

Appendix 1

Interview questions related to supports and resources

Training

1. As an interpreter, have you ever received information or education on working with patient trauma and stress? Briefly describe the training you have received.
2. As an interpreter, have you received information or education on coping strategies for managing your own stress and emotions? Briefly describe the training you have received.

Impact of disclosing intense/traumatic information to families and/or providers

3. Can you tell us about the kinds of interpreting encounters in which you feel personally distressed because of the information being discussed?
 - a. What about the information being discussed is personally distressing?
 - b. Outside of interpreting difficult content, are there other things at home, work, or elsewhere that make you feel more distressed when interpreting?
4. Have you ever left an interpreting encounter because it was too stressful or distressing?
 - a. Have you ever wanted to leave an interpreting encounter because it was too stressful or distressing?
 - b. What about the assignment was challenging or distressing?

Resources and support for interpreters

5. What resources do you know of that you can use to minimize feeling distressed after interpreting for families?
 - a. Which of those do you use?
 - b. What are the barriers to accessing those resources?
6. What coping strategies do you use when actively interpreting for a distressed family encounter at work?
 - a. What about when recovering from a distressing family encounter at work or at home?
7. When you are dealing with traumatic information, have you ever disclosed these situations to a colleague because you felt distressed?
 - a. What happened after disclosing to a colleague?
8. What resources and supports for interpreters do you think should be made available in the hospital to decrease feeling distressed in this line of work?

Appendix 2

Types of clinics by level

Level 1

- Audiology
- Dental
- Dermatology
- Eye
- Eyes, Nose, and Throat
- Imaging
- Lab
- Occupational Therapy
- Orthopedics
- Physical Therapy
- Speech Language Therapy

Level 2

- Adolescent Medicine
- Asthma Allergy
- Child Development Center
- Child Protection Center
- Diabetes
- Endocrinology
- Gastroenterology
- Neurology
- Psychiatry
- Pulmonary
- Renal Clinic
- Rheumatology
- Surgery Clinic
- Urology

Level 3

- Bone Marrow and Transplant
- Day Surgery
- Emergency Department Trauma Center
- Fetal Concerns Clinic
- Genetics
- Hematology and Oncology
- Herma Heart Institute
- Hospitalized Patients
- Pain Clinic
- Palliative Care
- Special Needs
- SurgiCenter

Appendix 3

Supports and resources identified as available to participants by language services program management

Resource	Who can access this resource?	How would interpreters know about this resource?	How could interpreters access this resource?
	Hospital employee interpreters, on-site contract interpreters, and external agency interpreters (called to provide coverage when the first two groups are unavailable).		
Healing Wreath	All interpreter groups	Located in Language Services program office.	When visiting Language Services office, interpreters see it, read about it and use it in office space. (External agency interpreters may access it when they visit the Language Services office to receive PPE.)
Employee Assistance Program	Hospital Employees (On-site contract interpreters may access this resource in special circumstances with the appropriate permission.)	Shared by HR at hire, info is on system-based intranet, in the system-based newsletter, and is shared via the Language Services communication tool. Language services manager provides resource information in one-on-one meetings with interpreters.	Available 24/7 via phone or online.
Computer/online access during work	Staff interpreters and on-site contractors	Interpreters sign a document for access.	During downtime at work.
Request time off (for emotional wellness)	All interpreter groups	Staff may request paid time off (PTO) or may ask the office manager for brief breaks during work hours. In-house contractors and external agency interpreters may take a break from accepting new appointments.	Via emailing their interpreting lead/manager. A phone call or email.
Treating team debrief	All interpreter groups	If Language Services management is informed of a debrief, management will inform involved interpreters. If interpreters want to attend, management will create availability in their schedules for the debrief.	Planned in advance.
Trauma informed care (TIC) training	All staff interpreters and select in-house contractors	Leader schedules interpreters for initial training. "TIC Champions" share information regularly with staff and in-house contract team.	Planned/scheduled in-person training. TIC champion training is available as a resource in the office.
Training on death and dying	Staff interpreters and on-site contractors only	Language Services training hosted in the past. This content is available on the Language Services shared drive.	Training hosted in the past and is stored online for access.
Lunch and Learn seminars	Staff interpreters and on-site contractors only	Lunch and Learn content is available in meetings and on the shared drive.	During work hours or online.
Healing Garden	All interpreter groups	Access in the main campus hospital.	During downtime and only when open (seasonal).
Access to patient medical records	Staff interpreters and on-site contractors only	Interpreters learn about access during orientation.	While at work.
Hospital Intranet (e.g., benefits page)	Staff interpreters and on-site contractors only	Interpreters learn about access during orientation.	While at work.
Language Services program shared directory	Staff interpreters and on-site contractors only	Interpreters learn about access during orientation.	While at work.
Language Services program Newsletter	Staff interpreters and on-site contractors only	Interpreters learn about access during orientation. Emailed biweekly.	While at work.
Chaplain	All interpreter groups	Request services through the on-call system. Language Services office manager can call for interpreter.	While at work.
Bereavement specialist	All interpreter groups	Request services through the on-call system. Language Services office manager can call for interpreter. Bereavement specialist has given talks to interpreter teams in the past.	While at work.
Critical Incident Stress Management (CISM) team	All interpreter groups	Request services through the on-call system. Language Services office manager can call for interpreter.	While at work.