

LANGUAGE BANK QUICK TIPS

The American Red Cross Language Bank offers interpretation and translation services that assist limited and non-English speaking people to access your agency's services. The Language bank currently has more than 300 multilingual volunteers who speak 60 different languages and dialects to help you. The Red Cross Language Bank provides language services to individuals and non-profit social service agencies who serve the limited-English population. Our volunteers DO NOT provide medical or legal interpretation/translation.

INTERPRETATION

Please schedule interpretation 7-10 days in advance.

1. By phone or e-mail, provide us with the following information:
 - Your agency/program name
 - Your full name
 - Your phone number and email
 - The language you are requesting
 - When you need an interpreter (date and time)
 - Length of interpretation
 - Location (neighborhood) of the interpretation or note if it is over the phone
 - Gender preference, if any
 - A description of your appointment. Please provide as many details as possible so our interpreters can be appropriately prepared.
2. The Language Bank will make every effort to locate an appropriate volunteer. When we have found a volunteer interpreter for your case, we will give the volunteer your name and contact information, and have the volunteer contact you to confirm. If you do not hear from a volunteer 48 hours before your scheduled appointment, contact the language bank for further assistance.
3. The volunteer interpreter will call you directly to confirm the case, receive address directions and any special instructions, and also to discuss details of the case if necessary. This is your confirmation that you have an interpreter. If you do not receive a call from a volunteer interpreter, contact the Language Bank.
4. Once the interpretation has taken place, you may submit feedback to the Language Bank if you wish.
5. Please let us know as soon as possible if you need to cancel your request for any reason.

TRANSLATION

You must request translation at least one month before you need it. We do not accept documents longer than 1,000 words. All documents must be submitted electronically in MS Word format. Keep in mind that it may be more difficult to fulfill translation requests for languages that use regional alphabets, such as Cambodian, Lao, Amharic, and Tigrinya, due to our volunteers' access to appropriate software.

1. By phone or e-mail, provide us with the following information:
 - Your agency/program name
 - Your full name
 - Your phone number and email
 - The languages you are requesting
 - Length of document in words
 - A copy of the document in MS Word Format
 - A brief description of the document.
2. The Language Bank will inform you within 7-10 business days whether we can fill your translation request.
3. Language Bank caseworkers will contact a pair of volunteer translators to translate your document. This is a two-step process: the first volunteer translates the document, and the second volunteer edits the original document for accuracy. Our volunteer editors are always native speakers of the target language. This process can take 2 to 8 weeks.
4. Once the translation is complete, we will send you the final document.
5. Once this process is complete, you may submit feedback to the Language Bank if you wish.
6. If for any reason during the translation process you no longer need the document translated, please notify us immediately so we can inform the volunteer working on your project.

VOLUNTEER INTERPRETERS

Our volunteers are trained in the practice and ethics of interpretation and translation. Keep in mind that as a Language Bank client, when you request an interpreter you are giving our interpreter/translators an opportunity to volunteer at your organization. Much like the volunteers you already work with, our volunteers take cases based on their availability and level of interest, and may not be able to commit far in advance.

URGENT CASE REQUESTS

We understand that last minute case requests might be necessary when you have an unexpected walk-in or phone call or an urgent matter arises. We are sometimes able to accommodate these requests via phone for some in-house languages. However, this availability is highly variable and it is always a good idea to know of alternate businesses available to provide immediate language assistance.

TO REQUEST A VOLUNTEER INTERPRETER OR TRANSLATOR, E-MAIL YOUR REQUEST TO LANGUAGEBANK@SEATTLEDCROSS.ORG OR CALL 206-726-3564 AND PRESS 2



**American
Red Cross**

Serving King & Kitsap Counties