

Hosting programs with interpreter services

The following document answers Frequently Asked Questions on how to prepare for an event that will be using interpreter services from the Office of Access, Inclusion, and Compliance (OAIC).

How should I prepare for my event with interpreter services?

- If using the Zoom platform, please prepare participants ahead of time on how to use Zoom.
 - Instructions for Zoom in Spanish and HMoob can be found on OAIC's website
- Provide event information ahead of the program to interpreter(s) when you receive a confirmation of your request from OAIC
 - This includes (if available):
 - Program agenda (scheduled start time and breaks)
 - Language flow (i.e. starting in English, transitioning to Spanish)
 - Event scripts, presentation slides, presenter notes
 - Location of bathroom, refreshment/meal availability, etc.
- Share any relevant information about the LEP participants with the interpreters
 - Number of participants
 - Is their participation confirmed?
- Please notify OAIC if interpretation services are no longer needed. Services can be canceled 5 business days or more before your event date.

How should I prepare the interpreter(s) and the participants for the space?

- Reserve and label a table for the interpreter. Notify the interpreter before the start of the event of the location of the table.
 - Please refer to the "Elements of a linguistically inclusive learning space" poster on how to set up the space.
- Have the interpreter(s) announce to participants in the requested languages about the availability of interpretation services and have participants meet the interpreter
 - Allow the participants to self-identify the need for interpretation and equipment. (i.e., registering at a table for equipment)
 - If no participants identify the need for an interpreter, ask interpreters to stay through the first 30 minutes of the event
- Prepare time before and after the program to distribute and collect simultaneous interpretation equipment.
 - For questions on the simultaneous equipment, please reach out to OAIC.

What should I do to connect interpreter(s) and presenter(s) before the event?

- Huddle with presenters and interpreters to discuss logistics around interpretation services
 - Ask presenters if they have ever communicated through an interpreter
 - Describe the process of simultaneous interpretation
 - Ask interpreters if they have anything to add or have questions

Delivery of the program

Remind presenters to...

- Speak clearly and use the microphone (if one is available)/use a headset
- Be mindful of your presentation's pace and volume.
- Be aware of your tone. Tone may communicate unintended emotion and may be interpreted differently across cultures.
- Repeat individual questions for the entire group
- Avoid cross-talk between participants. Interpretation requires one speaker at a time for the best experience.
- Unless included in scripted notes provided to the interpreters, avoid colloquialisms, humor, or straying from your topic
- Focus on the participants during your presentation, rather than the presence of interpreters
- Avoid engaging with the interpreters directly
- Be aware of cues from the interpreters to speak up, slow down, or repeat questions
- Review D001 document "Working with interpreters: a guide for guest presenters" that can be accessed on OAIC's website.