

Language Services 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 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 (Mail Code: 0026) and DBH-Office of Cultural Competence and Ethnic Services (OCCES) (Mail Code: 0026).
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 (free of charge) 7-1-1

For translation services: Complete the *Translation Request form* and return to OCCES at: cultural_competency@dbh.sbcounty.gov

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	Services	Contact Information	Requirement	Cancellation Policy
ASIAN AMERICAN RESOURCE CENTER *All Regions	Agency provides in-person and telephonic interpreting.	Schedule in-person interpreter: (909) 383-0164 For telephonic interpretation: (909) 383-0164 Email requests: aarctranslations@gmail.com	Cost Center *20 minute minimum for telephonic interpretation	One full business day, 24 hours
GLOBALREADY, LLC *All Regions	Agency provides in-person and telephonic interpreting.	For telephonic interpretation: (800) 201-1202, Ext. 2 Email in-person interpreter requests: sbc@globalready.com	Cost Center *30 minute minimum for telephonic interpretation	One full business day, 24 hours
HANNA INTERPRETING SERVICES, LLC *All Regions	Agency provides in-person and telephonic interpreting.	Schedule in-person interpreter: (855) 777-8007 For telephonic interpretation: (855) 803-8250 Email requests: info@hannais.com	Cost Center and Account ID 2968	One full business day, 24 hours
AVANTPAGE, LLC *All Regions	Agency provides in-person and telephonic interpreting.	Schedule in-person interpretation: (530) 750-2040 extension 17 For telephonic interpretation: (866) 879-1195 Email requests: marisol@avantpage.com	Cost Center Access Code 8244	One full business day, 24 hours
FOCUS LANGUAGE INTERNATIONAL, LLC *All Regions	Agency provides in-person and telephonic interpreting.	Schedule in-person interpretation: (800) 374-5444 For telephonic interpretation: (909) 385-1532 For telephonic interpretation after-hours/weekends: (866) 386-1284 Email requests: acanjura@focusinterpreting.com	Cost Center	One full business day, 24 hours
INTERPRETERS UNLIMITED, INC. *All Regions	Agency provides in-person and telephonic interpreting.	Schedule in person interpreter: (800) 726-9891 For telephonic interpretation: (888) 810-0171 Email requests: info@iugroup.com	Cost Center and Access Code 12817	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.

- Un momento por favor, voy a conectar su llamada.**
Translation: One moment please, I will be connecting your call.

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

- Su llamada es importante, por favor no cuelgue.**
Translation: Your call is important please do not hang up.

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