State of New York
Supreme Court, Appellate Division
Third Judicial Department
Office of Attorneys for Children
286 Washington Avenue Extension
Suite 202
Albany, NY 12203

Robert D. Mayberger
Clerk of the Court

(518) 471-4825
Fax: (518) 471-4757
http://www.nycourts.gov/ad3/oac
ad3oac@nycourts.gov

Betsy R. Ruslander
Director

**MEMO**

To: AFC Panel Members
From: Betsy R. Ruslander
Re: Language Line Services, Inc.
Date: January 14, 2016

In an effort to address the rare but difficult situation that some panel members have faced regarding interpreter services, our office has opened an account with Language Line Services, Inc., a New York State vendor under contract with the Office of Court Administration. Language Line provides telephonic interpretation services that are now available to Attorneys for Children in the Third Judicial Department, the cost of which will be paid for by the State of New York. Please note that this service should be used **for out-of-court communications only**. Interpreter services for court proceedings should be supplied by the court.

**Prior to engaging the services of Language Line, panel members must get an order from the court, authorizing such services**. **A sample order is attached** and also may be found on our webpage at nycourts.gov/ad3/oac/administrative forms. Panel members must provide this office with a copy of the signed order by either email (ad3oac@nycourts.gov), fax (518-471-4757) or regular mail to the address listed above.

Below are instructions to access an interpreter, also set forth in the **attached Quick Reference Guide:**

- Dial **1-866-874-3972**. This will take you to an automated line.
- When prompted, provide this **Client ID Number** on the phone key pad: **502790** (this is a universal ID# for all Third Department AFC panel members).
- When prompted, press 1 for Spanish or press 2 for all other languages (at prompt, state the name of the language that you need). **Attached is a Language Identification Card** that may assist you in determining what language to request.
- When prompted enter the **Family Court Case Number** associated with the case.
- This will take your call out of automation and you will be connected to an operator to whom you should **provide your first and last name**; then you will be connected to an interpreter.

**Also attached is a handout entitled "11 Helpful Tips for Working with an Over-the-Phone Interpreter".** If you have any questions, please feel free to contact me. We hope this service will be helpful to you in your practice.

cc: Family Court Judges
Family Court Clerks

**SAMPLE ORDER**

At a Term of the Family Court of the State of New York, held in and for the County of <Albany>, <Albany>, NY, on the ____ day of _____, 2016

PRESENT:

Hon. _____
JUDGE OF THE FAMILY COURT

----------x

File No._____
Docket No. _____

Petitioner,

-against-

**ORDER AUTHORIZING USE OF LANGUAGE LINE SERVICES**

Respondent.
----------x

IT IS ORDERED that Language Line Services, Inc. is hereby authorized to provide out-of-court telephonic interpreting services to _____, Esq., the attorney for the child(ren), for the purpose of communicating with his/her client or on behalf of his/her client during the pendency of the above referenced matter; and it is further

ORDERED that Language Line Services, Inc. shall be compensated pursuant to contract with the New York State Unified Court System Office of Court Administration.

Dated: _____

ENTER

_____
Hon.
JUDGE OF THE FAMILY COURT

LanguageLine Solutions®

# ATTORNEYS FOR CHILDREN, 3RD DEPARTMENT

## TO ACCESS AN INTERPRETER

1. DIAL: **1-866-874-3972**
2. PROVIDE: **Client ID 5 0 2 7 9 0**
3. INDICATE: **Language**
4. PLEASE ENTER YOUR **CASE NUMBER; ATTORNEY'S FIRST AND LAST NAME**

Document the interpreter name and ID number for reference.

## IMPORTANT INFORMATION:

**WORKING WITH AN INTERPRETER** – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

**3-WAY CALL –** Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

**LANGUAGELINE DUAL HANDSET PHONE –** If you have a LanguageLine Dual handset phone, lift the handset and press the pre-programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

**CUSTOMER SERVICE** – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.

© 2014 LanguageLine Solutions Confidential Information / 12.23.14

Brief the interpreter and give any special instructions.

## IMPORTANT INFORMATION:

**WORKING WITH AN INTERPRETER** – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

**3-WAY CALL –** Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

**LANGUAGELINE DUAL HANDSET PHONE –** If you have a LanguageLine Dual handset phone, lift the handset and press the pre-programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

**CUSTOMER SERVICE** – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.

© 2014 LanguageLine Solutions Confidential Information / 12.23.14

## Europe

**Albanian** — Shqip
Tregoni me gisht gjuhën tuaj. Do të thërrasim një përkthyes. Përkthyesi ofrohet falas për ju.

**Armenian** — Հայերէն
Նշեք, թե որ լեզվով եք խոսում: Թարգմանիչ կկանչենք: Թարգմանչի ծառայությունները տրամադրվում են անվճար:

**Basque** — Euskara
Zure hizkuntza aukeratu. Jarraian interprete bati deituko diogu. Zerbitzu hau doakoa da.

**Bosnian** — Bosanski
Pokažite svoj jezik. Pozvat ćemo tumača. Usluge tumača su besplatne za vas.

**Bulgarian** — Български
Посочете вашия език. Ще бъде извикан преводач. Преводачът е осигурен безплатно за вас.

**Croatian** — Hrvatski
Pokažite svoj jezik. Prevoditelj će biti pozvan. Prevoditelja ćete dobiti besplatno.

**Czech** — Čeština
Ukažte na váš jazyk. Bude zavolán tlumočník. Tlumočení je pro vás bezplatné.

**Danish** — Dansk
Peg på dit sprog. En tolk vil blive tilkaldt. Tolken tilbydes uden omkostninger for dig.

**Dutch** — Nederlands
Wijs uw taal aan. Er zal contact worden opgenomen met een tolk. De service van de tolk is geheel gratis.

**Estonian** — Eesti keel
Osutage oma keelel. Vastava tõlgiga võetakse ühendust. Tõlketeenus on teie jaoks tasuta.

**Finnish** — Suomi
Osoita maasi kieltä. Kutsumme tulkin paikalle. Tulkin käyttö on sinulle ilmaista.

**French** — Français
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.

**German** — Deutsch
Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird angefordert. Der Dolmetscher ist für Sie kostenlos.

**Greek** — Ελληνικά
Δείξτε τη γλώσσα σας και θα καλέσουμε ένα διερμηνέα. Ο διερμηνέας σας παρέχεται δωρεάν.

**Hungarian** — Magyar
Válassza ki a nyelvet. Tolmácsot fogunk hívni. A tolmács az Ön számára díjtalan.

## Europe - continued

**Icelandic** — Íslenska
Bentu á þitt tungumál. Það verður hringt í túlk. Túlkurinn er þér að kostnaðarlausu.

**Italian** — Italiano
Indicare la propia lingua. Un interprete sarà chiamato. Il servizio è gratuito.

**Lithuanian** — Lietuvių
Nurodykite savo kalbą. Bus pakviestas vertėjas. Vertėjas jums bus suteiktas nemokamai.

**Macedonian** — Македонски
Покажете на јазикот на кој зборувате. Ќе повикаме преведувач. Услугите на преведувачот се бесплатни.

**Norwegian** — Norsk
Pek på språket dit. En tolk vil bli tilkalt. Tolken tilbys kostnadsfritt for deg.

**Polish** — Polski
Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.

**Portuguese** — Português
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.

**Romanian** — Română
Indicați limba pe care o vorbiți. Vi se va face legătura cu un interpret caare vă este asigurat gratuit.

**Russian** — Русский
Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.

**Serbian** — Српски
Покажите свој језик. Преводилац ће бити позван. Преводилац је за вас обезбеђен бесплатно.

**Slovak** — Slovenčina
Ukážte na svoj jazyk. Zavoláme tlmočníka. Tlmočenie je pre vás bezplatné.

**Spanish** — Español
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.

**Swedish** — Svenska
Peka på ditt språk. En tolk kommer att tillkallas. Tolken erbjuds utan kostnad för dig.

**Ukranian** — Українська
Вкажіть вашу мову. Вам викличуть перекладача. Послуги перекладача надаються безкоштовно.

**Yiddish** — יידיש
ווייזט אָן אויף אייער שפּראַך און מען וועט רופן אַן איבערזעצער. איר דאַרפט גאָרניט באַצאָלן פאַר דער איבערזעצונג.

## Pacific Islands

**Fijian** — Vosa Vakaviti
Dusia na nomu vosa. Ni na Vakarautaki mai e dua na dau vakadewa vosa. Na dau vakadewa vosa e sega ni saumi.

**Ilocano** — Ilokano
Itudo yo ti sao yo. Ag awag da ti maysa nga mangipatpatarus nga tumulong kadakayo nga awan ti bayad na.

**Indonesian** — Bahasa Indonesia
Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.

**Malay** — Bahasa Melayu
Tunjukkan bahasa anda. Jurubahasa akan dihubungi. Jurubahasa akan disediakan tanpa anda dikenakan bayaran.

**Marshallese** — Kajin Majól
Kelet kajin eo am. Im renaaj kúr juón am Ri-Ukok. Ri-Ukok eo enaaj jibañ eok ilo ejjelok wóneen.

**Samoan** — Fa'asamoa
Fa`asino lau gagana. Ole a vala`au se fa`amatala`upu. Ua saunia se fa`amatala`upu e aunoa ma se tau e te totogiina.

**Tagalog** — Tagalog
Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.

**Tongan** — Lea Faka-Tonga
Tuhu`I mai ho`o lea fakafonua. `E ui ha fakatonulea. `Oki ta`etotongi kia `a e fakatonulea.

## North America, South America, and Caribbean

**French** — Français
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.

**Haitian Creole** — Kreyòl
Lonje dwèt ou sou lang ou pale a epi nap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.

**Navajo** — Diné k'ehjí
Nizaad biká'ígíí bich'į' dah diilníih. Ata' halne'é ła' hágo bi'di'dooniił. Ata' halne'é éí doo haida yit'éego bik'é ni'diiléeł da. T'áájíík'e ná ata' hodoolnih.

**Portuguese** — Português
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.

**Spanish** — Español
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.

# LanguageLine Solutions℠

# Language Identification Card

As a LanguageLine Solutions client you have access to over-the-phone interpretation 24 hours a day, 7 days a week. Use this Language Identification Card in a face-to-face situation to determine which language a person speaks. The Language ID Card lists the languages most frequently encountered in North America, grouped by the geographical region where they are commonly spoken.

- To use the Language ID Card efficiently, locate the geographical region where you believe the speaker may be from. (Pacific Islands, Europe, etc.)
- Show the person the languages listed for that region. The message underneath each language says: "Point to your language. An interpreter will be called. The interpreter is provided at no cost to you."

**English** — English
Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

- Refer to your Quick Reference Guide (QRG) to access an interpreter through LanguageLine Solutions. In most cases, an interpreter is available within seconds.
- If you are unable to identify the language, our representative will help you.

*Please note: LanguageLine Solutions interprets from English into more than 200 languages. Only the most requested languages are listed here. This list is subject to change based upon client demand.*

From North America call **1800 752-6096** for more information about our service.

*Interpreting* *Translation* *Testing and Training*

© 2013 LanguageLine Solutions / 1-800-752-6096 / www.LanguageLine.com

## India, Pakistan, and Southwest Asia

**Bengali** বাংলা
আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে। দোভাষী আপনি নিখরচায় পাবেন।

**Gujarati** ગુજરાતી
તમારી ભાષાનો ઉલ્લેખ કરો. દુભાષિયાને બોલાવી શકાશે. દભાષિયાને બોલવવામાં તમારે ખર્ચ આપવો નહિ પડે

**Hindi** हिंदी
अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।

**Malayalam** മലയാളം
നിങ്ങളുടെ ഭാഷയിലേക്ക് ചൂണ്ടുക. ഒരു വ്യാഖ്യാതാവിന്റെ സേവനം ലഭ്യമാക്കും. ഈ വ്യാഖ്യാതാവിന്റെ സേവനം നിങ്ങൾക്ക് സൗജന്യമായാണ് നൽകുന്നത്.

**Nepali** नेपाली
आफ्नो भाषातर्फ औंल्याउनुहोस्। एक दोभाषेलाई बोलाइनेछ। तपाईंको विना कुनै खर्चको, एकजना दोभाषे उपलब्ध गराइनेछ।

**Punjabi** ਪੰਜਾਬੀ
ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਭਾਸ਼ੀਆ ਦੀ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।

**Sinhalese** සිංහල
ඔබේ භාෂාව පෙන්වන්න. භාෂා පරිවර්තකයෙකු කැඳවනු ඇත. භාෂා පරිවර්තකය ඔබ වෙත නෙමිලේ සැපයෙනු ඇත.

**Tamil** தமிழ்
உங்கள் மொழியைச் சுட்டிக்காட்டுங்கள்.
மொழிபெயர்ப்பாளர் ஒருவர் அழைக்கப்படுவார்.
மொழிபெயர்ப்பாளருக்காக நீங்கள் செலவு செய்யத்தேவையில்லை.

**Telugu** తెలుగు
మీ భాషను గుర్తించండి. మీ భాషానువాదకులను పిలువబడును.
మీకు ఎటువంటి ఖర్చు లేకుండా భాషానువాదకులను సమకూర్చబడును.

**Urdu** اُردو
اپنی زبان پر اشارہ کریں۔ ایک ترجمان کو بلاجائے گا۔
ترجمان کا انتظام آپ پر بغیر کسی خرچ کے کیا جائے گا۔

## Africa

**Acholi** Acoli
Siem thok ma iyae. Ja loko ibiro luongi.
Jaloko no ochiuni ma onge chudo.

**Amharic** አማርኛ
ቋንቋዎትን ያመልክቱ። አስተርጓሚ ይጠራል።
አስተርጓሚው በነጻ ይቀርብልዎለታል።

**Arabic** عربي
أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما
سيتم إحضار المترجم الفوري مجانًا.

## Africa - continued

**Dinka** Thok monyjang
Weet ten thoungdie. Raan weetgeryic a col.
Agerwelyic ku a cin aroop biyik yen.

**French** Français
Indiquez votre langue et nous appellerons un interprète.
Le service est gratuit.

**Hausa** Hausa
Nuna zuwa ga yarenka. Za a kira tafinta. An samar maka da tafintan ne ba tare da sai an biya kudi ba.

**Italian** Italiano
Indicare la propia lingua. Un interprete sarà chiamato.
Il servizio è gratuito.

**Nuer** Mägäcä luqäddä
Ku tïlmään luqäddäädä. Turjubään äyää looyëërï-doonää.
Turjubäänkä lägugu yëëräyo wää bïlääsh.

**Oromo** Oromo
Gara afaan keetti eeri. Turjumaanni ni waamama.
Turjumaanni beesee takka malee siif qophaawa.

**Portuguese** Português
Indique o seu idioma. Um intérprete será chamado.
A interpretação é fornecida sem qualquer custo para você.

**Portuguese Creole** Crioulo Portugues
Nho pontâ pa lingu qui nho ta papiâ. No ta arranja um interprete pa nho. No ta rranja um interprete e nho ca ta pagâ nada pa el.

**Somali** Af-Soomaali
Farta ku fiiqluqadaada… Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.

**Swahili** Kiswahili
Onyesha lugha yako. Mkalimani ataitwa.
Utapewa mkalimani bila gharama yoyote.

**Tigrinya** ትግርኛ
ቋንቋኹም አመልክቱ፡፡ ኣተርጓሚ ክጽዋእ ይኽእል እዩ፡፡
ንኣተርጓሚ እትከፍልዎ ዝኾነ ክፍሊት የለን፡፡

**Wolof** Wolof
Taannal sa lakk ngir fiou bolela ak kou degg sa lakk mou dimbeuli leu. Ndimbeul bi do ci fey dara.

**Yoruba** Yorùbá
Tọ́ka sí èdè rẹ. A ó pe ògbùfọ̀ kan.
Ọ̀fẹ́ ni a ó pe ògbùfọ̀ yìí fún ọ.

**LanguageLine Solutions also offers Document Translation**

For more information contact us:
Phone: 1 888 763-3364 • Fax: 1 800 648-0170
E-mail: translation@languageline.com
Web: www.LanguageLine.com

## Middle East

**Arabic** عربي
أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما
سيتم إحضار المترجم الفوري مجانًا.

**Armenian** Հայերէն
Նշեք, թե որ լեզվով եք խոսում: Թարգմանիչ կկանչենք:
Թարգմանչի ծառայությունները տրամադրվում են անվճար:

**Azerbaijani** Azərbaycan dili
Danışdığınız dili bildirin. Sizin üçün tərcüməçi dəvət olunacaq.Tərcümə xidməti üçün ödəniş tələb olunmur.

**Dari** دری
زبان مود نظر را نشانی کنید. یک ترجمان فراخوانده خو اهد شد. این برای شما کدام هزینه در پی نخواهد داشت.

**Farsi** فارسي
زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.

**Hebrew** עברית
הצבע לעבר השפה שלך, ואנחנו נתקשר למתורגמן.
שירותו של המתורגמן ניתן ללא תשלום.

**Kurdish** کوردی
ئاماژە بە زمانەکەتان. وەرگێڕێک بانگ دەکرێت.
بۆ ئامادەکردنی وەرگێڕ هیچ پارەیەک لە تۆ وەرناگیردرێت.

**Pashto** پښتو
خپلې ژبې ته اشاره وکړئ. یو ژباړونکی به راوبلل شي.
ستاسو له پاره د ژباړونکي انتظام په وړیا توګه کیږي.

**Turkish** Türkçe
Konuştuğunuz dili gösterin. Sizin için bir çevirmen aranacaktır. Bu çevirmen size ücretsiz sağlanır.

## Asia

| | | |
|---|---|---|
| **China** | 請指認您的語言，以便為您提供免費的口譯服務。 | 请指认您的语言，以便为您提供免费的口译服务。 |
| **Cantonese** | 廣東話 | 广东话 |
| **Chaochow** | 潮州話 | 潮州话 |
| **Fukienese** | 福建話 | 福建话 |
| **Mandarin** | 國語 | 普通话 |
| **Shanghai** | 上海話 | 上海话 |
| **Taiwanese** | 台灣話 | 台湾话 |
| **Toishanese** | 台山話 | 台山话 |

## Asia- continued

**Burmese** မြန်မာ
သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ခေါ်ပေးပါမယ်။
သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမယ်။

**Hmong** Hmoob
Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus.
Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.

**Indonesian** Bahasa Indonesia
Tunjukkan bahasa Anda. Penerjemah akan dihubungi.
Penerjemah disediakan gratis tanpa dikenakan biaya.

**Japanese** 日本語
あなたの話す言語を指してください。
無料で通訳サービスを提供します。

**Karen** ကညီကျိာ်
နဲ့ဉ်လီၤဆူနကျိာ်.တၢ်ကကိၤပှၤကျိာ်ထံတၢ်.
တၢ်ဟ့ဉ်ပှၤကျိာ်ထံတၢ်လၢတအိဉ်ဒီးအပှၤအကလံၤဘဉ်.

**Khmer (Cambodian)** ខ្មែរ (កម្ពុជា)
សូមចង្អុលភាសាអ្នក។ យើងនឹងហៅអ្នកបកប្រែភាសាមកជូន។
អ្នកបកប្រែភាសានឹងជួយអ្នកដោយមិនគិតថ្លៃ។

**Korean** 한국어
귀하께서 사용하는 언어를 지정하시면 해당
언어 통역 서비스를 무료로 제공해 드립니다.

**Laotian** ພາສາລາວ
ຊີ້ບອກພາສາທີ່ເຈົ້າເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້.
ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍແປພາສາ.

**Malay** Bahasa Melayu
Tunjukkan bahasa anda. Jurubahasa akan dihubungi.
Jurubahasa akan disediakan tanpa anda dikenakan bayaran.

**Mien** Mien
Nuqv longc meih nyei waac fingx. Ninh mbuo porv waac mienh oix zuqc heuc daaih lorx meih. Ninh mbuo porv waac mienh tengx nyei jiauv louc yaac baeqc thenx maiv zuqc cuotv zinh nyaanh faan-liuc.

**Mongolian** Монгол
Танай хэлээ эаа. Орчуулагч дуудагдана.
Орчуулагчийн тусламж танд үнэгүй байх болно.

**Thai** ไทย
ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาล่ามให้ท่าน
การใช้ล่ามไม่ต้องเสียค่าใช้จ่าย

**Vietnamese** Tiếng Việt
Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

Printed on recycled paper. LLS 02/13

LanguageLine Solutions℠

# LanguageLine Solutions℠

## 11 Helpful Tips for Working with an Over-the-Phone Interpreter

1. **BRIEF THE INTERPRETER -** Identify the name of your organization to the interpreter, provide specific instructions of what needs to be done or obtained and let him/her know whether you need help with placing a call. If you need the interpreter to help you place a call to the limited English Proficient (LEP) customer, you may ask the interpreter for a dial-out. There is a limited amount of time allotted for placing a dial-out once the interpreter is on the phone. Therefore, it is important that you provide a brief introduction and specific instructions to the interpreter in a timely manner.
2. **SPEAK DIRECTLY TO THE CUSTOMER -** You and your customer can communicate directly with each other as if the interpreter were not there. The interpreter will relay the information and then communicate the customer's response directly back to you.
3. **SPEAK NATURALLY, NOT LOUDER -** Speak at your normal pace, not slower.
   - SEGMENTS - Speak in one sentence or two short ones at a time. Try to avoid breaking up a thought. Your interpreter is trying to understand the meaning of what you're saying, so express the whole thought if possible. Interpreters will ask you to slow down or repeat if necessary. You should pause to make sure you give the interpreter time to deliver your message.
   - CLARIFICATIONS - If something is unclear, or if the interpreter is given a long statement, the interpreter will ask you for a complete or partial repetition of what was said, or to clarify what the statement meant.
4. **ASK IF THE LEP UNDERSTANDS -** Don't assume that a limited English-speaking customer understands you. In some cultures a person may say 'yes' as you explain something, not meaning they understand, but rather they want you to keep talking because they are trying to follow the conversation. Keep in mind that a lack of English does not necessarily indicate a lack of education.
5. **DO NOT ASK THE INTERPRETER FOR THEIR OPINION -** The interpreter's job is to convey the meaning of the source language and under no circumstances may he or she allow personal opinion to color the interpretation. Also, do not hold the interpreter responsible for what the customer does or does not say. For example, when the customer does not answer your question.
6. **EVERYTHING YOU SAY WILL BE INTERPRETED -** Avoid private conversations. Whatever the interpreter hears will be interpreted. If you feel that the interpreter has not interpreted everything, ask the interpreter to do so. Avoid interrupting the interpreter while he/she is interpreting.
7. **AVOID JARGON OR TECHNICAL TERMS -** Don't use jargon, slang, idioms, acronyms or technical medical terms. Clarify unique vocabulary and provide examples if they are needed to explain a term.
8. **LENGTH OF INTERPRETATION SESSION -** When you're working with an interpreter the conversation can often take twice as long compared with one in English. Many concepts you express have no equivalent in other languages, so the interpreter may have to describe or paraphrase many terms you use. Interpreters will often use more words to interpret what the original speaker says simply because of the grammar and syntax of the target language.
9. **READING SCRIPTS -** People often talk more quickly when reading a script. When you are reading a script, prepared text or a disclosure, slow down to give the interpreter a chance to stay up with you.
10. **CULTURE -** Professional interpreters are familiar with the culture and customs of the limited English proficient (LEP) customer. During the conversation the interpreter may identify and clarify a cultural issue they may not think you are aware of. If the interpreter feels that a particular question is culturally inappropriate, he or she might ask you to either rephrase the question. You may or ask the interpreter to help you to get the information in a more appropriate way.
11. **CLOSING OF THE CALL -** The interpreter will wait for you to initiate the closing of the call. When appropriate, the interpreter will offer further assistance and will be the last to disconnect from the call. Remember to thank the interpreter for his or her efforts at the end of the session.

**FOR MORE INFORMATION:**
**www.LanguageLine.com / 1-800-752-6096**

© 2013 LanguageLine Solutions. All right reserved. / www.LanguageLine.com