



TIPS & ADVICE



YOUR ROLE

WE ACCOMMODATE THREE-WAY INTERPRETATION CALLS. At the beginning of the call tell the call center agent the name and phone number of the third party call to be connected.

IMMEDIATELY INTRODUCE YOURSELF to the limited-English proficient (LEP) client and explain your reason for calling.

ALWAYS SPEAK IN FIRST PERSON. For example, say, “Do you have a fever?” rather than “Ask her if she has a fever please.”

TELEPHONE INTERPRETATION IS CONSECUTIVE INTERPRETATION. After you speak one-two sentences or finish a thought, pause to give the interpreter enough time to interpret each statement in the respective language.

CONTROL THE CONVERSATION. The interpreter is only there to interpret. You are responsible for making sure the LEP client receives the same service as an English-speaking client.

ASK THE INTERPRETER AND THE LEP CLIENT QUESTIONS to ensure they understand what you want to communicate.

BE PREPARED TO EXPLAIN SOME THINGS IN MORE DETAIL FOR THE INTERPRETER. Some terminology and concepts may not have an equivalent in the target language.

AVOID ASKING THE INTERPRETER FOR HIS/HER OPINION about the situation being interpreted.

PROVIDE FEEDBACK ABOUT YOUR INTERPRETATION SERVICES. We want to know about your interpretation experience. To that end, your feedback is critical.

YOUR INTERPRETER'S ROLE

YOUR INTERPRETER SHOULD INTRODUCE THEMSELVES using a first name and ID number. They are not required to provide a last name.

YOUR INTERPRETER WILL PROVIDE A BRIEF INTRODUCTORY on how to utilize their services, to you and your LEP (limited English proficiency) client.

YOUR INTERPRETER SHOULD NOT HAVE A SIDE CONVERSATION with you or the client. He or she must relay everything that is said back to you or to your client. This includes any advice the client may ask of the interpreter.

YOUR INTERPRETER SHOULD NOT DISCUSS ANYTHING UNRELATED to the telephone interpretation assignment.