

TRANSLATOR- DARK BLUE VEST OPERATIONS SECTION

JOB DESCRIPTION: Work with greeters and other staff members to identify clients with language barriers requiring translators

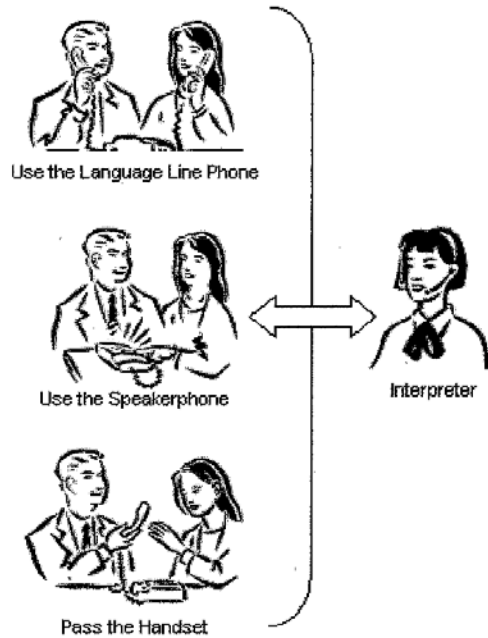
Position Assigned to: _____ Qualification: Ability to communication in foreign language(s) or sign language You report to: _____ (Clinic Manager) POD Site Location: _____ Phone # _____
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Done ✓	Task Activation
<input type="checkbox"/>	Report to the Volunteer Management Station
<input type="checkbox"/>	Sign in and get: <ul style="list-style-type: none"> ➤ your badge ➤ job assignment ➤ job action sheet ➤ blue vest and ➤ prophylaxis vaccination/medication
<input type="checkbox"/>	Receive briefing from the Clinic Manager or the previous shift's Clinic Manager
<input type="checkbox"/>	Make sure you know who you report to, what you are doing (jobs), and where you are suppose to go
<input type="checkbox"/>	– You report ONLY to the Clinic Manager or assigned Section Manager. DO NOT take instructions from or provide information to anyone other than your lead (or the Safety Officer if regarding a safety issue)
<input type="checkbox"/>	– Any questions, problems, or incidents should be reported to your lead
<input type="checkbox"/>	– It is important that you DO NOT MAKE DECISIONS on your own, ask your lead for instructions
<input type="checkbox"/>	<i>If you fail to follow instructions from the lead in your assigned area or alter your assignment without your lead's approval you may be asked to leave the event. This decision will be at the discretion of the lead</i>
<input type="checkbox"/>	Review POD site design layout and become familiar with all areas
<input type="checkbox"/>	You will wear your vest and badge at all times while on duty
*	Do not leave assigned area without authorization from your lead
<input type="checkbox"/>	Do not answer any medical questions or give media interviews. Limit information given to clinic location, hours of operation, and approximate wait times, only
<input type="checkbox"/>	Familiarize yourself with how to connect to the language line service and use of the service following the instructions shown below
<input type="checkbox"/>	Translate for individuals who are non-English speaking or in need of sign language and are not accompanied by someone who can translate for them
<input type="checkbox"/>	Assist clients with completion of forms
<input type="checkbox"/>	Duties may include but not limited too: <ul style="list-style-type: none"> ➤ Assisting with the set up of work stations ➤ Help maintain traffic flow ➤ Assist clinic personnel as needed. ➤ Make rounds of clinic stations frequently to provide assistance and deliver supplies as needed. ➤ Ensure that the client has all of the necessary information sheets and

	instructions.
<input type="checkbox"/>	Performs other duties as assigned
	End of Shift
<input type="checkbox"/>	Update the translator that will be taking over your shift
<input type="checkbox"/>	Inform your lead if there is no one to replace you at the end of your shift. Do not leave your workstation without notifying your lead
<input type="checkbox"/>	Sign out at the Volunteer Check in Station. Return your vest and pick up your prophylaxis medication for your family members. You must complete a Health Assessment/Consent for Prophylaxis Form for family members for whom you are taking medication home.
	Deactivation Duties
<input type="checkbox"/>	Assist with break-down and re-packing of material and equipment at work stations
<input type="checkbox"/>	Participate in debriefing activities with TCPH

Instruction on how to use the Language Line for Limited English Speaking Individuals

You Are Face-to-Face With a Limited English Speaker



- Dial the Language Line Services designated toll-free number.
- Request the language your client speaks through our easy-to-use interactive voice response (IVR) system.
- When the interpreter is connected, use the Language Line® Phone, or your speakerphone, or pass your handset back and forth

QUICK REFERENCE GUIDE



Tarrant Co Public Health Preparedness

Keep this Quick Reference Guide (QRG) nearby for easy reference to effectively utilize Language Line® Over-the-phone Interpretation Service.

WHEN RECEIVING A CALL:

1. Use Conference Hold to place the limited English speaker on hold.
2. Dial: **1-866-874-3972**
3. Enter on your telephone keypad or provide the representative:
 - 6-digit Client ID: **596177**
 - Tell the operator your organization: **Tarrant Co Public Health Preparedness**
 - Tell the operator what language you need

An Interpreter will be connected to the call.

4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
5. ADD THE limited-ENGLISH SPEAKER to the line.
6. Say "End of Call" to the Interpreter when the call is completed.

NOTE: When placing a call to a limited-English speaker, begin at Step 2. If you need assistance placing a call to a limited-English speaker, please inform the interpreter at the beginning of the call.

IMPORTANT TIPS:

UNKNOWN LANGUAGE – If you do not know which language to request, our representative will help you.

LINE QUALITY PROBLEMS – If you have problems before reaching a representative, press "0" to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an Interpreter call Customer Service at 1-800-752-6096.

WORKING WITH AN INTERPRETER – Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALL – Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

INTERPRETER IDENTIFICATION – Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

DEMONSTRATION LINE – To hear a recorded demonstration of over-the-phone interpretation call our demonstration line at 1-800-996-8808 or visit our website at www.LanguageLine.com

DOCUMENT TRANSLATION – We also provide written translation services, for more information please contact our Document Translation Department at 1-888-763-3364 or email translation@language.com.

CUSTOMER SERVICE – To provide feedback, commend an Interpreter, or report any service concerns, call Customer Service at 1-800-752-6096.

Language Line Services • 1 Lower Ragsdale Drive, Bldg. 2 • Monterey, CA 93940

www.LanguageLine.com

These languages represent approximately 98.6% of all customer requests from the 6,909 languages spoken in the world today. We monitor our language requests continuously, adding or deleting languages based upon customer needs.

Acholi	Fukienese	Lingala	Romanian
Afrikaans	Fula	Lithuanian	Russian
Akan	Fulani	Luganda	Samoan
Albanian	Fuzhou	Luo	Serbian
American Sign Language	Ga	Luxembourgeois	Shanghaiese
Amharic	Gaddang	Maay	Sichuan
Arabic	Gaelic	Macedonian	Sicilian
Arakanese	Georgian	Malagasy	Sinhalese
Armenian	German	Malay	Sindhi
Ashante	Greek	Malayalam	Slovak
Assyrian	Gujarati	Maltese	Slovenian
Azerbaijani	Haitian Creole	Mandarin	Somali
Azeri	Hakka	Mandingo	Soninke
Bajuni	Hakka – China	Mandinka	Sorani
Bambara	Hassaniyya	Marathi	Spanish
Basque	Hebrew	Marshallese	Sudanese Arabic
Behdini	Hindi	Mexican Sign Language	Sundanese
Belorussian	Hmong	Mien	Susu
Bengali	Hokkien	Mina	Swahili
Berber	Hunanesse	Mirpuri	Swedish
Bosnian	Hungarian	Mixteco	Sylheti
Bulgarian	Ibanag	Moldavan	Tagalog
Burmese	Ibo	Mongolian	Taiwanese
Cantonese	Icelandic	Montenegrin	Tajik
Catalan	Igbo	Moroccan Arabic	Tamil
Chaldean	Ilocano	Navajo	Telugu
Chaochow	Indonesian	Neapolitan	Thai
Chavacano	Inuktitut	Nepali	Tibetan
Cherokee	Italian	Nigerian Pidgin English	Tigre
Chin	Jakartanese	Norwegian	Tigrinya
Chuukese	Japanese	Nuer	Toishanese
Cree	Javanese	Oromo	Tongan
Croatian	Kanjobal	Pahari	Tshiluba
Czech	Karenni	Pampangan	Turkish
Danish	Kashmiri	Pangasinan	Twi
Dari	Kazakh	Pashto	Ukrainian
Dinka	Khmer (Cambodian)	Patois	Urdu
Diula	Kinyarwanda	Pidgin English	Uyghur
Dutch	Kirghiz	Polish	Uzbek
Estonian	Kirundi	Portuguese	Vietnamese
Ewe	Korean	Portuguese Creole	Visayan
Farsi (Persian)	Kosovan	Pothwari	Wenzhou
Fijian Hindi	Krio	Pulaar	Wolof
Finnish	Kurdish	Punjabi	Yiddish
Flemish	Kurmanji	Quichua	Yoruba
French	Laotian	Romani, Vlach	Yupik
French Canadian	Latvian		



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