



# SERVING LIMITED ENGLISH PROFICIENT CLIENTS

*A Procedure Manual for Neighborhood Legal Services' Intake Staff and Advocates*

**©2014 Neighborhood Legal Services, Inc.  
With Acknowledgement to the Legal Aid Society of Mid-New York, Inc.  
for the use of some of its content.**

# TABLE OF CONTENTS

## Contents

### INTAKE PROCEDURES

Serving Walk-ins \_\_\_\_\_ 1

Serving Call-ins/Screenings \_\_\_\_\_ 3

### GUIDELINES FOR ADVOCATES

Verbal Communications with Clients \_\_\_\_\_ 5

Written Communications with Clients \_\_\_\_\_ 6

## Appendices

Appendix "A": Bilingual reception staff and approved outside vendors for call-ins/screenings

Appendix "B": Bilingual staff and approved outside vendors for walk-ins, written translations, and proofreading

Appendix "C": Instructions for use of the Language Line

Appendix "D": Administrative Language Line Form/Interpreter Request Form

Appendix "E": Interpreter Confidentiality Agreement and Client Waiver Forms

Appendix "F": Multilingual insert explaining the right to have the informational materials read in your client's language

Appendix "G": Listing of LEP Liaisons, Disability Liaison, Office Manager and Secretarial Back-up for Language Line Assistance

Appendix "H": NY Language Identification Tool

# INTAKE PROCEDURES

## Serving Limited English Proficient People who walk-in for services

When serving walk-ins, the goal is to provide the same services, information and referrals as we would provide to the English-speaking public. This is true whether the walk-in ultimately turns out to be eligible for our services or not. When in doubt, ask yourself what services, information or referrals you would provide to an English speaking person in the same situation. Then make sure the Limited English Proficient person gets that same service, information or referrals.

### PROCEDURE FOR SERVING LIMITED ENGLISH PROFICIENT WALK-INS:

1. Determine whether the person is limited English proficient. If a person speaks English less than very well, consider him or her limited English proficient. Even if the person knows some English, this does not mean he or she can understand enough to receive the full benefit of our services, information or referrals without help from an interpreter. If the person is limited English proficient, go to Step 2.
2. Identify the person's language. The limited English proficient person may be able to tell you the name of his or her language. If not, take the limited English proficient person over to the "Language Identification" center that is posted in the office's reception area. Have the person look through the language charts posted, and see if he or she is able to point to his or her language. If the person cannot find his or her language on the list, or cannot read, contact the Office Manager (see Appendix G). The Office manager will ask a member of the secretarial staff to call our telephone interpreting service; the Language Line at 1-877-245-0386. Provide the representative with the 6-digit Client ID# 702844, the company name (NLS), and the Buffalo Office Code #1. If you are calling from the Niagara Falls office, use Code #2 and if you are calling from the Batavia office, use Code #3. Then enter your personal code, which is your 3 digit telephone extension number. (See "Appendix C" for more detailed instructions for use of the Language Line).

Provide the representative with the language needed, or the operator will help you determine what the person's language is. Brief the Interpreter and then add the limited English speaker to the line. Although no prior authorization is needed, each time you utilize the language line, provide Administration with the "Language Line Form" for billing purposes (See "Appendix D").

In addition, there are several "apps" that can help with translation for initial screening only. For instance, Google Translate can provide both oral and written translation in many languages for which we may or may not have in-house expertise. If you do not have a smart phone, contact the LEP liaisons for assistance (See "Appendix G").

If the walk-in is deaf, you may write a note explaining that we do not have sign interpreters in the office and ask why they are at our office. Remember that the Deaf do not speak English, but rather use American Sign Language. If you need assistance you can contact the Disability Liaison. (See "Appendix G")

## INTAKE PROCEDURES

3. Provide in-house or telephone interpreting services immediately to determine why the person has visited the office. If there is an in-house receptionist who is a language speaker for the person's language, make use of that speaker in-person or by telephone. If the bilingual receptionist is unavailable, the front desk receptionist will contact bilingual staff for availability for walk-ins (See "Appendix B"). If bilingual staff is unavailable, contact the Office Manager will access secretarial staff to call the Language Line. When one uses the telephone, make sure that the client's privacy is adequately protected by going into an office and closing the door if necessary. Use the Language Line at 1-877-245-0386. Provide the representative with the 6-digit Client ID# 702844, the company name (NLS), and the Office Code number. Then enter your personal code, which is your 3 digit telephone extension number. You will be connected with an interpreter within a few minutes. Put the interpreter on speakerphone.
4. Using the interpreter, determine what level of services, information or referrals we can provide. If we cannot accept the client's case because of LSC restrictions, office priorities or any other reason, explain this to the client using the interpreter. Use the interpreter to provide the client with the same information or referrals that you would provide to an English-speaking walk-in.
5. If the person is accepted for services, use the interpreter to help the client fill out the intake information form and schedule a follow-up appointment with a unit screener or an advocate. If the client will receive an in-person appointment with an advocate, schedule an appointment with the appropriate in-house staff, or if unavailable, an approved local interpreting service to schedule an interpreter to be present at the appointment (See *list of in-house availability and community interpreters in "Appendix B"*). If the client needs emergency services, use the telephone interpreter to help you provide the services.
6. Some clients may speak a rare language for which no approved interpreters are available in the community. If this is the case, the advocate should use the telephone interpreting service at the appointment, putting the interpreter on speakerphone.

*IMPORTANT NOTE: Untrained interpreters, such as family members, friends and caseworkers, should not be used. If the client insists on using the untrained interpreter, note this in the client's file. Under no circumstances may a person under age 18 serve as an interpreter, even if the client insists (unless it is for something as routine as scheduling an appointment). Inform the client that for liability purposes, it is our agency policy not to use child interpreters. Interpreters not on the approved list must submit credentials and training background to the Executive Director and receive approval before being used.*

# INTAKE PROCEDURES

## Serving limited English proficient people who call-in for services (Screening)

When serving call-ins, the goal is to provide the same services, information and referrals as we would provide to the English-speaking public, in the same amount of time if at all possible. This is true whether the call-in ultimately turns out to be eligible for our services or not. When in doubt, ask yourself what services, information or referrals you would provide to an English-speaking person in the same situation. Then make sure the Limited English Proficient person gets that same service, information or referrals.

### PROCEDURE FOR SERVING LIMITED ENGLISH PROFICIENT CALL-INS:

1. Determine whether the person is limited English proficient. If a person speaks English less than very well, consider him or her limited English proficient. Even if the person knows some English, this does not mean he or she can understand enough to receive the full benefit of our services, information or referrals without help from an interpreter. Do not tell the limited English Proficient person to call back at a later time. If the person is Limited English Proficient, go to Step 2.
2. Identify the person's language. The limited English proficient person may be able to tell you the name of his or her language. If not, ask the caller to hold for an interpreter. Try to get a callback number first in case you lose the call. Put the caller on hold and access the Office Manager. The Office Manager will access the secretarial staff who will call our telephone interpreting service; the Language Line at 1-877-245-0386, enter our access code, 702844, your office code, and your three digit telephone extension. If you are away from your desk when you use the Language Line, enter your own extension, not the extension of the telephone you are using.

If your client is deaf, you can use our TTY number or utilize a Relay call. The TTY number is (716) 847-1322

3. Conference the client back in using the conference feature on your phone. The operator will help you determine what the person's language is.

Provide telephone interpreting services immediately to determine why the person has called the office. If there is an in-house receptionist who is a language speaker for the person's language, make use of that speaker by telephone. If the bilingual receptionist is currently unavailable, and the caller speaks Spanish, leave a message in the bilingual receptionist's voice mail at extension 211. If the bilingual receptionist is not going to be available that same day, then the front desk receptionist will contact the Office Manager who will access a member of the secretarial staff to use the Language Line. If the Office Manager is not available, contact a member of the Back-Up support staff. (See "Appendix G")

4. Using the interpreter, determine what level of services, information or referrals we can provide. If we cannot accept the client's case because of LSC restrictions, office priorities, or any other reason, explain this to the client using the interpreter. Use the interpreter to provide the client with the same information or referrals that you would provide to an English-speaking walk-in. If you mail out

## INTAKE PROCEDURES

brochures, make sure they are in the person's language (if available). If not, English brochures should be accompanied by a multilingual insert explaining the right to have the brochure read to the person in his or her native language (See "Appendix F").

5. If the person is accepted for services, use the interpreter to help the client fill out the intake information form and schedule a follow-up appointment with a screener or an advocate. If the client is screened and is to be called back, the secretarial staff will send the referral to the unit screener or advocate. If the client will receive an in-person appointment with an advocate, the advocate will schedule an appointment with the appropriate in-house interpreter or approved local interpreting service to schedule an interpreter to be present at the appointment (See *list of in-house and community interpreters and their availability in "Appendix B"*). If the client needs emergency services, use the telephone interpreter to help you provide the services.
6. Some clients may speak a rare language for which no approved interpreters are available in the community. If this is the case, the advocate should use the telephone interpreting service at the appointment.

# GUIDELINES FOR ADVOCATES

## Verbal Communications with Clients

Limited English proficient clients need approved interpreters at initial appointments, follow-up appointments, hearing preps, and any other point at which they communicate verbally with an advocate. The goal is to ensure that a limited English proficient client can understand every aspect of the representation, just as an English-speaking client would.

### VERBAL COMMUNICATION PROCEDURES:

1. Face-to-face appointments are best, if at all possible. Make sure an approved interpreter is available to the client at all appointments. Always try to use the bilingual speaker in your unit before accessing other in-house bilingual staff or approved outside interpreters. If no one in your unit is available, access the list of bilingual staff in “Appendix B”. If no bilingual staff is available, or there is no in-house expertise, contact an outside vendor for interpretation services. All interpreters other than in-house staff must sign a confidentiality agreement and clients must sign a waiver form (See “Appendix E”). Keep both the signed copies in the client’s file. No prior approval is necessary. Make sure you use the language line/interpreter form found in “Appendix D” for billing purposes.
2. Some clients may speak a rare language for which no approved interpreters are available in the community. If this is the case, the advocate should use the telephone interpreting service (Language Line) at the appointment, putting the interpreter on speakerphone.

It may be less expensive for advocates in offices with fewer local interpreting resources (e.g., Niagara Falls and Batavia) to meet face-to-face with the client. If possible, have one of the approved local interpreters in the Buffalo office interpret over speakerphone or translate a letter if your in-house translator is unavailable.

3. For short telephone contacts with a client, such as to schedule an appointment or to give advice and counsel only, call one of our in-house interpreters or if one is not available, call our telephone interpreting service.

*IMPORTANT NOTE: Untrained interpreters, such as family members, friends and caseworkers, may not be used. If the client insists on using the untrained interpreter, note this in the client’s file. Under no circumstances may a person under age 18 serve as an interpreter, even if the client insists (unless it is for a routine matter such as scheduling an appointment). Inform the client that for liability purposes, it is our agency policy not to use child interpreters.*

*Interpreters not on the approved list must submit credentials and training background to the Executive Director and receive approval before being used.*

# GUIDELINES FOR ADVOCATES

## WRITTEN COMMUNICATION WITH CLIENTS

As with verbal communications with clients, it is important to ensure that limited English proficient clients understand all information contained in our written correspondence. We cannot send limited English proficient clients' letters in English and expect them to get help translating them on their own.

### PROCEDURES FOR CORRESPONDING WITH LIMITED ENGLISH PROFICIENT CLIENTS IN WRITING:

1. Contact your unit secretary to have correspondence translated into your client's language. If there is bilingual staff available in your unit to translate the document, the unit secretary should email the document to be translated in "Word" to available unit bilingual staff (See "Appendix B"). After the bilingual staff member translates the document, s/he should email a copy of both the English and the translated document in "Word" to the list of approved proofreaders (See "Appendix B").
2. If there is no bilingual unit staff member available, refer to "Appendix B" for a comprehensive list of bilingual staff and their availability. If no in-house bilingual staff is available or there is no expertise in-house to translate a document, the unit secretary should email a copy of the correspondence to an approved outside translation service (See "Appendix B"). In addition, forward the request to the Office Manager in the Buffalo office for payment (See "Appendix D"). No prior approval is necessary. Remember to retain and include a copy of the English and translated version of the document in the client's file.
3. If the language in question has no written form, or if the letter will be very detailed and/or case specific, you may want to meet with the client face-to-face or over the phone rather than sending a letter. Make sure to document the content of the meeting in the client's file. If you have any doubts about how to proceed, contact your Supervising Attorney and/or the LEP Contact Person (See "Appendix G" for list of NLS/LEP liaisons).

*IMPORTANT NOTE: Do not send limited English proficient clients questionnaires (e.g., DAP Questionnaires, Divorce Questionnaires) to complete on their own. Instead, help the client complete the questionnaire at a face-to-face appointment with an approved interpreter, or over the phone using the telephone interpreting service.*

# APPENDICES

Appendix "A": Bilingual staff and approved outside vendors for oral interpretation purposes (call-ins/screenings)

<b>In-house Bilingual Staff</b>	<b>Name</b>	<b>Phone #</b>	<b>Extension</b>
Buffalo Office	Eva Perez	847-0650	210 or 211
Niagara Falls Office	Rosemary Estronza	884-0135	2208

<b>Outside Vendors for Screenings</b>	<b>Name</b>	<b>Phone #</b>	<b>Email</b>
Language Line		1-877-245-0386	
International Institute 264 Delaware Avenue Buffalo, New York 14209	Rima Abdellatif	883-1900 Ext. 309	<a href="mailto:rabdellatif@iibuff.org">rabdellatif@iibuff.org</a>

## APPENDICES

Appendix “B”: Bilingual staff and approved outside vendors for walk-ins, written translations, and proofreading. Always make it a priority to utilize bilingual speakers from your unit for translation purposes. If your unit bilingual speaker is not available, utilize other in-house bilingual staff identified in the chart below. If there is no one available or no in-house expertise, use an outside vendor.

Outside Vendors for Written Translation	Name	Phone #	Email
Verbatim Solutions	Rossanne Lundberg	1-800-573-5702	<a href="mailto:rossanne@verbatimolutions.com">rossanne@verbatimolutions.com</a>
International Institute 264 Delaware Avenue Buffalo, New York 14209	Rima Abdellatif	883-1900 Ext. 309	<a href="mailto:rabdellatif@iibuff.org">rabdellatif@iibuff.org</a>

\*All letters drafted in-house must first be proofread by another bilingual staff member and then returned to the unit secretary. Bilingual drafters will be responsible to send a copy of their translated document to the proofreaders below via email. The English and translated document should be attached to the email. Once the proofreading is completed, the proofreader should email the document to the unit secretary to be mailed to the client.

\*Spanish translation should be done in-house and can be drafted by bilingual staff and should not be sent to an outside vendor.

### In-house Bilingual Staff & Availability

	Unit	Language	Email/Availability	Ext.
Aparna Balakrishnan	Family	Hindi Malayalam	<a href="mailto:aparna@nls.org">aparna@nls.org</a> Check for Availability	Ext. 215
Amy Bushberg	Family	Spanish	<a href="mailto:abushberg@nls.org">abushberg@nls.org</a> Available for Family and DAP. Check availability for walk-ins, and proofreading for other units	Ext. 230
Simone Hicks	Public Benefits	French	<a href="mailto:shicks@nls.org">shicks@nls.org</a> Check for Availability	Ext. 245
Diana Martinez	Public Benefits Housing	Spanish French	<a href="mailto:dmartinez@nls.org">dmartinez@nls.org</a> Available on Fridays for appointments. Check availability for translations, walk-ins, and proofreading for other units	Ext. 251
Elizabeth Padgett	Public Benefits Housing	Spanish	<a href="mailto:epadgett@nls.org">epadgett@nls.org</a> Availability on Tuesday mornings for appointments. Check availability for translation, walk-ins and proofreading for other units.	Ext. 267
Eva Perez	Reception	Spanish	<a href="mailto:eperez@nls.org">eperez@nls.org</a> Check availability for all units	Ext. 210
Marta Santiago	WIPA, Bond and Promise	Spanish	<a href="mailto:msantiago@nls.org">msantiago@nls.org</a> Availability for WIPA, Bond, Promise Clients. Check availability for walk-ins and proofreading	Ext. 240
Wallace Wiens	Family	German	<a href="mailto:wwiens@nls.org">wwiens@nls.org</a> Check availability for all units	Ext. 252

# APPENDICES

## Appendix “C”: Instructions for use of the Language Line



### Instructions for use of the Language Line

#### WHEN RECEIVING A CALL –

1. Use **Cnf/Trn** button to place the Limited English speaker on hold.
2. Dial **1-877-245-0386**
3. Listen to prompts and provide representative with:
  - a. **6-digit Client Id. (which is 702844)**
  - b. **Company Name** (Neighborhood Legal Services, Inc.) – Buffalo Office Code 1, Niagara Falls Office Code 2, Batavia Office Code 3
  - c. **Personal Code** (Buffalo Office: your 3 digit phone extension number; Niagara Falls and Batavia: the number Diane P provide to you)
4. Provide representative with the language needed.
5. **Brief the Interpreter.** Summarize what you wish to accomplish and give any special instructions.
6. **Add the Limited English Speaker to the line.** When place a call to a Limited English speaker, begin at Step 2.

#### WHEN USING THE LANGUAGE LINE DUAL HANDSET PHONE IN THE INTAKE ROOM (Walk-ins) –

1. Lift the handset from the cradle or press the **SPEAKER** button.
2. Dial **9** and then outside line phone number.
3. Press **red INTERPRETER** button.
4. Press **1** for Spanish, **Press 2 for all other languages:** Speak the name of the desired language clearly (e.g. “Arabic, “Japanese”). Say only the language name, do not add any other words. The system will request you:
  - a. **Press 1 to confirm the language.**
5. **Press CLIENT ID when requested.** Press client id button or enter 702844.
6. **Enter PERSONAL CODE** (Buffalo Office: your 3 digit phone extension number; Niagara Falls and Batavia: the number Diane P provide to you)
7. **You will be placed on hold briefly while an interpreter is conference onto the call. Please do not hang up.**
8. **Brief interpreter about the situation.**
9. **Give the second handset to the other party with which you wish to communicate.**

Source document: ©2007 Language Line Services QUICK REFERENCE GUIDE

# APPENDICES



These languages represent approximately 98.6% of all customer requests from the 6,912 languages spoken in the world today. We monitor our language requests continuously, adding or deleting languages based upon customer needs.

Afrikaans	French Canadian	Laotian	Quichua
Akan	Fukienese	Latvian	Romanian
Albanian	Fula	Lingala	Russian
American Sign Language	Fulani	Lithuanian	Samoa
Amharic	Fuzhou	Luganda	Serbian
Arabic	Ga	Lusoga	Shanghai
Armenian	Gaddang	Luxembourgeois	Shona
Ashante	Georgian	Maay	Sicilian
Assyrian	German	Macedonian	Sinhalese
Azerbaijani	Gorani	Malagasy	Sindhi
Azeri	Greek	Malay	Slovak
Bahasa	Gujarati	Malayalam	Slovenian
Bajuni	Haitian Creole	Maltese	Somali
Bambara	Hekka	Mandarin	Sorani
Basque	Hakka – China	Mandingo	Spanish
Behdini	Hausa	Mandinka	Sudanese Arabic
Belcrussian	Hebrew	Maninka	Sundanese
Bengali	Hindi	Marathi	Swahili
Berber	Hmong	Marshallese	Swedish
Bosnian	Hunanese	Mien	Sylheti
Bravanese	Hungarian	Mina	Tagalog
Bulgarian	Ibanag	Mirpuri	Taiwanese
Burmese	Ibo	Mixteco	Tajik
Cantonese	Icelandic	Moldavan	Tamil
Catalan	Igbo	Mongolian	Telugu
Chaldean	Ilocano	Montenegrin	Thai
Chaochow	Indonesian	Moroccan Arabic	Tibetan
Cherokee	Italian	Navajo	Tigre
Chuukese	Jakartanese	Neapolitan	Tigrinya
Cree	Japanese	Nepali	Toishanese
Croatian	Javanese	Nigerian Pidgin	Tongan
Czech	Karen	English	Tshiluba
Dakota	Kashmiri	Norwegian	Turkish
Danish	Kazakh	Nuer	Twi
Dari	Khmer (Cambodian)	Ojibway	Ukrainian
Dinka	Kirghiz	Oromo	Urdu
Diula	Kirundi	Pahari	Uzbek
Dutch	Korean	Pampangan	Vietnamese
Ewe	Kosovan	Pangasinan	Visayan
Farsi (Persian)	Krahn	Pashto	Welsh
Fijian Hindi	Krio	Patois	Wolof
Finnish	Kurdish	Polish	Yiddish
Flemish	Kurmanji	Portuguese	Yoruba
French	Lakota	Portuguese Creole	Yupik
		Punjabi	



© 2009 Language Line Services -- 02.17.09.V1



## Tips for Working with an Interpreter

1. **BRIEF THE INTERPRETER** – Identify the name of your organization to the interpreter, provide specific instructions of what needs to be done or obtained, and let him/her know whether you need help with placing the call. If you need the interpreter to help you place a call to the Limited English Proficient (LEP) client, you may ask the interpreter for a dial-out. There is a limited amount of time allotted for placing a dial-out once the interpreter is on the phone. Therefore, it is important that you provide a brief introduction and specific instructions to the interpreter in a timely manner.
2. **SPEAK DIRECTLY TO THE CLIENT** – You and your client can communicate directly with each other as if the interpreter were not there. The interpreter will relay the information and then communicate the client's response directly back to you.
3. **SPEAK NATURALLY, NOT LOUDER** – Speak at your normal pace, not slower.
  - a. **SEGMENTS** – Speak in one sentence or two short ones at a time. Try to avoid breaking up a thought. Your interpreter is trying to understand the meaning of what you're saying, so express the whole thought if possible. Interpreters will ask you to slow down or repeat if necessary. You should pause to make sure you give the interpreter time to deliver your message.
  - b. **CLARIFICATIONS** – If something is unclear, or if the interpreter is given a long statement, the interpreter will ask you for a complete or partial repetition of what was said, or clarify what the statement meant.
4. **ASK IF THE LEP UNDERSTANDS** – Don't assume that the LEP client understands you. In some cultures a person may say "yes" as you explain something, not meaning they understand but rather they want you to keep talking because they are trying to follow the conversation. Keep in mind that a lack of English does not necessarily indicate a lack of education.
5. **DO NOT ASK FOR THE INTERPRETER OPINION** – The interpreter's job is to convey the meaning of the source language and under no circumstances may he or she allow personal opinion to color the interpretation. Also, do not hold the interpreter responsible for what the client does or does not say. For example, when the client does not answer your question.
6. **EVERYTHING YOU SAY WILL BE INTERPRETED** – Avoid private conversations. Whatever the interpreter hears will be interpreted. If you feel that the interpreter has not interpreted everything, ask the interpreter to do so. Avoid interrupting the interpreter while he/she is interpreting.
7. **AVOID JARGON OR TECHNICAL TERMS** – Don't use jargon, slang, idioms, acronyms, or technical medical terms. Clarify unique vocabulary, and provide examples if they are needed to explain a term.

# APPENDICES

8. **LENGTH OF INTERPRETATION SESSION** – When you're working with an interpreter, the conversation can often take twice as long compared with one in English. Many concepts you express have no equivalent in other languages, so the interpreter may have to describe or paraphrase many terms you use. Interpreters will often use more words to interpret what the original speaker says simply because of the grammar and syntax of the target language.
9. **READING SCRIPTS** – People often take more quickly when reading a script. When you are reading a script, prepared text, or a disclosure, slow down to give the interpreter a chance to say up with you.
10. **CULTURE** – Professional interpreters are familiar with the culture and customs of the LEP client. During the conversation, the interpreter may identify and clarify a cultural issue they may not think you are aware of. If the interpreter feels that a particular question is culturally inappropriate, he or she might ask you to either rephrase the question or ask the interpreter to help you in getting the information in a more appropriate way.
11. **CLOSING OF THE CALL** – The interpreter will wait for you to initiate the closing of the call. When appropriate, the interpreter will offer further assistance and will be the last to disconnect from the call. Remember to thank the interpreter for his or her efforts at the end of the session.

Source document: ©2005 Language Line Services TIPS FOR WORKING WITH AN INTERPRETER

# APPENDICES

## Appendix “D”: Administrative Language Line Form/Interpreter Request Form



### Language Line Form

Please complete every time you use the Language Line and return to Sherry.

Advocate Name: \_\_\_\_\_ Phone ext.: \_\_\_\_\_  
Interpreter Id#: \_\_\_\_\_  
Date of call: \_\_\_\_\_  
Time of call: \_\_\_\_\_  
Name of client: \_\_\_\_\_  
Client Phone #: \_\_\_\_\_  
Language Used: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Funder: \_\_\_\_\_

Purpose of call: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PRD004 : Language Line Form  
Last Updated: 8/20/2013  
Page 1

Please submit Language Line Form to Sherry Szczepczenski at [sszczepczenski@nls.org](mailto:sszczepczenski@nls.org). Copies of these forms are available on the NLS website. If no bilingual staff is available, the unit secretary will email a copy of the correspondence to an outside vendor listed in “Appendix B” and copy to Sandy Fudala at [sfudala@nls.org](mailto:sfudala@nls.org) for billing purposes. Make sure to tell her the client’s first and last name, the reference number (provided by the outside vendor), and the appropriate funder (e.g., LSC, IOLA, VAWA etc.).

# APPENDICES

## Appendix "E": Interpreter Confidentiality Agreement and Client Waiver Forms



### Interpreter Confidentiality Agreement

I, \_\_\_\_\_, living at/employed by \_\_\_\_\_ volunteer to provide translation services for the Neighborhood Legal Services, Inc. (hereinafter "NLS"). I understand that in the course of my providing translation services for NLS, I may learn certain facts about individuals being provided legal services by NLS that are of a high personal and confidential nature. Examples of such information are medical conditions and treatments, employment histories, criminal records, living arrangements, sexual orientation, relations with family members and other similar information. I understand that all such information must be treated as completely confidential. I agree not to disclose any information, to **any** person not affiliated with NLS and authorized by NLS to have such information without the specific consent of the individual to whom such information pertains. I also agree to direct any media inquiries I may receive concerning my volunteer services to the Executive Director of NLS.

Dated: \_\_\_\_\_

\_\_\_\_\_  
Signature

# APPENDICES



## Client Waiver

I, \_\_\_\_\_, understand that I am entitled to attorney/client confidentiality. This means that no one else will know what is said between me and my lawyer/paralegal. I understand that when someone interprets for me, that interpreter will know what my lawyer and I said to each other. In order to have my conversation translated, I must allow the translator to hear my conversation with my lawyer/paralegal. I am waiving my right to confidentiality between me and my lawyer/paralegal so that I can have a person interpret for me. I know that person has been sworn to secrecy about what my lawyer/paralegal has said to me. The interpreter may not tell others what I said to my lawyer unless required to by a Judge.

In addition, I authorize NLS to send duplicate copies of all letters and documents to the person who referred me to NLS and/or to the person who interprets for me

Dated: \_\_\_\_\_

\_\_\_\_\_  
Signature

# APPENDICES

Appendix “F”: Multilingual insert explaining the right to have the informational materials read in your client’s language

For Spanish Speaking call-ins, if there is no bilingual receptionist available, please say the following sentences to the client and then ask secretarial staff to access the language line.

English	Spanish
One moment please.	Un momento por favor.
What is your phone number?	¿Cual es su numero de telefono?
Please do not hang up the phone.	Por favor, no colgue el telefono.
Thank you	Gracias

For common languages other than Spanish, please see the inserts below:

## English

You have the right to have this document read to you in your native language free of charge. Please let us know if you would like this assistance.

## Arabic

من حقاك أن تُقرأ عليك هذه الوثيقة بلغتك الأم مجاناً. رجاء إخبارنا إذا رغبت في هذه المساعدة.

## Burmese

သင့်တွင် ယခုစာရွက်စာတမ်းကို သင့်အား သင့်မိခင်ဘာသာစကားနှင့် အခမဲ့ ဖတ်ပြရန် အခွင့်အရေးရှိပါသည်။ ဤအကူအညီကို သင်လိုအပ်ပါက ကျွန်ုပ်တို့ကို အသိပေးပါ။

## Karen

နအိၣ်ဒီးတၢ်အခွဲးအယၢ်လၢ နကမၤလၢ တၢ်ကဖးန့ၢ်န့ၤ လၢ်တီၢ်လၢ်မိတဘျီအံၤလၢ နကစၢ်ဒၣ်နအကျိၣ်ဒၣ်ဝဲ လၢအတလၢ်ဘျီလၢ်စ့ၤဘျီန့ၣ်လီၤ. နမ့ၢ်အိၣ်ဒီးတၢ်မၤစၢၤတမံၤအံၤဒီး ဝံသးစ့ၤဒုးသ့ၣ်ညါဘျီပုၤတက့ၢ်.

## Somali

Waxaad xaq u leedahay in dukumentigan laguugu akhriyo afkaaga hooyo iyada oo lacag la'aan ah. Fadlan noo sheeg haddii aad rabto caawimadan.

## “One Moment Please” TOOL

Language:	Written in Language	Phonetic Pronunciation
<b>Albanian:</b>	Nje minutë ju lutem.	nee-yeh mee-noo-teh you loo-tem
<b>Arabic:</b>	دقيقة من فضلك	dakika meen fahdlock (masculine) dakika meen fahdlick (feminine)
<b>Chinese:</b>	请稍候	ching show hoe
<b>French:</b>	Un moment s'il vous plaît.	uhn moe-mon seal-voo-play
<b>German:</b>	Einen Moment bitte.	eye-nen moment bee-teh
<b>Gujarati:</b>	મેહરબાની કરીને એક પળ થોભશો	meherbani kariné ek pul thobso
<b>Haitian Creole:</b>	Tanpri tann yon ti moman.	tan-pree tan yaw tee moe-maw
<b>Hindi:</b>	कृपया एक पल प्रतीक्षा करें	kreepya ek pal prateeksha karen
<b>Italian:</b>	Un momento per favore.	oon moe-mento pair fah-vore-ay
<b>Japanese:</b>	少々お待ちください。	shosho omachi kudasai
<b>Korean:</b>	잠깐 기다리세요	jam-kan ki-da-ri-se-yo
<b>Polish:</b>	Moment, proszę.	moment prosheh
<b>Portuguese:</b>	Um momento, por favor.	um moe-mento, poor fah-vor
<b>Russian:</b>	Подождите, пожалуйста.	padazhdite, pazhalusta
<b>Spanish:</b>	Un momento por favor.	oon moe-mento poor fah-vor
<b>Swahili:</b>	Subiri kidogo	soo-bee-re key-dough-go
<b>Tamil:</b>	தயவு செய்து ஒரு நிமிடம்	dye-ya-vu seydu oru nimi-dom
<b>Vietnamese:</b>	Xin chờ một chút	sin char moe-chew

# APPENDICES

## Appendix "G": NLS Liaisons

<b>LEP Liaison In-house Bilingual Staff</b>	<b>Name</b>	<b>Phone #</b>	<b>Extension</b>
Buffalo Office	Sandra Fudala	847-0650	212
	Penny Selmonsky	847-0650	247
Niagara Falls Office	Rosemary Estronza	284-8831	2208
Batavia Office	John Zonitch	585-343-5450	

<b>Disability Liaison</b>	<b>Name</b>	<b>Phone #</b>	<b>Extension</b>
Buffalo Office	Karen Welch	847-0650	265

<b>Office Manager Liaison</b>	<b>Name</b>	<b>Phone #</b>	<b>Extension</b>
Buffalo Office	Sandra Fudala	847-0650	212

<b>Support Staff Back-up</b>	<b>Name</b>	<b>Phone #</b>	<b>Extension</b>
Buffalo Office	Janice Jackson	847-0650	238
	Pearline Martin	847-0650	266

### Niagara Falls and Batavia Offices Language Line Extensions

<b>Niagara Falls Office</b>	<b>Extension</b>	<b>Batavia Office</b>	
Mary Ann Oliver	212	John Zonitch	101
Nicole Parshall	102	Mary Hanson	201
Debbie Olszowka	300	Sue Lane-Kreutz	301
Elizabeth White	200	Darlene Westphal	401
Danielle Dunlap	301	Cheryl Wilmet	501
Kathy Kephart	309	Linya Lewis	601
Rosemary Estronza	302		
Nancy McIntyre	105		
Kristin Frye-Gallaher	103		
Receptionist	104		
Vacant Paralegal	101		

# APPENDICES

## Appendix “H”: NY Language Identification Tool


  

  


### Language Identification Tool

This chart is to assist people who do not speak or read English to identify their languages. Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

**Sign Language Interpreter** 

Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

<p><b>Albanian</b> Shqip </p> <p>Tregoni me gisht gjuhën tuaj. Do të thërrasim një përkthyes. Përkthyesi do të merret falas për ju.</p> <p><b>Arabic</b> عربي </p> <p>أمر إلى لغتك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم الفوري مجاناً.</p> <p><b>Bengali</b> বাংলা </p> <p>আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে। দোভাষী আপনি নিখরচায় পাবেন।</p> <p><b>Bosnian</b> Bosanski </p> <p>Pokažite svoj jezik. Prevodilac će biti pozvan. Prevodilac je obezbijeden bez troškova za vas.</p> <p><b>Burmese</b> မြန်မာစာ </p> <p>သင့်ဘာသာစကားကို ဖော်ပြပါ။ ဝဘာသာစကားကို သင်္ချာတတ် စကားပြော အဖွဲ့ ဖမ်းပါမည်။</p> <p><b>Chinese</b> 中文 </p> <p>請指認您的方言，以便為您提供免費口譯服務。 請指認您的方言，以便為您提供免費口譯服務。</p> <p><b>Cantonese</b> 廣東話 广东话 </p> <p><b>Chaochow</b> 潮州話 潮州话 </p> <p><b>Fukienese</b> 福建話 福建话 </p> <p><b>Mandarin</b> 國語 普通话 </p> <p><b>Shanghai</b> 上海話 上海话 </p> <p><b>Taiwanese</b> 台灣話 台湾话 </p> <p><b>Toishanese</b> 台山話 台山话 </p> <p><b>Farsi</b> فارسي </p> <p>به زبان موردنظر اشاره کنید. ما برای شما مترجم می آوریم. این کار هیچ هزینه ای برای شما نخواهد داشت.</p> <p><b>French</b> Français </p> <p>Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.</p> <p><b>Haitian Creole</b> Kreyòl </p> <p>Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.</p> <p><b>Hindi</b> हिन्दी </p> <p>अपनी भाषा पर इंगित करें और एक दुभाषिया बुलवाया जाएगा। दुभाषिये का प्रकथ आय पर बिना किसी खर्च के किया जाता है।</p> <p><b>Italian</b> Italiano </p> <p>Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.</p>	<p><b>Karen</b> ကရင်စာ </p> <p>နည်းစကားကိုတတ်ကတိ. တံကတိနည်းစကားပြောတတ်ကတိ. ပုတဲလ်တတ်ကတိစံတဲလတဲနးအဖွဲ့တဲနိ.</p> <p><b>Korean</b> 한국어 </p> <p>귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.</p> <p><b>Nepali</b> नेपाली </p> <p>आफ्नो भाषातर्फ आँचिमाउनुहोस्। एक दोभाषीलाई बोलाइनेछ। तपाईंको किना कुनै खर्चको, एकनामा दोभाषे उपलब्ध गराइनेछ।</p> <p><b>Pashto</b> پښتو </p> <p>خپل ژبې ته اشاره وکړه. یو ژباړونکی به را و بللی ش. تاسو ته ژباړونکی وړیا برابر ولی شي.</p> <p><b>Polish</b> Polski </p> <p>Proszę wskazać swój język i wezwiemy tłumacza. Tłumacza zapewnimy bezpłatnie.</p> <p><b>Portuguese</b> Português </p> <p>Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.</p> <p><b>Russian</b> Русский </p> <p>Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.</p> <p><b>Somali</b> Afsoomaali </p> <p>Farta ku fiq luqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.</p> <p><b>Spanish</b> Español </p> <p>Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.</p> <p><b>Swahili</b> Kiswahili </p> <p>Onyesha lugha yako. Ataitishwa mkalimani. Utapewa mkalimani bila ya gharama yoyote kwako.</p> <p><b>Tagalog</b> Tagalog </p> <p>Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.</p> <p><b>Thai</b> ไทย </p> <p>ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาส่วนให้ท่าน การใช้ส่วไม่ต้องเสียค่าใช้จ่าย</p> <p><b>Ukrainian</b> Українська </p> <p>Вкажіть вашу мову. Вам викличуть перекладача. Послуги перекладача надаються безкоштовно.</p> <p><b>Urdu</b> اردو </p> <p>اپنی زبان پر اشارہ کریں اور ایک ترجمان بلایا جائیگا. ترجمان کا انتظام آپ پر بغیر کسی خرچ کے کیا جاتا ہے۔</p> <p><b>Vietnamese</b> Tiếng Việt </p> <p>Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.</p> <p><b>Yiddish</b> אידיש </p> <p>ווייז אן און אײער שפראך און מ'זעט און א דאלמעטשער. דער דאלמעטשער ווערט צוגעשטעלט אויטוט, עס וועט אײך גארנישט קאסטן.</p>
---	--

OCFS Pub. 5103 / OTDA Pub. 4842 (2010) Size: 8 1/2"x11"