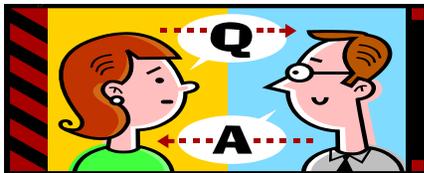


Things to Remember

- Ⓢ Recipients of federal funding are required to provide an interpreter (at no cost to the customer) for those who do not speak English.
- Ⓢ Requiring a customer to provide their own interpreter is prohibited.
- Ⓢ Interpretation and translation are separate skills, each with specific protocols. Interpreters may not be able to translate, and vice versa.
- Ⓢ Being bilingual does not make someone an appropriate interpreter (or translator).
- Ⓢ Anything said or learned in the conversation should be kept in the same confidence as if an interpreter was not used.
- Ⓢ Children are not to be used as interpreters.



When do I need an interpreter?

- Ⓢ Whenever the client requests one
- Ⓢ Whenever language may be a barrier to communication

More information

For more information about communicating with speakers of other languages, translation and interpretation, civil rights of English learners, and responsibilities of recipients of federal funding regarding language assistance to speakers of other languages, please visit: <http://www.ksde.org/Default.aspx?tabid=350>



An Equal Employment/Educational Opportunity Agency The Kansas State Department of Education does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: KSDE General Counsel, 120 SE 10th Ave., Topeka, KS, 66612, 785-296-3204.

Full information about contracted translation and interpretation services can be found under contract #12396: <http://da.ks.gov/purch/Contracts/contract.asp>.

School districts and other political entities of the State of Kansas can access the above providers at cost estimates found at <http://www.da.ks.gov/purch/adds/12396-Pricing.htm>

Communicating Effectively Using an Interpreter



How to enhance communication with those speaking a different language



Translation and Interpretation providers

Avalon Language Services, Inc.

Toll-Free Telephone: 800-401-9639

Local Telephone: 972-404-1213

Contact: Leonard L. Schoelkopf
newjob@avalontranslation.com

Carmazzi Global Solutions

Toll-Free Telephone: 888-452-6543

Local Telephone: 916-714-7848

Contact: Angela Carmazzi
sales@carmazzi.com

Elahi Enterprises, Inc. dba Akorbi

Toll-Free Telephone: 877-425-6724

Local Telephone: 214-256-9222

Contact: Azam Mirza
amirza@akorbi.com

MasterWord Services, Inc.

Toll-Free Telephone: 866-716-4999

Local Telephone: 281-589-0810

Contact: Leticia Sifuentes
masterword@masterword.com

Propio Language Services, LLC

Toll-Free Telephone: 888-528-6692

Local Telephone: 913-381-3143

Contact: Douglas Judd
Doug@Propio-LS.com

Richard Schneider Enterprises, Inc.

Toll-Free Telephone: 800-500-5808

Local Telephone: 831-622-0554

Contact: Richard Schneider
service@idioms.com

TheBigWord Inc.

Toll-Free Telephone: 888-918-4557

Local Telephone: 212-918-4912

Contact: Chelsea Woodring
Chelsea.Woodring@thebigword.com

What should I know about using an interpreter?

- Ⓢ Address the customer, not the interpreter, unless you need clarification of a cultural issue.
- Ⓢ Speak in the first person.
- Ⓢ Keep sentences brief and avoid using idioms and slang.
- Ⓢ Use language appropriate to the customer.
- Ⓢ You (not the interpreter) are responsible for clarifying information.
- Ⓢ Understand that interpreters may need to ask for clarification.
- Ⓢ Allow interpreter to explain cultural differences as needed.
- Ⓢ Pause frequently in order to allow the interpreter time to interpret.
- Ⓢ Allow extra time. Remember that messages have to be stated twice (at least once in each language).
- Ⓢ Avoid changing thoughts or shifting the conversation mid-sentence.
- Ⓢ Ask only one question at a time.
- Ⓢ Remember that sometimes a few words in one language require a more detailed explanation in the other language.
- Ⓢ Children should not be used to interpret.

What should be interpreted?

- Ⓢ Anything that either party says.
- Ⓢ Interpreters should not add anything, omit anything, change anything, or give an opinion.



Who should interpret?

- Ⓢ An interpreter should be a willing, trained, and competent adult who is both bilingual and bicultural and familiar with the dialect or regional language and culture when possible.
- Ⓢ To help ensure accuracy and confidentiality, avoid using family, friends, and especially children to interpret.
- Ⓢ Interpreters should be familiar with the subject matter and terminology/jargon of the topic of conversation.