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## Ad-Hoc Query on 2022.63 Interpreting in Reception Facilities

Requested by Belgium on 16 November 2022

Compilation produced on 20 December 2022

**Responses from Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden (23 in Total)**

### Disclaimer:

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## 1. BACKGROUND INFORMATION

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Different from the asylum legislation, especially in the context of the asylum interview, there is no obligation under the Reception Directive (2013/33/EU) to use interpreters in reception facilities. However, the use of interpretation (understood broadly as the practice of conveying a message from a source language to a target language) facilitates communication between the staff and the linguistically diverse group of residents in reception facilities.

Fedasil, the Belgian Reception Agency, has been aiming to harmonise the use of interpreters in its reception facilities and is therefore interested to know if Member States have established guidelines or instructions (e.g. policy directive, administrative decree, ...) on the use of interpreting services and how these services are provided in reception facilities.

In Belgium's reception facilities, in the context of the COVID-19 crisis, there have been experiments with remote interpretation using video calls which are seen as promising. This is complemented with on-site interpretation. Online interpretation allows to overcome practical limitations, such as sanitary and distance requirements. It is also considered advantageous compared to telephone interpreting, because it allows to improve the quality of conversations.

Fedasil would also like to inquire about the organisation of interpreting in reception facilities in other EU Member States. In Belgium, reception facilities do not employ own interpreters and depend on external service providers to provide interpretation or on multilingual staff and sometimes residents.

**We would like to ask the following questions:**

- 1. Does your Member State have guidelines, legislation, policy directives that allow and regulate the use of interpreters in reception facilities? YES/NO. If yes, please attach the directives/guidelines and describe the content.**
- 2. When using interpretation in reception facilities, can you indicate who provides interpretation (e.g. (certified) interpreters, (intercultural) mediators, multilingual staff, multilingual residents) and how (e.g. on-site, by telephone, by video call, etc.)?**
- 3. If reception facilities in your Member State make use of remote interpretation by video conference or video call, can you explain how this is organised?**
- 4. Does your Member State employ own interpreters as reception administration or reception centre staff? (We will contact the MS who answer affirmative afterwards with a few follow-up questions).**

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**5. Do the reception facilities in your Member State use external service providers to perform interpretation ? YES/NO. If yes, please indicate through which means you employ them (e.g. procurement/open public tender, per service fee, project funding (such as AMIF), operational support by EUAA).**

**6. Does your Member State experience difficulties in finding interpreters for specific language combinations? Please specify whether non-national languages are (sometimes) used as a relay language.**

We would very much appreciate your responses by **15 December 2022**.

## 2. RESPONSES

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		<b>Wider Dissemination<sup>2</sup></b>	
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<sup>1</sup> If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

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	<b>EMN NCP Austria</b>	<b>Yes</b>	<p>1. During the admission procedure, applicants for international protection in Austria are accommodated in federal reception centres run by the Federal Agency for Reception and Support Services (BBU GmbH). Among others, the BBU GmbH is responsible for</p> <ul style="list-style-type: none"> <li>• providing information, consultation, and social support by suitable personnel and with the involvement of interpreters for the orientation in Austria and for voluntary return (Article 2 para 1 subpara 1 Federal Act Establishing the Federal Agency for Reception and Support Services as a Private Limited Company in conjunction with Article 6 para 1 subpara 8 Agreement between the Federal State and the Provinces on Basic Care - Art. 15a Federal Constitutional Act)</li> <li>• legal counselling and return counselling (Article 2 para 1 subpara 2 and 3 Federal Act Establishing the Federal Agency for Reception and Support Services as a Private Limited Company)</li> <li>• providing interpreters and translators for the proceedings under Article 3 para 2 subpara 1-4 and 7 Federal Office for Immigration and Asylum Procedures Act before the Federal Office for Immigration and Asylum and the Federal Administrative Court (Article 2 para 1 subpara 5 Federal Act Establishing the Federal Agency for Reception and Support Services as a Private Limited Company).</li> </ul> <p>The BBU GmbH (legal and return) counsellors can call on interpreters if necessary. The interpreters support legal and return counsellors at BBU GmbH in their activities. The interpretation and translation services are regularly checked for compliance with the BBU quality criteria. (Source: <a href="https://www.bbu.gv.at/en/what-we-do#translation">https://www.bbu.gv.at/en/what-we-do#translation</a>) Source: Ministry of the Interior</p> <p>2. Internal interpreters are subject to competence and quality control which can be proven by a demonstrable subject-specific qualification or the positive completion of the course Interpreting for the Asylum and Police Sector as well as a positively completed competence check. External interpreters are subject to an initial competence check and/or a BBU-internal competence check, depending on whether they successfully provide evidence of a prior qualification. Interpreters with a university education in</p>
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			<p>interpreting as well as official court interpreters receive an accreditation once they have provided proof of the necessary qualification. (Source: <a href="https://www.parlament.gv.at/PAKT/VHG/XXVII/AB/AB_11888/index.shtml">https://www.parlament.gv.at/PAKT/VHG/XXVII/AB/AB_11888/index.shtml</a>) Source: Ministry of the Interior</p> <p>3. Apart from Vienna, there is no fixed assignment of interpreters to specific locations. All locations make use of the existing pool of interpreters. Using video interpreting, it is possible to react flexibly to existing needs by accessing this pool of interpreters. (Source: <a href="https://www.parlament.gv.at/PAKT/VHG/XXVII/AB/AB_11888/index.shtml">https://www.parlament.gv.at/PAKT/VHG/XXVII/AB/AB_11888/index.shtml</a>)</p> <p>4. The BBU GmbH employs interpreters. If necessary, external interpreters are employed as independent contractors (Source: <a href="https://www.parlament.gv.at/PAKT/VHG/XXVII/AB/AB_11888/index.shtml">https://www.parlament.gv.at/PAKT/VHG/XXVII/AB/AB_11888/index.shtml</a>)</p> <p>5. Please see Q4.</p> <p>6. Yes, our Member State has experienced difficulties in finding interpreters for specific language combinations, namely German in combination with e.g. Amharic, Bari, Brazilian Portuguese, Bengali, Burmese language, Creole languages, Kurdish languages (Sorani/Badhini/Gorani), Igbo, Lingala, Malay, Maay Maay, Mongolian, Nepali, Swahili, Tamil, Tigrinya, Uzbek, or Yoruba. So far, we have used non-national relay languages such as Maay Maay and Somali. Other than that, we occasionally need non-national languages for specific cases with deaf-mute accommodated persons. Source: Ministry of the Interior</p>
	<p><b>EMN NCP Belgium</b></p>	<p><b>Yes</b></p>	<p>1. Yes.</p>

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			<p>On the level of national legislation, Belgium's Reception Law stipulates in article 15 that: "The Reception Agency or its partners should ensure that beneficiaries of reception have access to the services of interpretation and translation agencies to enable them to exercise their rights and duties as specified in the law. The Reception Agency or its partners can establish agreements with service providers or agencies that are specialised in providing interpreting or translating services." This general requirement is made more specific in a number of guidelines on the use of interpreters, issued as part of the general reception quality guidelines (also known as internal minimum reception standards) drafted in 2018. The main purpose of the guidelines is to specify who can provide interpretation in which service delivery contexts whenever residents are unable to understand and express themselves in a national language.</p> <p>According to the quality guidelines, reception staff should use interpreters or (inter)cultural mediators during psychological counselling. In medical consultations, the requirements are less strict. Although interpreters or (inter)cultural mediators are recommended, reception staff can also interpret if the resident agrees. Only when no other interpreting options are available, can residents be accompanied by fellow residents or acquaintances to interpret in the medical field. For social and legal counselling, the requirements are less strict. The quality guidelines recommend to first evaluate if a reception staff member can perform interpretation. If not, either an interpreter or a resident can be used. In case there is no personal connection between the resident in need of interpretation and the resident-interpreter, the former always has to give his/her consent. It is at all times prohibited to ask minors to perform interpretation.</p> <p>2.</p> <p>As specified in response to question 1, the quality guidelines specify who can provide interpretation in which social service delivery contexts. In Belgian reception facilities interpretation can be provided by (social) interpreters, (intercultural) mediators, multilingual staff and/or multilingual residents. The quality guidelines do not however specify how interpretation should be provided, this means either on-site, by telephone or by video call.</p>
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			<p>Regarding who can provide interpretation, a distinction is made between (social) interpreters, (intercultural) mediators, multilingual staff, and multilingual residents. In the case of interpreters, no specific reference is made to the exact formal training required to classify as an interpreter.</p> <p>The general title of interpreter is not protected in Belgium, although there have been several attempts to institutionalise the profession. Firstly, the Federal Public Service Justice holds a national register for sworn interpreters that have completed a special legal training (offered by universities) or that have at least 15 years of experience. Secondly, the Flemish Agency for Integration and Civic Integration has established a training course and a Flemish register of certified interpreters for social service settings, including reception. Thirdly, several universities offer an academic training to interpreters. Fourthly, a number of non-governmental and public interpreting agencies provide internal training to the interpreters they work with and refer to them as 'social' interpreters. In theory, whenever Fedasil's quality guidelines specify that an interpreter in the strict sense is needed, preference should be given to one of the categories mentioned above.</p> <p>The guidelines also refer to (intercultural) mediators, especially in the context of psychological and medical counselling. From a conceptual point of view, it is important to distinguish interpretation, which consists in the practice of faithfully and neutrally conveying a message from a source language to a target language, from (inter)cultural mediation, which consists in establishing a relationship of understanding and trust between people from different backgrounds. Often (inter)cultural mediation is connected to linguistic differences which is why (inter)cultural mediators are also sometimes asked to perform interpretation as well. The reference to (inter)cultural mediators is related to a specific provision organised by the Federal Public Service Health, Food Chain Safety and Environment of (inter)cultural mediators who provide free interpretation via video call for medical services in reception centres (see also question 3).</p> <p>Despite the general requirement that residents should have access to interpretation, and the more specific guidelines on the kind of interpreters that should be made available in accordance to the service delivery context, the use of interpretation in reception facilities still varies widely in Belgium. Reception facilities draw on a wide range of persons to provide interpretation. In some cases these interpreters have a formal</p>
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			<p>training as a certified or sworn interpreter, but they are also multilingual residents or reception staff without any formal training.</p> <p>Some reception staff do not use interpreters because they prefer direct communication, for instance in an international communication language (such as English) or by means of automatic translation software (such as Google Translate). There has not been a systematic follow-up on the implementation of the quality guidelines on interpretation and reception staff do not receive a specific training on interpretation. There are also differences between reception facilities in the use of interpreters due to a range of more pragmatic reasons, such as budgetary limitations, remote location, technical and infrastructural constraints, administrative difficulties, time constraints, or limited availability of certain language combinations.</p> <p>Although it is difficult to generalise across all reception facilities, there is a general tendency to try to overcome communication barriers in reception first by using a communication language, then by asking a multilingual resident, then to consult a multilingual staff member, and only in the last resort to use an interpreter. This practice to resolve communication problems is often applied regardless of the service delivery context, even in medical contexts. This implies that there is currently an under-usage of interpreters. If interpreters in the strict sense are used, reception facilities almost never use sworn interpreters. Most often a non-certified social interpreter is used, especially because they are more widely available and cheaper. Also, sometimes reception staff do not comply with additional requirements defined by the quality guidelines, for instance regarding obtaining the permission of the resident when a fellow resident is used for interpretation, or for instance regarding using a minor to perform interpretation. Finally, if applicants for international protection require interpreting assistance outside of a reception facility, for instance during legal counselling with a lawyer, hospital consultations, in search for work, during consultations with public administrations, police hearings, etc., Fedasil and the reception partners do not provide it as a rule. Fedasil only intervenes systematically for the interpreting services during psychological consultations.</p> <p>Regarding the way in which interpretation is provided, Fedasil has been promoting the use of remote interpretation through video call over the last two years, because of a positive trade-off between cost</p>
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			<p>efficiency and the quality of service delivery. On-site interpretation should, in principle, be limited to exceptional circumstances (for instance very long conversations; more than four participants during a conversation), or when the costs are equal to interpretation through video call. Telephone interpreting should be limited to short conversations.</p> <p>There is a clear relationship between the different types of reception facilities in Belgium and the ways in which interpretation is provided. The first stage reception facilities mostly use on-site interpretation. For instance, Fedasil's Arrival Centre, where adult applicants for international protection (and their children) stay in principle maximum one week, uses 10-15 interpreters on-site on a daily basis, for languages such as classical Arabic, Pashtu, Dari, Somali, and Tigrinya. The interpreters assist during the registration process, as well as during medical and social intake conversations. For unaccompanied minors, the first stage of reception takes place in one of the Orientation and Observation Centres for unaccompanied minors, where they stay in practice around one month. Due to the strong presence of Afghan residents, mostly Pashtu and Dari interpreters are used. Occasionally, also interpreters for Tigrinya or classical Arabic are requested. There is a strong preference to use on-site interpreters, who assist during social, psychological and medical intake consultations. The high turnover of new residents and the high demand for interpreters explains why on-site interpretation is possible instead of remote interpretation.</p> <p>During the second stage of reception, which takes place mostly in collective reception facilities scattered across the Belgian territory, it is much more difficult and expensive to use on-site interpreters. On-site interpretation is mostly performed by multilingual residents or staff. Only on an exceptional basis do the collective reception centres ask on-site interpreters in the strict sense. Until recently, collective reception facilities have mostly used remote interpretation by telephone if they required an interpreter in the strict sense. One of the difficulties related to telephone interpretation is that it is not very suited for long conversations, especially longer than 30 minutes. Since March 2022, EUAA provides 12 interpreters that support the reception network of collective facilities by video call.</p> <p>Persons obtaining international protection, as well as persons who belong to a nationality with a high recognition rate and applicants with a specific vulnerable profile, have the possibility to move to individual reception facilities. Because the individual reception facilities are scattered across the national</p>
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			<p>territory and consist of very small-scale reception, there is a clear need for remote interpretation by external interpreters. However, the use of interpreting services in individual reception facilities is generally the lowest. Most of the individual reception facilities are run by Public Social Welfare Centres and their use of interpreters tends to vary widely.</p> <p><b>3.</b>          In 2017, the Federal Public Service Health, Food Chain Safety and Environment launched a platform called 'Intercult' for (inter)cultural mediation, including interpretation, through video call. The medical services of reception facilities which are run by Fedasil can be granted access to the platform through obtaining a special login. Intercult uses a secure environment provided by Google Meet. Service delivery for reception facilities is free of charge. Interpretation is provided in Dutch or French, in combination with a variety of 20 languages, including some frequently requested languages in reception facilities (such as Arabic and Pashtu). Reception facilities that are operated by a reception partner do not have access to the platform. Not all Fedasil reception facilities use the interpretation provided by Intercult. The most important difficulty is the need to make a reservation multiple days in advance.</p> <p>Before COVID-19, other services, apart from the medical service, did not use remote interpretation by video call. There was almost no offer of remote interpretation by video call by private, public or non-governmental interpreting agencies. Due to contact restrictions, the supply of video call interpreters increased. Different interpreting agencies use their own platform, such as Microsoft Teams or Google Meet. Fedasil and the reception partners do not provide a platform themselves, nor do they impose a preferred platform, to perform remote interpretation with external interpreters. In 2021, Fedasil launched a two-year project, in collaboration with the University of Ghent, to stimulate reception facilities to use video call interpretation as much as possible. The project was initially related to the sanitary measures imposed because of COVID-19, which made it difficult to allow on-site interpretation. However, Fedasil's ambition was to promote video call interpretation also in the long run because it was considered more cost-efficient compared to on-site interpretation, since no transportation costs have to be paid, and because of the quality improvement compared to telephone interpretation, since important non-verbal</p>
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			<p>communication is also transmitted. The project has shown several difficulties. Firstly, interpreting agencies require that reservations for video call interpretation are done several days in advance, whereas reception staff want more immediate interpretation solutions. Secondly, not all reception staff are equipped with laptops with integrated webcams and headsets and good internet connection, nor do they have sufficient office space available to entertain video call conversations in a silent environment. Thirdly, some reception staff feel unsure about using online interpretation and are somewhat hesitant to adopt new work methods.</p> <p>Recently Fedasil has set-up its own system for video call interpretation with the support of EUAA. Fedasil has convened a general operating plan with EUAA to receive support in terms of reception capacity (containers), reception experts and interpreters. Twenty-four interpreters are currently financed by EUAA. They are provided by private interpreting agencies with which EUAA has a framework agreement. Half of the interpreters are deployed in reception facilities of Fedasil where they perform interpretation on-site. The other half are deployed in several reception facilities, where they combine on-site interpretation with remote interpretation by video call for other reception facilities. Video call interpretation takes place through Microsoft Teams. Each interpreter obtains a personal account and reception staff can check the availability of the interpreters directly and make reservations. The system allows for last-minute reservations up to thirty minutes in advance if interpreters are available. The threshold to book video call interpreters is significantly lowered through this system and much more use is made than compared to video call interpretation by interpreting agencies. Technical and infrastructural problems, as well as change management problems, remain however. Also, an additional problem is that EUAA interpreters work in English instead of in Dutch or French.</p> <p>4. Formally speaking, Fedasil has no interpreters on its payroll. To some extent, the interpreters provided by EUAA (see question 3) could be considered equivalent to internal staff in the sense that they temporarily work exclusively for Fedasil. It should be stressed that multilingual reception staff also perform</p>
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			<p>interpretation in reception facilities, but they are not hired as interpreters and interpreting is not part of the official job description.</p> <p>Belgium's Reception Law explicitly refers to the possibility of Fedasil to establish agreements with external service delivery agencies to provide interpretation (see question 1). In this sense, providing interpretation services is not considered as being a key role of Fedasil and its reception partners. Due to problems in finding interpreters through external partners (see question 6), there are however ongoing reflections on having own interpreters to guarantee service delivery.</p> <p>5. Yes.</p> <p>Fedasil and its operating partners have outsourced the use of interpreters in the strict sense to external service providers, especially public and non-profit interpreting agencies. Some independent interpreters also offer their services to reception facilities, especially for on-site interpretation. In the framework of the recent support provided by EUAA, there is also a collaboration with private interpreting agencies. The reception authority has not published an open call for a structural collaboration with an interpreting agency. This implies that interpreting services are paid on a pay-per-use basis. Rates can vary between € 12/hour and € 48/hour. Interpreting agencies are evolving towards a unified rate for interpretation on-site (excluding the transportation costs), by phone and by video call. There is no fixed rate for interpretation services provided by independent interpreters.</p> <p>Concerning the EUAA interpreters, Fedasil has not been informed about the terms of the framework agreement between EUAA and the private interpreting agencies.</p> <p>Fellow residents who provide interpretation in reception facilities don't generally receive an allowance. In exceptional cases, a very low remuneration of around € 1.5 to € 2.5/hour is paid. The medical services of reception facilities have access to free of charge intercultural mediators by Intercult, which is funded by the Federal Public Service Health, Food Chain Safety and Environment.</p> <p>Currently, Belgium provides accommodation to around 30.000 beneficiaries of reception. Although there are no exact numbers available, the total budget spend on interpretation on a yearly basis can be</p>
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			<p>estimated at around €1 300 000 for the first and second reception phase (excluding the third phase in individual reception). This does not include the free services delivered by Intercult, EUAA, and volunteer interpreters. Around €500 000 of this budget goes to the Arrival Centre. The yearly budget for interpretation has risen sharply over the last decade due to the growing demand for interpreters (especially in the first reception phase) and higher remuneration rates.</p> <p>6.</p> <p>Yes, it has been very difficult for Fedasil to find interpreters that have a sufficient level of one of the official languages in Belgium in combination with frequently requested languages, such as Pashtu, Dari, Classical Arabic, Somali and Tigrinya. Recently, Fedasil has therefore started experimenting with English as a relay language.</p> <p>Fedasil and its reception partners currently face difficulties in finding and using interpreting services. The needs for interpreting services in the field of reception have grown and have become more diversified during the past two decades. In the late nineties and early 2000's Belgium had a large inflow of applicants of international protection from Russian- and French-speaking countries. Because French is an official language in Belgium, the most requested language for interpretation was Russian. Since 2010, and especially after 2014, the resident population underwent serious changes, with a large inflow from new countries of origin, such as Iraq, Syria, Palestine, Afghanistan, Somalia and Eritrea. There are indications that the level of education of newly arrived applicants is more limited, related also to a larger proportion of unaccompanied minors, which has negative consequences on the potential to use international communication languages, such as English. The languages spoken by newly arrived applicants, such as classical Arabic, Pashtu, Dari, Somali, and Tigrinya are generally poorly represented among reception staff. Occasionally, reception staff are also confronted with residents who speak languages for which it is very hard to find an interpreter in Belgium, such as Tigre or Nepali. To tackle the communication barriers, there exists a strong need for interpreters in the respective languages in combination with French or Dutch.</p> <p>To date, there is, only barely, sufficient supply of interpreters during the first phase of the reception trajectory. This is related to the location of the Arrival Centre and the Orientation and Observation Centres,</p>
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			<p>which are based in and around Brussels where most interpreters are available for on-site interpretation, and due to relatively high budgetary provisions allocated to the first reception phase. Collective reception facilities have more difficulties in finding interpreters because of the more remote location and budget limitations. Reception staff often have a preference to use interpreters on-site, and when unavailable they sometimes refrain from the use of professional interpretation services. Both among staff and residents, there is a limited supply of persons that can do interpretation for languages such as Pashtu, Dari, Somali, or Tigrinya, especially in combination with Dutch or French. The difficulties in finding interpreters are related to the relatively new asylum groups in Belgium and the limited formal training possibilities to combine Dutch/French language training with strengthening professional interpreting skills.</p> <p>Recently, the support by EUAA has allowed Fedasil to experiment with interpreters that use English as a relay language. While the private agency is able to fulfil the linguistic needs for interpreters more efficiently, there are indications that reception staff consider English as a threshold. Some reception staff have limited English proficiency, in particular among French-speaking reception facilities, which leads them to refrain from using an EUAA-interpreter.</p>
	<b>EMN NCP Bulgaria</b>	<b>Yes</b>	<p>1. According to the national legislation, the foreigners seeking international protection have the right to a translator or interpreter during the proceedings (Art. 29, para. 1, item 8 of the Law on Asylum and Refugees (LAR) but there is no special legal provision for the provision of interpretation in the reception centres of the State Agency for Refugees. The Agency is responsible for conducting proceedings for international protection and also for all matters related to the reception of asylum seekers. To provide interpretation, the Agency concludes contracts with certified interpreters/translators. Currently, a contract for providing written translations for the needs of the State Agency for Refugees and a contract "Provision of interpretation (simultaneous and consecutive) from Bulgarian to a foreign language and from a foreign language to Bulgarian for the needs of the State Agency for Refugees" have been concluded and are being implemented. The</p>


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		<p>place of performance of the contracts is the reception centres of the State Agency for Refugees and other places indicated by the Agency.</p> <p>2. In fulfillment of the concluded contract, in the registration and reception centres of the State Agency for Refugees, interpretation is provided by certified interpreters who provide professional services. Interpretation is also provided by mediators and multilingual staff. Interpretation is available on the spot, by telephone, by video call.</p> <p>3. Reception centres are equipped with the necessary equipment for remote interpretation by video call. It is available to residents accommodated in the centres.</p> <p>4. No.</p> <p>5. Yes, external service providers are used for interpretation. The current contract for the provision of interpretation is financed with funds from the State budget. It was concluded after a public procurement.</p> <p>6. Difficulties are encountered in finding interpreters from rare languages like Tigrinya, Urdu, Bengali.. We have received assistance from the EUAA in such cases. Sometimes English or French is used as a relay language.</p>
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	<b>EMN NCP Croatia</b>	<b>Yes</b>	<ol style="list-style-type: none"> <li>1. Yes. Article 13 of the Act on International and Temporary Protection, regulates the use of translators/interpreters in asylum procedure. Paragraph 4. of the same article states that “A list of translators/interpreters is published on the official website of the Ministry”, and they all must undergo a detailed security check before concluding a contract with the Ministry. For all official purposes, we use people who are on that list.</li> <li>2. For official purposes, we use official interpreters, and we use them in any means available – on-site, telephone, video call etc. NGO and International organizations with written arrangement with the Ministry of the Interior to provide services in reception facilities, co-funded by AMIF fund, use interpreters that they employ and multilingual residents.</li> <li>3. For official purposes, we use the Ministry of the Interior network and computers with cameras. Skype and Microsoft Teams are most common internet applications that we use. Communication takes place in explicit rooms with internet connection and with minimum possible interference or disturbance from other people</li> <li>4. No. However, NGO and International organizations who provide services in reception facilities co-funded by AMIF fund have staff members for translational purposes with other activities.</li> <li>5. Yes. We employ them by per service fee co-funded by AMIF fund.</li> <li>6. Yes. We are having trouble-finding interpreters for languages that are not so common. Firstly, we try to see which other languages applicants speaks and understands, and then we try to organize interpretation with interpreters who speak that language. A part from that, to provide some basic information about facility and</li> </ol>
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			reception conditions, we try to speak some common phrases in English, use digital tools for translation (Google translate), and photo materials if they are available.
	<b>EMN NCP Cyprus</b>	<b>Yes</b>	<ol style="list-style-type: none"> <li>1. No</li> <li>2. Interpreters with physical presence.</li> <li>3. There is no provision of remote interpretation.</li> <li>4. The Asylum Service employs interpreters who are the same for the Reception and Asylum procedures.</li> <li>5. No</li> <li>6. Difficulties on the provision of interpretation for certain languages and/ or dialects such as Pashto, Mongolian, Kurmanji and Susu have been encountered in the First Reception Centre 'Pournara'. In those cases, non-national languages are used as a relay language as long as the comprehension is sufficient.</li> </ol>
	<b>EMN NCP Czech Republic</b>	<b>Yes</b>	<ol style="list-style-type: none"> <li>1. No, it does not. No legislation in the Czech Republic regulates the use of interpreters in reception and residence centres.</li> <li>2. Interpreting is provided by certified interpreters with whom a contract is concluded at the central level for interpreting in all facilities. Interpreting by telephone: <ol style="list-style-type: none"> <li>i. The responsible employee of the facility contacts the interpreter from the list of contracted interpreters (agencies) set up according to the contract and arranges specific terms and conditions (date,</li> </ol> </li> </ol>

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			<p>time, expected length of interpreting). All documents are sent at the central level for processing (invoice payment) after the interpreting is completed.</p> <p>b. Physical interpreting in facilities:</p> <p>i. Ad-hoc interpreting - the responsible staff member from the facility selects the necessary interpreter (from the list of contracted or non-contracted interpreters), the entire process is carried out by the facility including the processing of invoices etc.,</p> <p>ii. Regular interpreting (used at least 5 times a year) - on the basis of a concluded contract (up to 50.000,- CZK excluding VAT, up to 99.999,- CZK excluding VAT, above 100.000,- CZK excluding VAT) the facility (responsible employee) carries out the process independently including the processing of invoices etc.</p> <p>3. Remote interpreting by video conference or video call is not used in the Czech Republic in reception centres.</p> <p>4. In the Czech Republic reception centres do not use their own personnel as interpreters.</p> <p>5. In the facilities, external interpreters (agencies) are used for interpreting; this contractual relationship is implemented by direct procurement.</p> <p>6. Czech Republic does not experience difficulties with finding interpreters for specific language combinations. Non-national languages are not used as a relay language.</p>
	<b>EMN NCP Estonia</b>	<b>Yes</b>	<p>1. Regarding international protection proceedings, the use of interpreters is regulated by the Act on Granting International Protection to Aliens (AGIPA, available in English here: <a href="https://www.riigiteataja.ee/en/eli/530082022008/consolide">https://www.riigiteataja.ee/en/eli/530082022008/consolide</a>). According to AGIPA § 30 (2) if an applicant is not sufficiently proficient in Estonian, an interpreter shall be asked to be present at the</p>

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			<p>procedural acts directly related to the applicant, and the interpreter shall translate the circumstances relevant to the proceedings into a language in which the alien is able to express himself or herself orally in an understandable manner. An interpreter need not be involved if the procedural act is conducted in a language in which the alien is able to express him or herself orally in an understandable manner.</p> <p>2. For proceedings performed by the Police and Border Guard Board (PBGB), interpretation is organized via PBGB's special translation unit and certified interpreters are used of whom some can act as intercultural mediators at the same time. Exotic languages are translated with the help of intermediary languages such as English or French. For this, interpreters are involved via using different means of communication such as Skype for Business or telephone. According to AGIPA § 30 (3) interpreters may be involved by using means of communication. Staff working in reception centre are multilingual (usually speaking Russian and English), language requirements are also set when applying for a post to work in a reception centre or detention centre. Counsellor working in a reception centre (accommodation centre for asylum seekers) also has access to involve PBGB's interpreters for performing counselling with a resident in the reception facility (legal counselling etc.).</p> <p>3. If an official working in a reception facility or an official who needs to carry out procedures regarding applicant for international protection is in need of a translator, he/she makes a request via the PBGB's translation unit. Interpreter is appointed and if necessary, an intermediary interpreter is used (in cases where translation is necessary from Estonian to English to a rarer language or dialect). If the interpreter is involved remotely, a video conference or telephone is used (loudspeaker). In case of a video conference, the official usually uses his/her laptop and additional gadgets (such as conference call speaker) in a separate room to assure privacy and better conversation quality. Interpretation in reception facilities may also be organized via legal representatives and NGO-s (such as the Estonian Human Rights Centre and the Estonian Refugee Council).</p>
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			<p>4. No. However, as stated above, language skills such as Russian and English, are required when applying for a post in a reception centre so that the staff is able to communicate with residents in the facility at least on a basic level.</p> <p>5. Yes, procurement and service fee.</p> <p>6. Difficulties are encountered in finding interpreters from rare languages, especially dialects. Sometimes English or French is used as a relay language.</p>
+	EMN NCP Finland	Yes	<p>1. Kyllä. The Act on the Reception of Persons Applying for International Protection and on the Identification of and Assistance to Victims of Trafficking in Human Beings provides for reception services. According to Section 13 of the Act, reception services include interpretation and translation services. According to Section 27 of the Act, the reception center must take care of interpretation or translation if the customer does not know Finnish or Swedish or because of his/her disability or illness he/she cannot be understood in the matter referred to in this law. The reception center also takes care of interpreting or translating, if possible, in other matters concerning the customer's right and obligations. The matter can be interpreted or translated into a language that the customer can reasonably be expected to understand. According to Section 28 of the Act, the reception center may not use a person as an interpreter or translator if he/she is in such a relationship with the customer or the matter that his/her reliability or the safety of the customer may be jeopardized. Interpreters and translators always have an obligation to maintain secrecy.</p>


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			<p>According to the guidelines of the Finnish Immigration Service, reception centre employees may book an interpreter to help in situations where they handle important official matters that concern the customer. For example, information sessions organised by the reception centre will be interpreted into a language that the customer understands. An interpreter is often booked for visits to the nurse, the social worker or the social counsellor. The interpreter may not necessarily interpret into your mother tongue if there is another language that you understand sufficiently well. Reception centres will not book an interpreter for all everyday situations.</p> <p>2. The aim is to use <b>trained professional interpreters. Interpreting</b> is done either in person, remotely or by phone. Interpreting remotely or by phone is common. Interpreters are not used for all everyday situations, but customers and reception centre staff who speak the language in question may help with interpretation if necessary.</p> <p>3. Phone and remote interpretations done for reception centers require the interpreter to take a <b>non-disclosure agreement</b>. The duty of the Finnish Immigration Service is to protect the processed information with sufficient and appropriate measures and requirements. When interpreting for reception centers, the interpreter must be in a place where others cannot hear the interpretation. The interpreter cannot therefore interpret from e.g. a public or semi-public space and outside parties must not have a line of sight to the space during the interpretation. After the interpretation is done, the interpreter must destroy the notes he/she has taken in a n appropriate manner.</p> <p>4. No</p>
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			<p>5. Yes. The reception centers are allowed to acquire interpreter services independently, either through tendering or direct procurement.</p> <p>6. Yes. There are not always enough interpreters available for all languages. Interpretation is not always done in the customer mother tongue if the customer also understands some other language sufficiently. Eg. for some rarer languages, an interpreter may not always be available at all. In these cases, the aim is to find another language that the customer understands sufficiently. Sometimes there is shortage of interpreters, because the volume of customers speaking the same language is suddenly very high. For example, there's currently a shortage of Ukrainian language interpreters in Finland. Other authorities also need interpreters, not only the reception centres.</p>
	EMN NCP France	Yes	<p>1. Reception centres for asylum seekers receive a global operating budget. They allocate their funds according to their needs: often the remaining funds are allocated to interpreting. They can either work with associations (which usually intervene by telephone, but also on site or by videoconference) as part of their operating budget, or with relatives of asylum seekers or volunteers who intervene for free.</p> <p>Reception centres may also use private service providers for interpreting as part of public contracts. Practices are different depending on the reception centres for asylum seekers.</p> <p>In some associations (e.g. Forum Réfugiés as in other associations managing reception centers), the guidelines related to the care/support of asylum seekers and budgets are based on the rule that asylum seekers should be able to receive information in a language they understand or can reasonably be expected to understand for all the important procedures during their stay in the centre. This doctrine was included in the 2011 circulars related to reception centres for asylum</p>


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			<p>seekers and in French office for the protection of refugees and statelessness persons (OFPRA)'s "interpreting charter".</p> <p>The use of professional interpreting (excluding the intervention of family members) is therefore, in practice, a major budgetary priority in the centres and a fairly widespread practice in the various establishments.</p> <p>2. See Q1.</p> <p>Moreover, professional interpreters or multilingual staff in the reception centre are generally preferred to ensure interpretation for social, administrative, legal and health-related support. Volunteer interpreters can be mobilised for workshops and language courses. Multilingual residents can be called upon to facilitate understanding between the persons supported in the reception centre and the staff for any other situation, or as long as the confidentiality of the exchanges is assured.</p> <p>3.</p> <p>The organisation may be different in each reception centre.</p> <p>For example, according to France Terre d'Asile, interpreting in person is preferred for accompanying the persons in the procedures and their admission to the reception centre.</p> <p>For all other situations, when it is possible and when the situation requires it, the interpreter can come and meet the people who need interpretation. Interpreting by phone is limited to ad hoc emergency situations. As a result, they make little use of videoconference interpreting.</p> <p>According to Forum réfugiés, interpreting by phone is a frequent practice, as it is less expensive than interpreting in person, which requires the interpreter to come to the reception center. The use of video-conference or video-call is still not very developed in France but is a subject that several associations in charge of reception centers are trying to promote as an alternative to phone exchanges.</p>
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			<p>4. NO.</p> <p>5. YES. Some reception structures decide to contract with an interpreting company according to their operating budget within the framework of services provision and on bilateral contracts. Associations managing reception centers regularly monitor the costs and the quality of services, which could lead to changes in providers. Other reception structures have concluded public contracts for interpreting services.</p> <p>6. There are real difficulties for reception facilities in meeting specific needs for specific languages. Some languages are not always represented by interpreting providers and some languages are not represented at all. This is the case with Burmese for exemple, for which no provider seems to be able to offer an interpreter. Non-national languages are regularly used to fill these gaps, on the condition that the person being accompanied in the reception centre has a sufficient understanding to interact. Moreover, difficulties persist for asylum seekers who only speak a specific dialect without understanding the official language of the country of origin or an international language. This difficulty is noticeable in particular with populations from sub-Saharan Africa. The lack of or insufficient number of professional interpreters is therefore a blocking factor in the quality of care/support provided by the reception structures.</p>
	EMN NCP Greece	Yes	<p>1. YES. Interpretation is available at all stages of reception and is mandatory as an assisting service to all relevant reception procedures[1]. Consequently, all services provided within Reception Facilities are accompanied with the presence of interpreters, in languages that beneficiaries understand.</p>



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			<p>With regard to the framework under which interpretation services are provided, according to art. 47 of Law 4939/2022, not later than fifteen (15) days after the submission of an application for international protection, the competent Reception Authority informs the applicant for the rights and obligations that are linked to reception conditions in Greece. Information is also provided with written information material, translated in languages that applicants understand. If an applicant cannot understand the language in which this material has been translated or if he/she is illiterate, information is provided orally by an interpreter. There are also special provisions regarding interpretation support to unaccompanied children (art. 66, Law 4939/2022). In the framework of the above legislation, the relevant Regulations for the Operation of all types of reception facilities, envisage that all necessary measures are taken to ensure communication with beneficiaries in a language that they understand. Interpretation needs are covered by contractors, and all the relevant guidelines are described in the relevant framework agreements. Interpretation contractors recruit, employ, and deploy, interpreters on the field, according to the relevant needs.</p> <p>Moreover, according to par.3 of article 47 of l.4939/2022 (Information after the submission of international protection application), if the applicant does not understand the languages in which the information leaflet has been issued, or if he/she is illiterate, he/she is informed orally with the assistance of an interpreter. Regarding medical examination (article 54 of l.4939/22), this is performed, in a language that the relevant persons can understand, taking into consideration their personal circumstances, the age and gender included. Furthermore, as far as reduction or withdrawal of material reception conditions is concerned (par.5 of article 61 of l.4939/2022), decisions for reduction or withdrawal of material reception conditions or sanctions are explained to applicants in language they can understand. There are also special provisions regarding interpretation support to unaccompanied children (art. 66, Law 4939/2022).</p> <p>According to article 15 of the ministerial decision nr.23/135-32/2020 (G.G.B' 5272) (General Rules of Procedure of the Facilities of Temporary Reception and Temporary Accommodation of third country nationals and stateless persons), in the services offered to persons residing in the reception facilities, is included the access to interpretation, while the services offered to unaccompanied minors must be</p>
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			<p>individualized and include at least legal support, medical care, intercultural mediation and interpretation, psychosocial assistance.</p> <p>Finally, regarding the Reception and Identification Centers, according to the Joint Ministerial Decision nr. 1/7433/2019 (G.G B' 2219, General Rules of Procedure of the RICs), a special administrative Unit is competent to monitor the bodies or persons who cooperate in the provision of intercultural mediation or interpretation, in order to ensure sufficient interpretation in all reception and identification procedures in a language that the third country nationals/or stateless persons can understand (article 1a). The medical check and the psychosocial evaluation is carried out by a doctor, a psychologist or a social worker in the presence of an interpreter of the same gender with the person examined, as long as this is possible, in conditions of confidentiality and with each one separately, without the presence of relatives or other persons (Article 16, par.6).</p> <p>Regarding Provision of intercultural mediation services (article 22), the members of staff of the Reception and Identification Centres (administrative staff, doctors, psychologists, social workers) are obliged, during every communication with third country nationals/or stateless persons, to ensure the presence of an interpreter/intercultural mediator, who facilitate the communication. The Central Service of the Reception and Identification Service keeps a Registry/interpreters list/intercultural mediators who meet the following criteria: sufficient knowledge of the Greek language, optimal knowledge of the requested language , are Greek citizens or foreigners who reside legally in the country.</p> <p>[1] Law 4939/2022 (GG A 111) as in force (Legislative Code for the reception, the international protection of third country nationals and stateless persons and the temporary protection in cases of mass influx of displaced foreigners) foresees the following:          «Article 39- Information upon reception»          During the first stage of "Information", third country nationals and stateless persons are informed by the Information Provision Unit of the Reception and Identification Centre or of the Closed Controlled Access Centre, or in case of mass influx, by the personnel of the Greek Police, or the Hellenic Coast Guard or the Hellenic Army in a language that they can understand, or that is reasonably considered to understand, including the international sign language, in a simple and accessible manner:          on their rights and obligations during the reception stage and the consequences of non-compliance to these obligations, on their transfer to other facilities, the reasons for this transfer, and the consequences for them, on the possibility of applying for international protection, on their rights and obligations during the examination of their international protection application and</p>
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			<p>the consequences of non-compliance to these obligations, especially on the obligation to cooperate with the national authorities in every stage of the procedure as well as on the consequences of violating this obligation, on the possibility of eligibility for a voluntary return scheme, on the terms and conditions of the internal rules of procedure of the Regional Structure of the Reception and Identification Service, on their rights, on the procedure for the issuance of international protection applicant's card.</p> <p>2. Interpreters in the context described above, are certified both on the source language (or combination of languages) and the relay language (usually Greek, English, or both). Interpreters assist all reception procedures with physical presence (which is the most common modality) or remotely (Microsoft teams, telephone) in case there is a need for interpretation in a rare language (e.g. Somali, Amharic, Tigrinya, Krio, Lingala, etc.).</p> <p>According to art.11 par. 8 of Law 4375/2016 (Recruitment), freelance or fixed-term contracts can be concluded with interpreters to assist the Reception and Identification Service in its work as per existing provisions. The interpreters must have the necessary qualifications while being selected from a relevant list prepared by the Central Service that complies with its rules of procedure. The interpreters are remunerated according to the terms of the freelance or fixed-term contracts as per the existing provisions. Their remuneration, the procedure and the necessary reimbursement documents are defined by joint decision of the Ministers of Interior and Finance. To cope with emergencies in the Facilities of Temporary Reception in particular, governors can offer freelance or fixed-terms contracts to up to two (2) interpreters.</p> <p>Moreover, according to the ministerial decision nr.23/135-32/2020 (G.G.B' 5272) (General Rules of Procedure of the Facilities of Temporary Reception and Temporary Accommodation of third country nationals and stateless persons), the Governor of the Facility, especially in cases of emergency, may sign contracts for the provision of services or contracts for a certain period of time for up to two (2) interpreters (article 3 par.3). Also, a special administrative Unit is competent to monitor the bodies or persons who cooperate in the provision of intercultural mediation or interpretation, in order to ensure that</p>
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			<p>communication takes place in a language understood by the persons who reside in the facilities (article 5, par. 1a).</p> <p>3. The option of remote interpretation is used only in cases where the required language is not available by physical presence. Respective facilities make a request to the contractor responsible for the provision of remote interpretation service, by appointment.</p> <p>4. No. Interpretation services are provided only through contractors, that meet the required qualification criteria and follow respective protocols. Reception authorities do not have direct work contracts with interpreters.</p> <p>5. The Ministry makes contractual agreements to cover interpretation needs through open public tendering procedure. More specifically, the modality of framework agreements is followed. EUAA also provides for interpretation to assist reception and asylum procedures in Greece.</p> <p>6. Somali, Amharic, Tigrinya, Krio, Lingala are indicatively dialects and languages that are considered as rare. The combination of the source language with Greek as a relay language is also difficult to be found (e.g. for Urdu). In this case, English is used as a relay language. Bottom of Form</p>
	<p>EMN NCP Hungary</p>	<p>Yes</p>	<p>1. No</p>

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			<p>2. Communication is ensured by multilingual staff, mostly using the English language. The cross-interpretation of multilingual residents is also widely applied. When necessary, a certified interpreter can be used as well.</p> <p>3. No remote interpretation is used</p> <p>4. No,</p> <p>5. Yes Interpreters were hired within an AMIF project, but at present they provide interpretation per service fee.</p> <p>6. No significant difficulties encountered. In case of problems, cross-interpretation (using English as an intermediary language between staff and English speaking residents mediating) is used.</p>
	<p>EMN NCP Italy</p>	<p>Yes</p>	<p>1. YES Terms of reference 2021 which regulates the reception services in Reception Centres for Asylum Seekers provided by Articles 9 and 11 of Legislative Decree No. 142 of 18 August 2015, as well as Reception Centres and Detention Centres, referred to Articles 10-ter and 14 of Legislative Decree No. 286 of 25 July 1998 provides in the section dedicated to " SERVICE OF GENERAL ASSISTANCE TO PERSONS", point 1 specifically mentions <b>the linguistic-cultural mediation service</b>. The text states that 'The service is organised by the employment of an <b>adequate number of male and female linguistic-cultural mediators</b> in an instrumental manner with regard to the other services provided in the centre, guaranteeing coverage of the main languages spoken by the foreigners present'.</p>


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			<p>2.                  Given the heterogeneity of the structures dedicated to the reception of applicants for international protection and of resources present at the territorial level to guarantee translation and mediation services, the service provision methods vary throughout the country.                  In general, the presence of linguistic-cultural mediators, who must possess the qualifications required by the regulations, is more frequent in migrant reception contexts.                  When tendering for managing new reception centres, as outlined in the 2021 Terms of Reference, the presence of staff - other than the linguistic-cultural mediator - who possess an adequate level of English, Arabic or French, is an element in favour of the managerial body that submits a bid.                  From 2020, in view of the well-known complexities that have emerged in the face of the pandemic crisis, translation and linguistic-cultural mediation services will also be provided both in person and by remote means (video-call or telephone).</p> <p>3.                  The management of the service provision remains the responsibility of the reception centre's managing organisation, which is responsible for guaranteeing access to the service and also for ensuring that the privacy of the migrants is respected.</p> <p>4.                  No</p> <p>5.                  Yes.                  There can be several methods, to mention a couple:                  - through recruitment by the managing body that won the public tender;                  - through on-call employment;</p>
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			<p>- through project funding (such as the FAMI mentioned above);</p> <p>- through operational support by the EUAA (particularly in reception facilities in disembarkation areas, i.e. Hotspots)</p> <p>6. Yes. Given the constant changes in the incoming flows, the nationalities/provenances and languages spoken also vary constantly throughout Italy. It follows that guaranteeing the various specific language requirements is a complexity where no trained professionals are present. Furthermore, it is confirmed that non-national languages may be used as translation languages, particularly where the need is identified on behalf of the migrant who does not understand the national language or other vehicular languages.</p>
	EMN NCP Latvia	<b>Yes</b>	<p>1. No.</p> <p>2. Interpretation in reception facility is provided by multilingual staff, interpreters, NGO and multilingual residents. Interpretation by interpreters and NGO was provided on-site and by telephone.</p> <p>3. Office of Citizenship and Migration affairs has a contract with translation companies who provide translation via conference or video call. This service has to be ordered in advance. Staff of reception facility contacts and expert in Office of Citizenship and Migration Affairs who sets up this service.</p> <p>4. No.</p>

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			<p>5. Yes. Office of Citizenship and Migration Affairs use external service providers to perform interpretation. Interpretation service is obtained through procurement and financed by state budget and AMIF funding. EUAA provides operational support to asylum seekers reception centre with the provision of interpreters from September 2021 until December 2022. Translation was provided for following languages: Arab, Farsi, Dari, English, Kurdish.</p> <p>6. Yes, it is difficult to find interpreters for Farsi and Kurdish to Latvian. In those cases sometimes English or Russian are used as relay languages.</p>
	<b>EMN NCP Lithuania</b>	<b>Yes</b>	<p>1. No.</p> <p>2. At the Refugee Reception Center, interpreters typically work on-site. Interpretation is provided by phone only as an exception. However, during the examination of an application for asylum, if the interview is carried out remotely, the interpreter also works remotely.</p> <p>3. At the Refugee Reception Center, the interpreter is provided with a computer in a separate room to ensure privacy.</p> <p>4. No.</p> <p>5. Yes. Currently, the Refugee Reception Center works with EUAA interpreters. Usually, interpreters are hired by using project funding and budgetary funds.</p>




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			6. It sometimes happens that EUAA interpreters translate into English or Russian. In some instances, the Refugee Reception Center had to hire several interpreters to work on a single case due to the incomprehensibility of dialects.
	<b>EMN NCP Luxembourg</b>	<b>Yes</b>	<p>1. The National Reception Office (ONA - Office national de l'accueil) has in the primary reception centers a <b>dedicated unit of interpreters</b>. This unit is managed by the Luxembourg Red Cross (Luxembourg reception law does not provide such unit) that has a yearly convention with the Luxembourg State. The service works with interpreters who speak more than 45 languages and dialects. They have been chosen for their linguistic, cultural and communication skills. They are bound by professional secrecy and abide by a code of ethics. They regularly take part in supervised sessions as well as in discussion groups and practice analysis groups. Due to an increased demand during 2022, ONA additionally recruited independent interpreters on a temporary contract.</p> <p>2. See answer to Q.1. ONA has a yearly contract with the Luxembourg Red Cross, which provides the translation in the primary reception centers, so the interpretation is done on-site. Occasionally multilingual staff can offer assistance.</p> <p>3. There are no conference or video calls. In case of an emergency and if interpreters are physically unavailable a telephone call can be arranged.</p> <p>4. No, only a few independent expert contracts.</p>

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			<p>5. Yes we use an external service provider to perform interpretation. We employed a service provider via procurement/open public tender and emergency budget for refugee crisis.</p> <p>6. On occasion the interpreter of the chosen language is not available, no relay language.</p>
<p>♦ </p>	<p><b>EMN NCP Malta</b></p>	<p><b>No</b></p>	<p>1. AWAS makes use of three types of interpreters:</p> <ul style="list-style-type: none"> <li>• AWAS Staff compliment Project funded AMIF - No guidelines but interpreters were provided specific training by EUAA</li> <li>• AWAS Pool interpreters - No guidelines</li> <li>• Interpreters provided by EUAA – guidelines pertaining to EUAA</li> </ul> <p>2. Multilingual staff, Multilingual residents and intercultural mediators. All three methods are used that is on site, by telephone and by videocall.</p> <p>3. All AWAS interpreters may use an office mobile and thus the video call can be organized. In all centres there are WIFI hotspot for the residents to use.</p> <p>4. Yes</p> <p>5. Yes majority as operaitonal support by EUAA / AMIF funded and also we hire staff through a service fee</p> <p>6. No</p>

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	<b>EMN NCP Netherlands</b>	<b>Yes</b>	<p>1. Yes, the Netherlands has regulations and guideless that regulate the use of interpreters in reception facilities. The Central Agency for the Reception of Asylum Seekers (Centraal Orgaan opvang asielzoekers – COA), the independent administrative body that is responsible for the reception of applicants for international protection, has legal obligations to provide certain information to applicants for international protection or refugees in a language that they understand, or a language of which it can be reasonably expected that they understand it.<sup>[1]</sup> COA can also facilitate and finance interpreters, for example to support applicants during a medical check.<sup>[2]</sup> COA deploys interpreters that are provided by the external service provider 'Global Talk'.<sup>[3]</sup> The organisation 'Asylum Seeker Healthcare' (GezondheidsZorg Asielzoekers – GZA) that provides medical assistance to persons living in COA reception facilities deploys medical interpreters that fall within the agreement between COA and Global Talk.<sup>[4]</sup> Global Talk is required, in principle, to deploy interpreters that are registered with the Bureau for Sworn Interpreters and Translators (Bureau beëdigde tolken en vertalers - Bbtv). The Bbtv manages the Register of Sworn Interpreters and Translators (Rbtv), for certified interpreters, and the Relay List, for uncertified interpreters, respectively.<sup>[5]</sup> Global Talk is required to first try to match interpreters from the Rbtv, if this is unsuccessful, Global Talk can relay to the Relay List. Only when this also does not lead to a desired match, Global Talk can deploy other unregistered interpreters. <sup>[6]</sup></p> <p><sup>[1]</sup> Article 2, Asylum Seekers and Other Categories of Aliens Regulations (Rva) 2005.  <sup>[2]</sup> COA, 'Medical care for asylum seekers', <a href="https://www.coa.nl/en/medical-care-asylum-seekers">https://www.coa.nl/en/medical-care-asylum-seekers</a>, last accessed on 28 November 2022.  <sup>[3]</sup> Global Talk, 'COA en Global Talk', <a href="https://www.tolken-vreemdelingenketen.nl/coa/">https://www.tolken-vreemdelingenketen.nl/coa/</a>, last accessed on 28 November 2022.  <sup>[4]</sup> Information provided by COA on 2 December 2022.  <sup>[5]</sup> Article 8, Sworn Interpreters and Translators Decision; Article 6, Relay List Decision.</p>
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		<p>[6] Raad voor Rechtsbijstand, 'Regeling uitbreiding afnameplicht Wbtv', <a href="https://www.bureauwbvtv.nl/opdrachtgevers-intermediairs/afnameplicht/regeling-uitbreiding-afnameplicht-wbtv/">https://www.bureauwbvtv.nl/opdrachtgevers-intermediairs/afnameplicht/regeling-uitbreiding-afnameplicht-wbtv/</a>, last accessed on 29 November 2022.</p> <p>2. As was laid out in Q1, COA deploys registered and unregistered interpreters, provided by Global Talk.</p> <p>In the exceptional case that applicants need to be received in a Temporary Crisis Emergency Location (Crisisnoodopvang), municipalities, not the COA, become responsible for the reception of certain categories of applicants for international protection.[1] In the Temporary Crisis Emergency Location Guidelines (Handreiking Crisisnoodopvang), municipalities are encouraged to make use of the same interpreters as COA. The access to interpreters is obliged in the context of medical council. These interpreters can be financed through COA if Global Talk is involved.[2] Furthermore, the Temporary Crisis Emergency Location Guidelines also encourages municipalities to recruit volunteer interpreters among applicants or staff.[3]</p> <p>The manner in which interpreters provide their services to applicants for international protection or refugees in reception centres is not regulated and may be in person, by phone or by video call. In practice, the reception facility staff decides which means of communication is best suited for the situation at hand.[4]</p> <p>[1] Rijksoverheid, 'Welke opvang is er voor asielzoekers?', <a href="https://www.rijksoverheid.nl/onderwerpen/asielbeleid/vraag-en-antwoord/soorten-opvang-asielzoekers">https://www.rijksoverheid.nl/onderwerpen/asielbeleid/vraag-en-antwoord/soorten-opvang-asielzoekers</a>, last accessed on 24 November, 2022.</p>
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			<p>[2] Vereniging van Nederlandse Gemeenten, 'Handreiking Crisisnoodopvang', <a href="https://vng.nl/sites/default/files/2021-10/handreiking-crisisnoodopvang.pdf">https://vng.nl/sites/default/files/2021-10/handreiking-crisisnoodopvang.pdf</a>, last accessed on 24 November, 2022, p. 15.</p> <p>[3] Vereniging van Nederlandse Gemeenten, 'Handreiking Crisisnoodopvang', <a href="https://vng.nl/sites/default/files/2021-10/handreiking-crisisnoodopvang.pdf">https://vng.nl/sites/default/files/2021-10/handreiking-crisisnoodopvang.pdf</a>, last accessed on 24 November, 2022, p. 36.</p> <p>[4] Information provided by COA on 2 December 2022.</p> <p>3. Global Talk has developed an app for COA. With this app COA employees can easily and rapidly request for interpreting services by telephone or video call. The connection with the right interpreter is made within 3 minutes. For booking interpreting services on location or in rarely used languages, COA employees can make use of an online portal. In addition, Global Talk has a 24/7 telephone helpline for specific requests or questions.[1]</p> <p>[1] Ibid.</p> <p>4. No.</p> <p>5. Yes, the COA and GZA use the services of Global Talk on a procurement basis. In this procurement, besides a price, minimum standards for quality have also been established.[1]</p> <p>[1] Information provided by COA on 2 December 2022.</p> <p>6. Global Talk offers interpreting services in 180 languages.[1] This includes 17 variants of Arabic, 7 of Berber, 7 of Fulfulde, 6 of Chinese, and 5 variants of Kurdish. Global Talk</p>
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			<p>manages to deliver almost 100% of the requested interpreting services. As a rule, the interpreters translate from and into Dutch, but English can be used as well on condition that this has been agreed upon prior to the service delivery.<sup>[2]</sup></p> <p>Disclaimer: Much of the above also applies to the deployment of interpreters in the context of the asylum application process. The Sworn Interpreters and Translators Act (Wet beëdigde tolken en vertalers – Wbtv) lays out the obligation for the Netherlands Immigration and Naturalisation Service (Immigratie- en Naturalisatiedienst), the government agency responsible for processing applications for international protection, the Dutch Council for Refugees (VluchtelingenWerk Nederland – VWN), a non-profit organisation that supports applicants for international protection and refugees, and the Legal Aid Board (Raad voor Rechtsbijstand – RVR), the organisation that provides legal assistance to applicants for international protection and refugees, to deploy interpreters from the Bbtv in the context of immigration law. <sup>[3]</sup></p> <p><sup>[1]</sup> Global Talk, 'Talen', <a href="https://www.globaltalk.nl/talen/">https://www.globaltalk.nl/talen/</a>, last accessed on 5 December 2022.  <sup>[2]</sup> Information provided by COA on 2 December 2022.  <sup>[3]</sup> Article 28, Sworn Interpreters and Translators Act (Wbtv), and Article 1, Expansion of the Deployment Obligation Wbtv Regulation (Regeling uitbreiding afnameplicht Wbtv).</p>
	EMN NCP Poland	Yes	<p>1. NO</p> <p>2. The employees of the center use the translation agency if it is necessary to provide a qualified translator. The translation agency that provides translation services for the center was selected <b>through a tender</b>. The</p>


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			<p>form of translation depends on the needs, we have several options (on-site, by telephone, by video call, etc.) under the signed contract.</p> <p>3. Reception centers are equipped with the necessary equipment for video conference or video call, which is available to residents during the conversation. Separate rooms are available in the centers to ensure privacy and conversations are always conducted in the presence of an employee. In the rooms, conversations can be conducted in the scope of: interviews, matters regarding the current functioning of the center, medical matters, meetings with a psychologist.</p> <p>4. NO. However, there is a big group of persons in the centers who speak a language that the employees do not know. There is a possibility to benefit from support of persons from a certain cultural circle to support the work of the center.</p> <p>5. YES, public procurement/open public tender, service fee</p> <p>6. We have no difficulties in finding interpreters for specific language combinations.</p>
	<p><b>EMN NCP Portugal</b></p>	<p><b>Yes</b></p>	<p>1. Yes.</p> <p>2. A list of certified interpreters.</p> <p>3. At the EECIT at Lisbon airport, the interpreter service is always available in person.</p>

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			<p>4. No.</p> <p>5. Yes, for service fee.</p> <p>6. No.</p>
	<b>EMN NCP Slovakia</b>	<b>Yes</b>	<p>1. The Slovak Republic has only a short guidance regarding interpreting services and translation used by the employees of the Migration Office of the Ministry of Interior of the Slovak Republic (responsible office for the asylum procedure). As for e.g. the reception service purposes, it is interpreting and translation outside the asylum procedure. The framework agreement concluded between the Ministry of Interior and the provider of translation services applies also to translations and interpretation outside the asylum procedure (procurement/open public tender). Services are based on written order sent to the provider. Department of Migration and Integration (responsible e.g. for social work in the asylum facilities) also cooperates with two community interpreters (Arabic and Farsi speaking) upon common written agreement (per service fee applies in this case).</p> <p>2. If the interpreters are from the Agency (Provider), then they are <b>certified interpreters</b>. In case of “community interpreters”, they are more like <b>(intercultural) mediators</b>. There is also an NGO present in the reception and accommodation facilities, which also occasionally uses the interpreting services (costs are included in their AMIF funded project). Once the interpreter is on site, his/her services can be used by other professionals as well. In this case they can be also either certified interpreters or intercultural mediators. <b>Some of the experts working in the facilities are multilingual, at least to some extent</b>. As we are lacking the interpreters of some languages, or we need immediate assistance, we also ask <b>other residents for their support, bearing in mind the potential risks (so their services are not used in sensitive personal issues)</b>. The interpreting services can be done either on-site or via telephone/conference call. Translating application is also used, especially for</p>




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			<p>immediate basic communication, while verifying the meaning and understanding as well by different expressions, if possible.</p> <p>3. The residents are informed in advance about the time, purpose and benefits of the meeting with the interpretation. If the interpreters are provided by the agency, their services are provided on the basis of the contract. Otherwise, it is based on the agreement and before the end of each month the mediators sent the amount of time, date and place of their interpretation to the Migration Office (Department of Migration and Integration) for which they are paid in the following month.</p> <p>4. No.</p> <p>5. Yes, see above.</p> <p>6. Yes. In such cases as mentioned in the question, but also if the asylum seeker can speak and understands other language easily.</p>
	<b>EMN NCP Slovenia</b>	<b>Yes</b>	<p>1. In Slovenia regarding regulation and policy directives we can point out the following:</p> <ul style="list-style-type: none"> <li>• International Protection Act (Article 4 – every person subject to the procedures referred to in this Act shall be guaranteed also - interpreting and translation services, Article 6 – if the person in procedure does not understand the official language, he or she shall receive the services of an interpreter for a language he or she understands. Furthermore in this Article, there are written conditions for interpreters, how they will work and on which conditions).</li> </ul>

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			<p>2. An open public call for tender for the languages needed is prepared. After the procedure, interpreters sign a contract, which has also a contract administrator. Interpreters can translate in writing, on-site and in case of emergency, by telephone.</p> <p>3. In case of a lack of an interpreter for a specific language, remote interpretation by video call is used via application Zoom. This was the case this year, when we used zoom and interpreter from Malta helped us.</p> <p>4. Slovenian Government Office for the Support and Integration of Migrants has one social worker employed, who speaks Farsi and will have another social worker employed in the near future, who speaks Arabic.</p> <p>5. In Slovenia, we use external service providers to perform interpretation. One option is open public tender, other option is project funding (AMIF). There are plans in place to receive operational support by EUAA in regards to interpreters in the near future.</p> <p>6. In Slovenia, sometimes we do have difficulties in finding interpreters for specific language combinations. We could say, that in some cases, <b>non-national languages are used as relay language</b>. For example, if there is no interpreter for the mother tongue of the person, and the person in question speaks two or more languages, we will make sure an interpreter is available who will translate in the other language of choice. Nevertheless, our policy is to provide an interpreter for the mother tongue of any person.</p>
	EMN NCP Spain	Yes	1.


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		<p>YES. The reception facilities are equipped with interpretation and translation actions, which are maintained beyond time. In this way we have transversal actions for all applicants for International and Temporary Protection and <b>throughout the itinerary</b>. Its purpose is to allow communication between the addressees and the public or private entities with which they relate in the development of the routes, as well as to ensure a correct understanding of the information, advice or services received from the recipient. The activities carried out are the following:</p> <ul style="list-style-type: none"> <li>• Translation of documents relevant to the administrative file of application for International Protection.</li> <li>• Executive summary of the documents not translated in the file of International Protection.</li> <li>• Translation of documents relevant to the itinerary that are considered important, as well as those that have to do with complaints to the SEM (Secretariat of State for Migration) or other administrative bodies and administrative or judicial decisions that affect the addressees.</li> <li>• <b>Interpretation, when indispensable to comply with the intended itinerary.</b></li> <li>• <b>Interpretation in group sessions of the projects of Welcome.</b></li> <li>• <b>Detection and action against possible cases of trafficking in human beings. Implementation of the SEM Protocol.</b></li> <li>• Ensure access to information for all people with particular needs of Welcome.</li> <li>• Other activities that facilitate the performance.</li> </ul> <p><b>2.</b>  <b>In refugee reception centers (CARs) and reception, care and referral centers (CREADE), the interpretation and translation service is contracted. In recent years a company called Ofilingua.</b>          The way it is mainly done is in situ, and sometimes through the phone and video calls.          The NGOs that manage the reception system, have different ways of performing the interpretation, part have interpreters on fixed staff, others hire the interpretation service and others, although only for some actions, they use volunteers for this activity. They also use varied systems, face-to-face, video calls, phone calls.          In Spain, before the pandemic, interpretation through telephone calls and video calls was used for some actions, especially in the case of infrequent dialects, and especially when interpreters could not travel.</p> <p><b>3.</b>          From the Directorate General of Management of the International and Temporary Protection Reception System DGGSAPIT, the company is first called to agree the service and set the time.</p> <p><b>4.</b>          Normally not, but in the case of the CREADE, Center for Reception, Attention and Derivation, there has been a team of interpreters coordinated by the company.</p>
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			<p>5. yes. In the case of centers managed by the Directorate-General for the Management of the Reception System and the NGOs managing them, they must comply with the amounts and actions set out in the Management Manual of the International and Temporary Protection Reception System.</p> <p>6. Yes, at some point with some dialects we have had difficulties, hence the hiring of the company Ofilingua, a very solvent and specialized company, which offers us its translation and interpretation services of thirty dialects and languages. A specific difficulty that may vary, depending on the circumstances, as was the lack of official interpreters of Ukrainian language at the beginning of mass arrival of Ukrainians in Spain. In the first moments, mainly in NGOs, it was remedied with voluntary staff.</p>
	<b>EMN NCP Sweden</b>	<b>Yes</b>	<p>1. In Sweden, the Swedish Migration Agency is responsible for both the asylum examination and all reception-related matters. We do not have any specific regulations regarding interpreting in our reception facilities. According to the Swedish law, all applicants have the right to interpreting.</p> <p>2. We use interpreters (usually certified) in the Swedish Migration Agency. Two interpreting forms are possible, on-site and by telephone.</p> <p>3. For remote interpretation, we solely use telephones.</p> <p>4. No.</p> <p>5. Yes. We use procurement/open public tender.</p> <p>6. Not applicable.</p>

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