

This brochure is designed to help you communicate effectively with those who do not speak English fluently.

It provides information about using interpretation and translation services.

*Those who may encounter English language learners include:*

*Health clinics*

*Doctors' offices*

*Schools*

*Social service agencies*

*Mental health services*

*Financial institutions*

*Law enforcement agencies*

*Hospitals*

*Government agencies*

Telephone assessment of interpreter proficiency is available through Language Line Services at 1-877-351-6636.



Prepared by:

Access to Services Committee

Latino Community Coalition of  
Douglas County

## **Communicating Effectively**

**with**

## **English Language Learners**



*A Resource for  
Douglas County  
Health  
and  
Social Services  
Professionals*

# Communicating with English Language Learners



***We all want to communicate clearly with those using our services.***

## **Clear communication:**

- Builds better relationships
- Assures quality services
- Provides accurate social or health history
- Enhances follow-through on treatment or service plan
- Reduces liability risk
- Meets requirements of Title VI of Civil Rights Act barring discrimination on the basis of national origin (see [www.LEP.gov](http://www.LEP.gov))

## **Phone Interpretation Services**

(for spoken language)

- ⇒ Readily available as needed 24/7
- ⇒ In over 150 languages

An interpreter comes on the telephone line and interprets between the provider and the English language learner. Speaker phone works best.

Service is set up in advance to obtain an authorization number and instructions for use. Charge is by the minute as used.



## **Providers of Phone Interpretation Services**

Propio Language Services (a Kansas company)	1-888-804-2044
Avalon Language Services	1-800-401-9639
Certified Languages Intl.	1-503-484-2307
Language Line Services	1-800-752-0093

This list is provided for your information. It does not constitute an endorsement of these companies & is not inclusive of all such companies.

## **Translation Services**

(for written language)

Most of the above companies also offer translation of written materials.

## **Using Interpreters**

Some individuals in Douglas County work as interpreters on a contract basis. You may receive information from those interested in providing this service online at [www.centrohispanolawrence.org](http://www.centrohispanolawrence.org).

## **Issues to consider in using interpreters**

### **Selection of interpreter:**

- Use trained, competent interpreters.\* (see over)
- To protect privacy and assure accuracy, avoid using family, friends, or children to interpret.
- Requiring patient/consumer to provide own interpreter is prohibited by Title VI of Civil Rights Act .

### **Pre-session:**

Give the interpreter the basic topic of the session and allow the interpreter to introduce self to patient/consumer.

### **In session:**

- Address client/not interpreter.
- Keep sentences brief.
- Use language at level appropriate for patient/consumer.
- Let consumer know it's okay to ask questions.
- Understand that interpreter may need to ask for clarification.
- Allow interpreter to explain cultural differences as needed.