

Compass Interpreters Ancillary Services

Ancillary services provided by Compass Interpreters exist due to our affiliation with the Mohawk Valley Resource Center for Refugees (MVRCR). Our expertise is based on over 30 years of working with Limited English Proficient (LEP) individuals and newly resettled refugee populations. We promote the well being of culturally diverse individuals and families in our community by welcoming our new neighbors, refugees and immigrants, and by providing individual and community centered activities designed to create opportunity and facilitate understanding.

The interpretation department was formed in 2002 in response to a need expressed by the community and was part of MVRCR's renewed mission to enhance programs for refugees and for non-refugee immigrants. MVRCR has become recognized as a cultural broker in the community and as actively engaged with many ethnic communities in the Mohawk Valley. As MVRCR has done throughout our history we continue to support the community that has welcomed so many individuals by ensuring adequate language support and increasing the organizational capacity of community service providers.

Transportation

When appropriate, Compass Interpreters may be able to assist clients with transportation by referring their need to our Volunteer Coordinator. MVRCR has several volunteers who are willing to assist with transporting clients as needed, especially to distances outside of Oneida County.

Language Identification

As needed, Compass Interpreters staff can also assist with language identification. For refugees who have been resettled by the Refugee Center we have records of their native languages, for refugees or other LEP individuals who were not resettled through the Refugee Center, it may still be possible to assist with language identification. If necessary our staff can call a client to determine their language. We can provide this service to our customers as a courtesy. We want to help ensure that the correct language is identified and the correct interpreter requested in an effort save time and money.

Cultural Brokering

Compass Interpreters are trained to act as a cultural brokers during interpreting sessions when appropriate or necessary. We encourage the community to utilize interpreters to explain linguistic and cultural differences when interacting with a client. This can help a service provider better address the needs of a client once certain cultural or linguistic barriers are explained.

Case Management Assistance

The Refugee Center provides intensive case management for newly arrived refugees for 3 months post arrival. If a service provider is working with a newly arrived refugee family and having difficulty with their case we can put them in touch with the caseworker. In limited circumstances we may assist with cases that have extreme special needs, medical or otherwise, for periods of longer than 3 months.

