

For organizations working with interpreters:

When you are planning the event, budget money for interpreters in all the languages you will need. If the event is longer than an hour, you should plan for two interpreters in each language.

Contact the interpreters as far as possible in advance (at least a week) to confirm their availability.

If the event involves written materials, you will need to find someone to translate them. Don't assume that the interpreter will do this. You should contact the translator at least a week before the event as well.

If the event is on a specific topic or has specialized vocabulary, share some of the vocabulary and materials with the interpreters beforehand so they can prepare.

When making turnout calls, keep count of how many people will need interpretation. Make sure you have enough transmitters (for the interpreters) and receivers (for the people using interpretation). If you are using two different sets of equipment, make sure the frequencies are compatible.

Bring extra batteries and headphones to the event.

Designate a staff member or volunteer who can coordinate with the interpreters on the day of the event.

Ask the interpreters to arrive at least 20 minutes early, so they can test the equipment and replace batteries. Designate a space in the room where the equipment will be stored.

If there are a small number of people at the event, everyone who is not bilingual should receive interpretation equipment. Interpreters will then go between all languages simultaneously. If there are a lot of people and only non-English speakers have headsets, leave time for the interpreter to consecutively interpret into English.

Make sure the interpreters have a minute to introduce themselves at the very start of the program, even before the official welcome. They should introduce themselves in both of the languages they will be using (e.g. English and Spanish).

BIC interpreters will mention this in their introduction, but it may be necessary to remind people to speak loudly, slowly, and clearly, so they can be heard and interpreted. Interpreters may ask speakers to slow down or repeat themselves if the message is not understood.