

TRANSLATION/INTERPRETATION QUICK REFERENCE

*Clinical Appointments:

Follow the steps below to provide services to a consumer speaking a language other than English:

Step	Action
1	Contact the supervisor or their designee to use bilingual staff for interpreter services. Use of contract vendors for multiple appointments must be approved by the supervisor.
2	If bilingual staff members are readily available use them. If no bilingual staff members are available go to step 3.
3	Contact a contract vendor to schedule interpretation services. Refer to the front of this card for vendor contact information.
4	Once the contract vendor arrives at the clinic, update your clinic's Contract Language Services Log .
5	At the end of the month, the Clinic Supervisor will review and sign the Contract Language Services Log and forward a copy to DBH-Fiscal (MC-0026) and Medical Records.
6	Document your efforts and progressive steps to link the consumer to appropriate services with language of choice in the consumer's progress notes and Initial Contact Log Form .
7	If there are concerns or complaints about a contract interpreter's services, or if an interpreter is especially good; please email DBH – Cultural Competency at cultural_competency@dbh.sbcounty.gov .

Incoming Calls:

Follow the steps below when receiving a call from a consumer speaking a language other than English:

Step	Action
1	Greet the consumer. (Use phrases on front of this card if appropriate.)
2	Use Conference Hold to place the consumer on hold.
3	If no bilingual staff members are available, dial contract vendor agency number.
4	Provide contract vendor with pertinent information such as clinic name, and cost center.
5	Tell the interpreter the purpose of the call and confidentiality requirements.
6	Add consumer to the line. (Or call consumer if this is an outgoing call.)
7	Say "end of call" to the interpreter when the call is completed.
Note:	If placing an outgoing call to a consumer, begin at step 3.

Walk-in: Deaf and Hard of Hearing

Use the information below for Deaf and Hard of Hearing Client walk-ins.

Communication Tips
Communicate with the person in writing until an interpreter is available.
Minimize the number of words.
Ask the "4W" questions (who, what, where and why).
Ask "yes or no" questions wherever appropriate.
Use a second grade level vocabulary; do not use multiple syllable words if possible.
*Use standard procedure (above) for clinical appointments.
To Contact a Deaf or Hard of Hearing Client/Family Member
Utilize the California Relay Service. Contact information is on the front of this card.

All interpretation/translation policies can be found in the Cultural Competency section of the Behavioral Health Standard Practice Manual (SPM)

Billing address for interpretation services:

San Bernardino County Department of Behavioral Health
 Attn: Fiscal Services
 268 W. Hospitality Lane, Suite 400
 San Bernardino, CA 92415-0026



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Interpretation/Translation Contract Vendor Information:

	Suggested Primary Vendor	Suggested Secondary Vendor	Suggested Backup Vendor	Suggested Backup Vendor
Spanish Interpretation	New World*	Carmazzi*	Gomez and Associates*	Asian-American
Interpretation - Other Languages	New World	Gomez and Associates	Asian-American	Carmazzi
American Sign Language	New World	Lifesigns	Asian-American	Gomez and Associates Or Carmazzi
Telephonic	Carmazzi	New World	Asian-American	Gomez and Associates
Telephonic for Deaf & Hard of Hearing	California Relay Service (Free of charge)			
Translation	Send Translation Request Form to OCCES			

*Use either vendor as primary.

Contact Information

New World Language Services	Carmazzi Global Solutions	California Relay Service	Asian American Resource Ctr	Lifesigns, Inc.	Gomez and Associates
	Angela Carmazzi		Rasmey Sam		Mary Gomez
800-873-9865	888-452-6543 X306	7-1-1	909-383-0164	323-550-4210	909-792-9674
You may call or use web based form to order services: www.orderinterpreters.com	orderinterpreter@carmazzi.com		rasmey.sam@verizon.net		interpretingsb@gmail.com

Incoming Calls

If someone calls the clinic speaking Spanish or any other language **DO NOT** hang up.

These are two sentences you can use with Spanish speaking clients.

1. Un momento por favor, voy a conectar su llamada.
 Oon- moh mint oh-por fa vor,- voy- ah- cone ekctar- sue- ya mah dah
Translation: One moment please, I will be connecting your call.

2. Su llamada es importante, por favor no cuelgue.
 Sue- yah mah dah- es-eem por tahn tay,- Por fah vor- no- quel gay
Translation: Your call is important please do not hang up.

County of San Bernardino

Department of Behavioral Health, Office of Cultural Competence and Ethnic Services

