

## **#14** : *Translation and Interpretation Services*

The Ohio Department of Health (ODH) provides IFSP translation and interpretation services at no cost to counties. These services are provided by Affordable Language Services (ALS). The interpretation service that is provided is telephonic interpretation. Telephonic interpretation is used by calling ALS when you are with a family.

1. When using this service the service team must ensure that they have access to a telephone that has good sound capabilities.
2. If the service team has to use a cell phone due to the fact that the family does not have a land line home phone then the team must consider whether or not the family lives in an area where the signal strength is strong enough to maintain the call.
3. The team must ensure that the cell phone is fully charged as the call could last for a long length of time.
4. The team must ensure that the cell phone being used does not have a limited minute phone package.
5. If the family does not live in area where the signal strength is sufficient to maintain the call, and there is not a landline phone available then the team may have to hold the meeting in another location. Possible alternative locations include; libraries, HMG staff offices, Public Children Services agencies, etc.
6. Interpreters should be available during both the evaluation and assessment and during the IFSP meeting to explain what is occurring to the family.

If face to face interpretation services are needed for a deaf or hard of hearing parents/caregiver then the service coordinator should arrange for face to face interpretation.

1. If the county team is serving a child who has a hearing related diagnosis, the service coordinator should ensure that they invite the Regional Infant Hearing consultant to all meetings with parent permission.

The service coordinator will forward the Translation Request form via email to their assigned ODH EI program consultant. The form is attached to this guidance document. County personnel must alert the family that it takes a minimum of seven business days to have an IFSP translated and returned to the county.

Face to face interpretation services are not paid for by ODH. Counties should budget for face to face interpretation services when completing their Early Intervention Grant budget. If interpretation services are paid out of the Early Intervention Grant they must be listed in GMIS under the contract category. Counties will be required to have contracts with the interpretation agency that includes deliverables. Lastly, counties will need to complete a CCA in GMIS for the interpretation agency.

## **Help Me Grow Early Intervention Translation Request form**

Please be aware that it takes a minimum of seven business days for the document to be translated and returned to the county.

Request Date:

County:

Name of Service Coordinator:

Phone Number of Service Coordinator:

Email Address of Service Coordinator:

Child's name:

ET ID #:

Language needed:

Thank you for choosing Affordable Language Services for your interpreting needs. We appreciate the opportunity to be of service to you.

Below you will find instructions as well as tips for using the telephonic interpretation service. We hope these will be helpful in making the telephonic interpreting process not only successful but a more comfortable experience for everyone.

## **User Instructions for Telephonic Interpretation**

---

**Affordable Language Services** & partner Telelanguage Services provides over-the-phone interpretation in **over** 150 languages, 24 x 7 days a week. Following are instructions on how to access an interpreter in any of the **over** 150 languages.

### **Incoming calls:**

1. Get an outside line.
2. Dial 1-866-350-2971
3. Give your **Organization Access Code = 4238**  
**(For security reasons, keep this code from public view)**
4. **Give your name and any information that you require for billing purposes to the operator and the language needed.**

#### **Example 1:**

1. Name of person that requires an interpreter (**Please provide correct spelling of last name**)
2. Case number,
3. reason for appointment etc...

#### **Example 2:**

1. Child's Name that requires an interpreter (**Please provide correct spelling of last name**)
  2. ET ID #,
  3. Reason for appointment etc...
5. You will be connected to an interpreter.
  6. Speak to the customer in the first person-DIRECTLY. This allows the conversation to flow smoothly and shorten the call.
  7. When done - State "**End of Call**".

### **Outgoing call:**

1. Begin at Step #2 above.
  2. Once interpreter is on the line, you may add on the non-English speaking person you need to communicate with. If you have 3-way calling available at your station, obtain a second dial tone and add the third party to the call.
-

### **Contacts List:**

If you experience problems, have a complaint or would like to make a commendation, please call the 24-hour Customer Care Line at:

Customer Support Contact Information		
Technical Support	Technical or Connectivity	800-514-9237 X2171

For any other problems, contact Affordable Language Services at 513-745-0888 and speak to either Elizabeth at ext. 5021 or Cathaleen at ext. 5020.

## **Tips for using Telephonic Interpretation**

- Telephonic Interpretation is always consecutive. This means there are pauses while the interpreter repeats each statement in the respective language.
- Remember to speak in the first person as you would during a “normal” conversation.
- Give the interpreter specific questions to relay.
- Group your thoughts and questions to help the flow of the conversation.
- Expect interpreted comments to run a little longer than the English phrases as interpreters convey the meaning and do not interpret word-for-word.
- If you do not know which language your client speaks, ask our interpreter coordinator to help you.
- Try to speak at an even pace and make pauses for interpretation.
- Interpreters merely transform information from one language into another. Do not hold the interpreter responsible for what your client does or does not say.
- Always remember that concepts and terminologies specific to your industry often require explanation or elaboration in other languages.

Again, if you have any questions or concerns regarding this process please feel free to contact our office at 513-745-0888.

Again, thank you and we look forward to working with you.

Affordable Language Services Staff