to account for times when some or several other people are accessing the internet while you interpret.
   c. **Recommended:** An internet plan that provides as much speed as possible.

☐ **Have a hard-wired connection using an Ethernet port on your router.**
  a. **Required:** An Ethernet connection. Wi-Fi may not be as secure, consistent, or reliable as an Ethernet connection. Plug your Ethernet cable into your computer's Ethernet port (or use an adapter to connect it).
  b. **Avoid:** Interpreting over Wi-Fi.

☐ **Test your speed! Do not assume yours is fast enough for remote interpreting.**
  a. **Recommended:** Daily, or more frequent, speed tests using standard speed test websites. Check your upload and download speeds.

☐ **Run computer diagnostic tests.**
  a. **Recommended:** Running diagnostic tests built into your computer. If your computer speed seems too slow on a particular day, try running the diagnostic tests.
  b. **Recommended:** Do what the diagnostic tests suggest for improving your computer's system performance.
 c. **Avoid:** Interpreting remotely whenever your computer or internet are running slowly.

☐ **Have an alternate internet connection backup.**
  a. **Recommended:** An uninterruptible power supply (UPS). A UPS is a small battery backup power supply that protects your computer and keeps it running, for example, in case of storms or other electricity outages. Plug both your computer and router into the UPS.
  b. **Recommended:** A second internet source in case of emergency and if no other source is available, such as tethering the connection to your mobile phone.

6. Resources
☐ **Have relevant glossaries and terminology resources available while you interpret.**
  a. **Recommended:** Setting up your printed and online resources in a way that is easy for you to access and use them during calls.
  b. **Recommended:** Be ready to take notes on a notepad, a whiteboard or by typing them on a computer or tablet.

HUB

Effective as of March 1, 2025
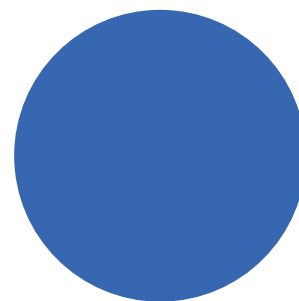
CHECKLIST 2: *TECH CHECK JUST PRIOR TO INTERPRETING*

Follow this checklist before your first call to be sure you're ready to interpret.

1. Turn on your computer

☐ **Rebooting your computer before starting a shift can help it run faster and more efficiently. Computer speed and efficiency are essential for remote interpreting.**

    a. **Recommended:** Shutting down completely is better than clicking on "Restart." Shutting down helps to completely turn off applications that might slow down or interfere with the computer's speed and efficiency.

    b. **Recommended:** The older the computer is, especially if it is more than three years old, the more important rebooting the system will be.

2. Check your speed

☐ **Check your internet upload and download speeds.**

    a. **Required:**

        i. Ideal Bandwidth: 25+ mbps upstream and 3+ mbps downstream.

        ii. Recommended Bandwidth: 5+ mbps upstream and 3+ mbps downstream.

        iii. Minimum Bandwidth: 2 mbps upstream and downstream

    b. **Required:** If your speed is too slow that day, you can't log in to interpret. Respect the minimum BOOSTLINGO HUB speed requirements.

3. Log in

☐ **Log in to the Boostlingo platform.**

    a. **Recommended:** Use the latest version (download as needed) of Chrome or Firefox.

    b. **Note:** RSI and Conference RSI assignments may have different platform requirements.

    c. **Avoid:** Browsers not compatible with the Boostlingo platform. For example, Apple Safari and/or Microsoft Edge

☐ **As needed, verify your camera and microphone web permissions.**

4. Get ready

☐ **Open the online glossaries and resources relevant for the kind of calls you are about to interpret.**

☐ **Close out what you don't need.**

    a. **Recommended:** Close all unnecessary browsers and other applications and programs in the recommended way (search online to learn how to do so: these instructions vary by device and application).

    b. **Recommended:** Run your computer's task manager or activity monitor application. Applications that use the most resources can slow down your speed. Close them, if possible.

☐ **Test your audio (and video) again.**
    a. **Required or recommended:** Make sure the headset you are using is selected for sound input or output, both on your computer settings and on the interpreting platform—and, as needed, your browser.
    b. **Recommended:** Ideally, test your audio quality on the Boostlingo platform.
    c. **Recommended:** For VRI/VRS and RSI, test your video and adjust.

☐ **Arrange your resources.**
    a. **Recommended:** Whenever possible, know in advance what types of calls or sessions you will interpret for and gather the most helpful resources for those calls.
    b. **Recommended:** Have your note-taking materials (e.g., notepad and pen, a whiteboard or a tablet and keyboard) ready and close to you but not visible on camera.

☐ **Have your introduction script and briefing instructions ready (does not apply to RSI on Boostlingo Events platform.)**

5. Have water at hand
☐ **You may need to drink during longer interpreted sessions or work shifts. If you need to drink water on camera, have a neutral, transparent container with no logos. Use a straw to sip quickly and smoothly at appropriate times.**
    a. **Avoid:** Drinking coffee, tea, or anything but water on camera.
    b. **Avoid:** Using a nontransparent cup, colorful cup, a cup with logos, or any other attention-getting cup.
    c. **Avoid:** Interrupting any sensitive or important statements to drink water.

6. Be ready to go offline
☐ **Have your exit script ready.**
    a. **Required:** After confirming with participants that no additional assistance is required, the following closing must be given to each participant in their language. "Thank you, LANGUAGE interpreter #12345 is disconnecting."

☐ **Whenever you take a break or end your last session of the day, go offline by closing your browser and the application.**
    a. **Required:** Proper disposal of all notes.
    b. **Recommended:** At that time, also close any open applications in the recommended manner
    c. **Recommended:** Reboot your computer as needed to keep it fast and efficient.

ARTIFICIAL INTELLIGENCE USE POLICY

1.0 Purpose

Boostlingo LLC, and its wholly owned subsidiaries ("Boostlingo" or "we") understand the potential benefits and risks of using artificial intelligence technology. We support the use of artificial intelligence technology in a safe, ethical, and secure manner to increase productivity and foster innovation.

This Artificial Intelligence Use Policy (this "Policy") outlines guidelines for language professionals, whether an employee, contractor, service provide, or vendor ("Language Professionals"), in Boostlingo Hub or otherwise performing language services on behalf of Boostlingo to use Artificial Intelligence resources in a productive, ethical, and lawful manner by promoting transparency, fairness, bias minimization, and accountability, while mitigating the risks of misuse, inaccuracy, and information security breaches.

2.0 Scope

This Policy applies to all Language Professionals within Boostlingo Hub or otherwise rendering language services on behalf of Boostlingo.

3.0 Definitions

Artificial Intelligence ("AI") means a machine-based system that can, for a given set of human-defined objectives, make predictions, recommendations, or decisions influencing real or virtual environments. AI systems use machine and human-based inputs such as patterns and structures learned from existing data, deep learning, neural networks, and machine learning techniques.

In simpler terms: Artificial Intelligence means computer systems, software, or applications that perform actions that normally require human intelligence to accomplish, including Generative AI.

Generative AI is a type of Artificial Intelligence technology that emulates the structure and characteristics of input data in order to generate derived synthetic content, including images, videos, audio, text, and other digital content.

In simpler terms: Generative AI is an application, software or tool that can create new content, such as audio, code, images, text, simulations, and videos, based on information submitted to the application, software, or tool.

Examples of commonly available AI include:

- Chatbots that generate text or other content based on prompts (such as ChatGPT, Google Gemini, and Microsoft Copilot);
- Image and video generation tools (such as DALL-E, Midjourney, Stable-Diffusion and Sora);
- Voice-to-text tools (such as Maestra or Sonix); and
- Personal, productivity or writing assistants (such as Amazon Alexa, Dropbox Dash, or Grammarly).

4.0 Policy

All Language Professionals shall use AI only in strict accordance with the following guidelines:

DO:

1. Obtain authorization from your language service provider ("LSP") supervisor or authorized Boostlingo representative before using AI. Requests will be reviewed individually, considering factors such as the nature of the assignment, the specific tools being used, and any potential risks or benefits. AI that is built into Boostlingo products are pre-approved for use.
2. Only use authorized AI for research and glossary creation purposes.
3. Recognize AI as an aid, but not a substitute for human judgment, creativity and ability.
4. Avoid using offensive, discriminatory, or inappropriate content.
5. Review all AI-generated content to:
    a. ensure that it does not contain biased, offensive, or discriminatory content;
    b. ensure it does not improperly use or disclose personal or confidential information; and
    c. verify its accuracy with other trusted sources.
6. Ensure AI-generated responses comply with Boostlingo policies.
7. Stay updated on Boostlingo's policies and apply them appropriately and consistently when rendering language services.
8. Immediately report any unauthorized use of AI or any potential breaches of confidentiality or data protection to your LSP supervisor or designated Boostlingo representative.
9. Destroy any notes generated by, input into, or otherwise used in conjunction with the AI.

DO NOT:

1. Use audio-to-text AI during an interpreting assignment (except for approved use cases during simultaneous interpretation), as it may compromise the accuracy, confidentiality, and integrity of the interpretation.
2. Upload, share, or input any confidential, proprietary or sensitive Boostlingo information into any AI, including passwords and other credentials, protected health information (except for approved use cases during simultaneous interpretation), any private client materials, including but not limited to documents, recordings, or transcripts, information from documents marked "Confidential", "Sensitive", or "Proprietary", or any other non-public Boostlingo information that might be of use to competitors or harmful to Boostlingo or its clients if disclosed.
3. Input any personal information (such as names, addresses, likenesses, etc.) about any person into any AI.
4. Use any AI to create, distribute, or assist in the creation or distribution of offensive, discriminatory, or illegal content.
5. Use any AI to manipulate, deceive, or trick others.
6. Use any AI in a way that could invade the privacy or rights of another individual.
7. Use or attempt to use any AI to circumvent or attempt to circumvent any Boostlingo policies or procedures.
8. Use or attempt to use any AI for legal, health or other professional advice or guidance.
9. Claim AI-generated work as your own original work.
10. Integrate any AI with internal Boostlingo software without first receiving specific written permission from your LSP supervisor or, as applicable, the designated Boostlingo representative.

5.0 Violations and Enforcement

Non-compliance with this Policy may result in disciplinary action, access restrictions, or more severe penalties up to and including termination of the interpreting assignment or contract, and potential legal consequences.

Required Acknowledgment

I declare that I have read and understood the complete Boostlingo Hub Interpreter Code of Conduct. I agree to adhere to all the Boostlingo Hub interpreter ethics and standards of practice and the Boostlingo Hub interpreter protocols outlined in the Code of Conduct. I further acknowledge that I have received, read, understood and agree to abide by the terms of the Boostlingo Generative AI Use Policy.

Interpreter name (printed):

_____

Interpreter Signature: Date:

_____

Boostlingo Hub Partner Representative name:

_____

Boostlingo Hub Partner Representative Signature: Date:

_____