

Interpreter Services

Purpose: To obtain interpreter services for all CCPH programs and services.

Who it Applies To: Staff in need of interpreter services in order to provide services to the public for all programs including vital statistics, environmental health and water and waste inspections, emergency preparedness, administration services, and nursing services.

Reference: NA

Equipment: Phone, Interpreter services handout

Forms: N/A

Procedure:

I. Introduction

- A. This Standard Operation Guide (SOG) will provide operational guidance to the employees of the Clermont County Public Health (CCPH) for obtaining interpreter services.
- B. This document provides instructions for setting up either a telephonic interpreter service or calling to schedule an in person interpreter.

II. Operational Conditions

- A. CCPH staff may need interpreter services in carrying out programs and services to the public.

III. Operational Guidelines

- A. To set up a telephonic interpreter conference:
 - a. To find out the language needed have the person point to their language on the sheet titled "If You Need and Interpreter".
 - b. Dial 1-866-350-2974. Have the telanguage access number ready (4005).
 - c. Specify the language needed to the operator.
 - d. Ask the person to wait one moment by using the sheet titled "Please Hold" which is on the back of the reference card.
 - e. Wait for the interpreter to come on the line. Place the phone on speaker to facilitate the conversation.
 - f. Proceed with the conversation.
 - g. At the end of the call, announce "End of Call".
- B. To set up an in person interpreter:
 - a. Plan ahead to determine when an onsite interpreter can arrive.
 - b. To find out the language needed have the person point to their language on the sheet titled "If You Need and Interpreter".
 - c. Call 513-745-0888.

Approved By: Tim Kelly, Maalini Vijayan

Approval Date: 11/7/2016

Created By: Julianne Nesbit

Scheduled Review Date: 11/7/2021

IF YOU NEED AN INTERPRETER



Please point to your language. We will call an interpreter.

Spanish -Español	Por favor, señale su idioma. Llamaremos a un intérprete.
Amharic -አማርኛ	“እባክዎ ቋንቋዎን ጠቁመው ያሳዩ። እንድ እስተርጓሚ እንጠራለዎታልን።”
Arabic -العربية	رجاء، أشير إلى لغتك. سندعوك مترجماً.
Bosnian -Bosanski	Molim vas pokazite na vas govorni jezik. Mi ćemo pozvati prevodioca.
Cambodian - ខ្មែរ	សូមចង្អុលទៅភាសាបស់អ្នក ។ យើងនឹងទូរស័ព្ទទៅអ្នកបកប្រែភាសា ។
Cantonese -廣東話	請指示您所講的語言。我們會找翻譯。
Creole - Creole	S'il vous plait, signale ki less ki language ou. Na va rele yon interprete.
Farsi - فارسی	لطفاً به زبانی که حرف میزنید اشاره کنید. ما یک مترجم صدا میکنیم.
French -Français	S'il vous plait; montrez nous la langue que vous parlez. Nous vous appellerons un interprète.
Hindi - हिन्दी	कृपया अपनी भाषा की ओर इशारा कीजिये। हम एक अनुवादक को बुलायेंगे।
Japanese - 日本語	あなたの国の言葉を指してください。通訳者におつなぎします。
Korean -한국어	당신의 모국어(母國語)를 가리켜 주십시오.통역관(通譯官)을 연결시켜 드리겠습니다.
Laotian - ລາວ	ກະລຸນາ ບອກເຖິງພາສາຂອງທ່ານ. ພວກເຮົາຈະຮຽກວ່າເປັນນາຍພາສາ.
Mandarin - 國語	請指示您所講的語言。我們會找翻譯。
Portugese -Português	Por favor, aponte seu idioma. Nós chamaremos um intérprete.
Romanian -Română	Vă rugăm, indicați limba dumneavoastră. Vă vom chema un interpret.
Russian -Русский	Пожалуйста, укажите на ваш язык и мы позовем переводчика.
Somali -Af-Soomaali	Fadlan noo tilmaan afkaaga. Waxaan kuugu yeeri turjubaan.
Thai -ภาษาไทย	กรุณาเลือกภาษาที่คุณต้องการ เราจะติดต่อล่ามให้คุณ
Urdu - اردو	برائے مہربانی اپنی زبان کی نشاندہی کریں۔ ہم ایک ترجمان کو بلائیں گے۔
Vietnamese - Tiếng Việt Nam	Xin hãy chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi người thông ngôn.

Point to Your Language

Spanish	Español
Russian	Русский
Vietnamese	Tiếng Việt
Albanian	Shqip
Arabic	العربية
Bosnian	Srpski
Cambodian	ខ្មែរ
Cantonese	廣東話
Czech	Cestina
Finnish	Suomi
French	Français
German	Deutsch
Gujarati	ગુજરાતી
Haitian/Creole	Kreyòl
Hebrew	עברית
Hindi	हिन्दी
Hmong	Hmoob
Hungarian	Magyar
Indonesian	Bahasa Indonesia
Japanese	日本語
Korean	한국어
Lao	ລາວ
Mandarin	國語
Mohawk	Kanien'keha
Polish	Polsku
Portuguese	Português
Portuguese (Brazilian)	Português do Brasil
Punjabi	ਪੰਜਾਬੀ
Romanian	Româneste
Serbo-Croatian	Srpski
Swahili	Kiswahili
Swedish	Svenska
Tagalog	Pilipino
Tamil	தமிழ்
Thai	ภาษาไทย
Turkish	Türkçe
Ukranian	Українська
Welsh	Cymraeg



"Please Hold"

Phonetic transliterations of "One Moment Please"

Arabic	Laach-lhat Waa-hidt, min Fad-lak
Armenian	Khntroom em Spasek
Cambodian	Som Can Moui Plet
Cantonese	Dung Ye Dung
Dutch	Ho Ann Ast-unblies
Farsi/Persian	Lut-fin, Yek Dakeek-qua
French	Un mowmaunt See Voo Play
German	Ine moment Bitte
Hindi	Zarag Hold Karow
Hmong	Taw EE Pliah
Italian	Sis Prega Attenda Rey
Japanese	Sho Sho o-machi kudass-I
Korean	Jam Can Man Yo
Mandarin	Dung Ye Dung
Mien	Zua Tang
Portuguese	Un Momiento pur favoree
Punjabi	Ick Skint Hold Har Nah
Russian	Od-Noo Min-Utoo, Po-Zhal-u-esta
Spanish	Oon Momento Por Fah-vor
Tagalog	Paki Hintay Sandal-I
Taiwanese	Deng Yi Deng
Vietnamese	Doi Moi Ti



For in-person interpreters, please
 call: Telephone: 513.745.0888
 Facsimile: 513.793.4755



For telephonic interpreters, please see the other
 side of this card.

Standard Operating Guideline

Ohio Public Information System (OPHCS)

REFERENCE CARD



For telephonic interpreters:

- 1 Dial an outside telephone line.
- 2 Dial **866-350-2971**.
- 3 Have your Telelanguage access number ready.
- 4 Specify the language needed.
- 5 Ask the person to wait one moment and wait for the interpreter to come on the line.
- 6 Proceed with the conversation.
- 7 Announce "End of Call" at the end of the interpretation.

TELELANGUAGE
 access number

4005

For in-person interpreters:

- 1 Call our local office at 513-745-0888.



**We have interpreters in over 150 languages
 to help you communicate.**



TELELANGUAGE
 THE BIG NAME IN TELEPHONIC INTERPRETATION

Tips for Working with an Interpreter

Telephonic interpretation is always consecutive. This means there are pauses while the interpreter repeats each statement in the respective language. Remember to speak in first person as you would during a "normal" conversation.

- Give the interpreter specific questions to relay.
- Group your thoughts and questions to help the flow of the conversation.
- Expect interpreted comments to run a little longer than the English phrases as interpreters convey the meaning and do not interpret word-for-word.
- If you do not know which language your client speaks, ask our interpreter coordinator to help you.
- Try to speak at an even pace and make pauses for interpretation.
- Interpreters merely transform information from one language into another. Do not hold the interpreter responsible for what your client does or does not say.
- Always remember that concepts and terminology specific to your industry often require explanation or elaboration in other languages.

Fast and Easy Interpreter Access

- 1** Dial 866.350.2971.

Have your Telelanguage Access Number ready.

- 3** Your interpreter will be on the line within seconds.

-- OR --

- 1** Dial 513-745-0888 for an in-person interpreter.