

Telephone Interpreting Services

NOTE

In order to access Telephone Interpreting service, **staff must seek approval** from the appropriate officer, who will provide them with a **Customer Access Code**. This code is confidential to each council department and once staff have sought approval, they can then contact the local number - 01752 546728 and follow the prompts to access an interpreter.

Each Plymouth City Council Directorate has different access codes, these are held by authorising officer or services Managers from the various directorates.

Telephone
Interpreting Services

Telephone Interpreting Service

Instructions for Use

Telephone Interpreting Services

Manual Access

- 1. Dial** 01752 546728
- 2. Enter** your assigned Personal Access code followed by the # key.
(If your company has requested the Cost Centre Code/ Custom Call Code feature you'll be prompted for it after entering the Account Number, followed by the # key.)
- 3. Dial '0'** at any time after entering your access code to speak with a Customer Care Representative.
- 4. Enter** the language request code followed by the # key.

You may listen to the menu of frequently requested languages and select the language at any time.

- 5.** Once the interpreter comes on the line,
 - **introduce** yourself,
 - **state** the purpose of your call, and
 - **instruct** the interpreter to proceed.

Although the Telephone Interpreting Service has prompts that will guide you, you do not need to wait - you may enter the language request code at any time.

The local number - **01752 546728** - and your access code can be pre-programmed (speed dial) for faster access by you or your IT personnel.

Please note - entering the language request code is the most efficient way to reach an interpreter.

Telephone Interpreting Services

Manual Access

Please dial Telephone Language Services on 01752 546728 and follow the prompts, inputting your Personal Access Code (xxxxxx) and choosing your language code from the list below. If language identification is difficult then dial ALS, input your account number & dial "0" and speak to a Customer Care Representative.

<u>Commonly Requested</u>	<u>Code</u>
Arabic	92
Bengali	706
Cantonese	93
Creole (Haitian)	780
Czech	710
Farsi, Western	94
French	95
German	4
Italian	995
Japanese	96
Korean	3
Lithuanian	735
Mandarin	97
Polish	5
Portuguese	996
Punjabi, Eastern	749
Romanian	750
Russian	997
Slovak	755
Somali	757
Spanish	1
Tamil	729
Turkish	764
Urdu	999
Vietnamese	2

Less Commonly/Seldom

Requested

Acholi	728
Afrikaans	701
Akan	723
Albanian	702
Amharic	91
Armenian	772
Ashante Twi	510
Assyrian	502

Azerbaijani	778	Kurdish Bandinani	731
Bulgarian	707	Kurdish Sorani	730
Burmese	708	Kurmanji	520
Cambodian	991	Laotian	732
Catalan	506	Latvian	733
Cebuano	768	Lingala	734
Danish	711	Luganda	718
Dutch	713	Macedonian	775
Egyptian Arabic	538	Malay	737
Estonian	783	Malayalam	507
Farsi, Eastern (Dari)	712	Mandinga	739
Finnish	716	Marathi	714
Dutch Flemish	501	Mirpuri	533
French (Can.)	511	Mongolian	790
Fukienese	715	Ndebele	521
Fulani	745	Nepali	741
Ga	505	Norwegian	742
Georgian	784	Oromo	796
Greek	993	Pashto	98
Gujarati	738	Pidgin, Nigerian	522
Hakka	513	Rwanda	519
Hausa	721	Samoan	543
Hebrew	722	Serbo-Croatian	752
Hindi	994	Shanghai	515
Hmong	744	Shona	753
Hungarian	724	Sinhala	754
Ibo	759	Slovenian	756
Ilocano	726	Soninke	536
Indonesian	727	Swahili	998
Iraqi Arabic	539	Swedish	761
Javanese	540	Sylheti	526
Kachchi	534	Tagalog	762
Kazakh	786	Taiwanese	763
Kirundi	537	Thai	992
Kongo	518	Tibetan	798
Krio	720	Tigrinya	773
		Tongan	792

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Twi	709	Wolof	747	Zulu	770
Ukrainian	765	Yiddish	528		
Welsh	531	Yoruba	794		

BLACK - commonly requested
BLUE - less commonly requested
ORANGE - seldom requested

Telephone Language Services

Getting Started

Meeting with or placing a call to a client with limited English proficiency

1. Access the system and connect to an interpreter - let them know who you are/will be meeting/calling, the purpose of the call, and introduce them to the client/put them on hold as appropriate.
2. If you are telephoning your client, put the interpreter on hold and call your client and create the three-way conference call with the interpreter, the client and yourself.

Our interpreters can't make outbound calls, so you will need to conference the call from your line.

Scheduling an appointment with an interpreter

1. Dial **01752 546728**, enter your Account Number and press '0' for a Customer Care Representative.
2. Inform the CCR that you need to schedule an interpreter and provide:
 - the language,
 - the date and time of the appointment,
 - any special instructions.

Calling for an appointment

1. Dial **01752 546728**, enter your Personal Access Code and press '0'.
2. Tell the CCR that you are calling in for a scheduled appointment with an interpreter. The CCR will connect you with the interpreter reserved for you.

Requesting a male or female interpreter for sensitive calls

1. Dial **01752 546728**, enter your Access Code and press '0'.
2. Ask the CCR whether a male or female interpreter is currently available in the language you need. Remember that you can schedule an appointment with a specific interpreter ahead of time.

Telephone Language Services

Tips for Successful Communication

1. Identify yourself & your purpose clearly, speaking a little more slowly than usual and breaking regularly to allow the interpreter to interpret. If possible, give the interpreter a quick picture of the situation - this is particularly helpful if your client is upset.
2. Allow the interpreter time to introduce themselves to your client.
3. Remember that the interpreter is a conduit facilitating communication between languages & cultures. Information passes through them but they are not personally involved in the conversation.
4. Speak directly to the Limited English Speaker during the conversation and avoid using the 3rd person ("tell him...", "ask him...", "Does he know...").
5. Direct the interpreter as to what information will be delivered or obtained from your client. Remember, you are driving the conversation.
6. Be aware that there may be a delay before an interpreter can elicit the information you need because of cultural or linguistic differences.
7. Expect to hear what may seem to be 'chatter' occasionally between the interpreter & your client as they build the communication bridge. Please be patient and the interpreter will get back with you. Feel free, however, to interrupt & ask the interpreter what information was being shared between them. The interpreter will let you know.
8. Be aware of linguistic differences. It often requires more words in the target language to express the meaning of the originating language.
9. If you are not clear or don't understand them, feel free to ask the interpreter to repeat him/herself. Expect, though, to hear accented English from some interpreters.
10. Be patient - interpretation involves at least three people speaking two languages expressing their ideas & sharing information.

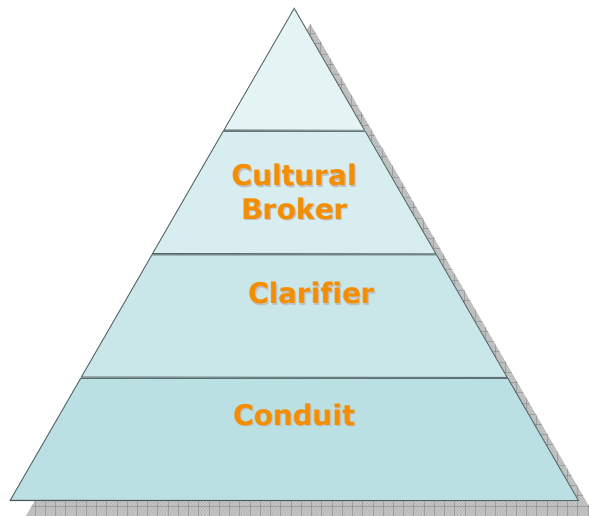
Telephone Language Services

Roles of an Interpreter

Conduit

This is the most basic of the roles. It involves rendering in one language what has been said in a second: no additions, no omissions, no editing or polishing.

This is the “default” role of the interpreter, which the interpreter adopts unless they perceive a clear potential for misunderstanding.



Clarifier

In this role, the interpreter adjusts register, explains or makes word pictures of terms that have no linguistic equivalent (or whose linguistic equivalent will not be understood by the LEP individual) and checks for understanding.

The interpreter should take this role when they believe it is necessary to facilitate understanding.

Cultural Broker

In this role, the interpreter provides a necessary cultural framework for understanding the message being interpreted.

The interpreter should take this role when cultural differences are leading to a misunderstanding on the part of either the client or the LEP individual.

***LEP Limited English Proficiency**

Telephone Language Services

Call Review Form

Call Date & Time:	Time Zone:
Language:	Client:
Interpreter Name & Code:	

Excellent 5, More than satisfactory 4, Satisfactory 3, Less than Satisfactory 2, Unacceptable 1

CRITERIA	5	4	3	2	1	N/A
1. Interpreter greets English speaker in accordance with approved protocol (first name, language, interpreter code & offer of assistance).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Interpreter uses first person in English (not "he said", "she said") to enhance the communication flow, unless reporting an issue or clarifying information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Interpreter does not have multiple exchanges with Non-English speaker without reporting back to client (i.e. if clarification questions and/or explanations are necessary, client is informed).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Interpreter appears to verify information (personal data, phone numbers, pin numbers, names, addresses, etc.), as appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Interpreter appears to be familiar with client related terminology and/or asks for clarification of unknown terms/industry-specific jargon.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Interpreter handles call in professional manner remaining polite, courteous and helpful toward both client and LEP.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Interpreter closes call according to ALS protocol ("Is there anything else I can help you with? Thank you for using our services.").	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Interpreter adheres to the role of <i>conduit</i> except for instances where clarification was required or cultural issues impeded communication.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Telephone Language Services' client is satisfied with the interpretation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Please provide information for any issues graded below a "4" as well as any additional comments on service:						