

ETIQUETTE WHEN USING AN INTERPRETER

- Speak directly to the limited-English-proficient (LEP) person, not to the person doing the interpreting.
- Don't say anything that you do not want interpreted.
- Use words, not just gestures, to convey your meaning.
- Speak slowly, clearly and in a normal tone of voice.
- Use simple vocabulary to express your meaning.
- Explain jargon and technical terms when necessary.
- Speak in short simple sentences, pausing to permit the interpretation.
- Ask one question at a time.
- Allow the person doing the interpreting to stop you and seek clarification when necessary.
- Expect the person doing the interpreting to take notes if things get complicated.
- Be prepared to repeat yourself in different words if your message is not understood.
- If you suspect that your message is not fully understood by the interpreter, double check to see if s/he understands your message.
- If you suspect that your message is not fully understood by the LEP individual, double check to see if s/he understands your message; e.g. "Tell me what you understand".
- When using bilingual staff for interpreting, DO NOT ASK them to perform functions related to their regular job.