

# Quick Reference Guide for Translation/Interpretation

## \*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 <a href="#">Contract Language Services Log</a> .
5	At the end of the month, the Clinic Supervisor will review and sign the <a href="#">Contract Language Services Log</a> 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 <a href="#">Initial Contact Log Form</a> .
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 <a href="mailto:cultural_competency@dbh.sbcountry.gov">cultural_competency@dbh.sbcountry.gov</a> .

**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.
<b>To Contact a Deaf or Hard of Hearing Client/Family Member</b>
Utilize the California Relay Service. Contact information is on the front of this card.

	Suggested Primary Vendor	Suggested Secondary Vendor	Suggested Backup Vendor	Suggested Backup Vendor	Suggested Backup Vendor	Suggested Backup Vendor
Spanish Interpretation	New World	Hanna Interpreting Services	Carmazzi	GlobalReady	Interpreters Unlimited	Asian American Resource Center
Interpretation – Other Languages	New World	Hanna Interpreting Services	Carmazzi	Interpreters Unlimited	Asian American Resource Center	GlobalReady
American Sign Language	New World	Asian American Resource Center	Interpreters Unlimited	Hanna Interpreting Services	GlobalReady	N/A
Telephonic	Hanna Interpreting Services	GlobalReady	Interpreters Unlimited	Carmazzi	New World	Asian American Resource Center
Telephonic for Deaf and Hard of Hearing	California Relay Service (Free of charge) 7 – 1 – 1					
Translation	Send Translation Request Form to OCCES – <a href="mailto:cultural_competency@dbh.sbcountry.gov">cultural_competency@dbh.sbcountry.gov</a>					

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

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Vendor	Contact Information	Services	Requirement	Cancellation Policy
<b>NEW WORLD LANGUAGE SERVICES</b>  *All Regions, 24 hours/7 days	Schedule in person interpreter: (800) 873-9865 For telephonic interpretation: (800) 873-9865 For telephonic interpretation after-hours/weekends: (800) 799-9916 Email requests: requests@200languages.com	Agency provides on-site interpreting and telephonic for all languages including American Sign Language (ASL).	Cost Center	One full business day, 24 hours.
<b>ASIAN AMERICAN RESOURCE CENTER</b>  *All Regions, 24 hours/7 days	Contact: Lilia Lara Schedule in person interpreter: (909) 383-0164 For telephonic interpretation: (909) 383-0164 For telephonic interpretation after-hours/weekends: (909) 383-0164 Email requests: aarctranslations@gmail.com	Agency provides on-site interpreting and telephonic for all languages including American Sign Language (ASL).	Cost Center	One full business day, 24 hours.
<b>HANNA INTERPRETING SERVICES, LLC</b>  *All Regions, 24 hours/7 days	Schedule in person interpreter: (855) 777-8007 *RTIS required ( <a href="#">CUL012</a> ) For telephonic interpretation: (855) 586-6616 Email requests: info@hannais.com	Agency provides on-site interpreting and telephonic for all languages including American Sign Language (ASL).	Cost Center	One full business day, 24 hours.
<b>GLOBALREADY, LLC</b>  *All Regions, 24 hours/7 days	Contact: Daniel Flynn Schedule in person interpreter: sbc@globalready.com *RTIS required ( <a href="#">CUL012</a> ) For telephonic interpretation: (800) 201-1202, Ext. 2 ** For telephonic interpretation after-hours/weekends: (800) 201-1202, Ext. 2 Email requests: sbc@globalready.com	Agency provides on-site interpreting and telephonic for all languages including American Sign Language (ASL).	Cost Center  **30 minute minimum for telephonic interpretation	One full business day, 24 hours.
<b>CARMAZZI GLOBAL SOLUTION</b>  *All Regions, 24 hours/7 days	Schedule in person interpreter: orderinterpreter@carmazzi.com *RTIS required ( <a href="#">CUL012</a> ) For telephonic interpretation: (888) 549-8957 For telephonic interpretation after-hours/weekends: (888) 452-6543 *Press 0 to be transferred to after-hours attendant, leave message. Email requests: orderinterpreter@carmazzi.com	Agency provides on-site interpreting and telephonic for all languages <u>excluding</u> American Sign Language (ASL).  <b>No ASL available</b>	Cost Center	One full business day, 24 hours.
<b>INTERPRETERS UNLIMITED, INC.</b>  *All Regions, 24 hours/7 days	Contact: Jessica Crespo Schedule in person interpreter: (800) 726-9891 *RTIS required ( <a href="#">CUL012</a> ) For telephonic interpretation: (800) 726-9891 For telephonic interpretation after-hours/weekends: (800) 726-9891 Email requests: info@iugroup.com	Agency provides on-site interpreting and telephonic for all languages including American Sign Language (ASL).	Cost Center	One full business day, 24 hours.

**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.**  
*Translation: One moment please, I will be connecting your call.*
2. **Su llamada es importante, por favor no cuelgue.**  
*Translation: Your call is important please do not hang*

Oon- moh mint oh-por fa vor,- voy- ah- cone ekctar- sue- ya mah dah.

Sue- yah mah dah- es-eem por tahn tay,- Por fah vor- no- quel gay.