

## Access Audio Interpreting from any Telephone

1

To access Telephone Interpreting, simply dial your dedicated number on any telephone.

Your dedicated GLOBO number for Telephone Interpreting:

**510.529.2798**

2

Select the Language Needed

- Press **1** for Spanish
- Press **2** for Mandarin
- Press **3** for Cantonese
- Press **4** for Vietnamese
- Press **5** for Farsi
- Press **6** for Russian
- Press **7** for Kmer (Cambodian)
- Press **8** for Korean
- Press **9** for Arabic
- Press **0** for all other languages to connect with an Operator

3

Enter your location PIN number

4

Connect with the interpreter and provide them with a short introduction at the beginning of the call, and a brief background on the nature of the call.

**Contact your Language Access Coordinator for your Location PIN Code**



## Important Information

### **Avoid Unauthorized Use of Your Account.**

Please do not give out the toll free number or your PIN code to your clients.

### **Tips for Use & Faster Connect Time.**

Listen to all of the prompts carefully and enter your PIN accurately. Failure to enter the appropriate information at the time of the prompt will delay call routing. You can enter the number for the language needed once the menu begins. You do not need to listen to all 10 options.

**Working with an Interpreter.** At the beginning of the call, allow for a short introduction and 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 that to ensure accuracy, your interpreter may sometimes ask for clarification or repetition. For more information on how to work effectively with an interpreter, please refer to the reverse side of this page.

**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.

## Understanding an interpreter's role can help your clients have the best experience when utilizing GLOBO's Services.

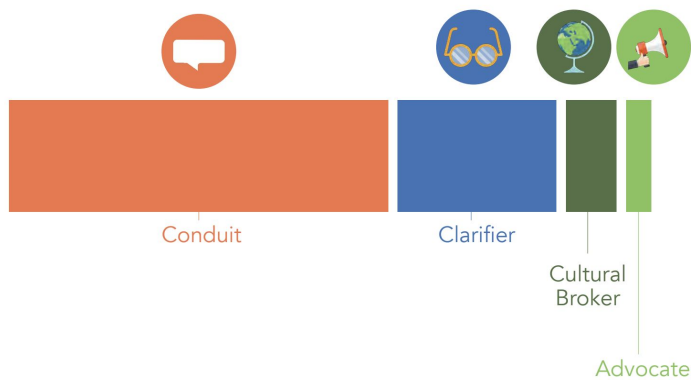
The interpreter works only with what they are given. They will not add or omit any part of a spoken message.

*This means:* if the question/initial statement does not make sense or is confusing, chances are that the response will be the same.

**AVOID** asking the interpreter to speak to the Limited English Proficient (LEP) person (i.e., "Ask him if..." or "Tell him I am going to...")

**DO** speak directly to the LEP *through* the interpreter. Behave as if addressing a speaker of your same language. The interpreter will deliver the message to your intended recipient, just as if you were speaking directly to the person: (i.e., "Do you...?")

**The primary function of an interpreter is to serve as a conduit of the message** (i.e. to make the conversation take place as if all parties involved spoke the same language).



*There are rare times when an interpreter acts as a cultural broker and in even rarer occurrences, they may advocate. But the majority of the time, an interpreter's job is limited to being a conduit from language to language.*



## Tips for Working with an Interpreter

- Speak directly to the other party, not the interpreter.
- Speak in short phrases.
- Speak audibly and clearly.
- Speak in "living room" language. The simpler the concept is, the easier it is to interpret.
- Acronyms/jargon that you use every day may not be familiar to the interpreter, let alone the LEP. Health literacy in the US is not that high, and it is lower in many other countries.
- Pause often.
- Let the interpreter finish their rendition before you begin speaking again.
- Be aware of your surroundings - remember that all of the background noise that you can filter out affects the ability of the interpreter to hear you clearly through the phone.
- Remember not every culture is as direct as ours. A simple yes or no question that you ask will likely get a long answer with all of the surrounding details and background context. The reverse could also be true.
- Use a teach-back. If you are not getting the answer you want from the LEP, ask them directly to tell you what they have understood from your question/statement.