

### **Interpreter Use Guidelines**

An interpreter may need to be used with non-English speaking or deaf participants. An interpreter is used to communicate important information about the WIC Program. Should a participant come into the Local Agency and seems not to understand, you can:

- Allow a participant to bring in their own interpreter at their expense
- Use a certified interpreter (see available options below)
- Contact State Office if you know of a certified interpreter not associated with the options listed below

### **How To Use An Interpreter**

When using an interpreter, use these guidelines:

- Instruct interpreter on goal of program and purpose of appointment
- Use language and examples the interpreter can understand and translate
- Seat the interpreter beside you. Speak to and maintain eye contact with the participant, not the interpreter.
- As necessary, explain procedures being done and why.

### **Certified Interpreter Services**

#### **Lutheran Social Services**

##### **Telephone Interpreter Services**

- Appointment must be scheduled to assure interpreter availability.
- Call 1.800.973.5764 and provide:
  - Local Agency name
  - Staff name
  - Phone number (where you want LSS to call at time of appointment)
  - Language needed
  - Appointment date and time
  - Program and type of appointment needed (i.e. WIC – Certification, WIC – Nutrition Counseling, CHS – Baby Care Assessment, Family Planning, CHS – Bright Start).
  - Amount of time needed
  - How many people in the session
  - Family ID # or some type of identification without giving name of client(s)
  - Program for billing purposes (WIC or Family and Community Health Services – which includes all other programs that Family and Community Health Services provides)

##### **In-Person Interpreter Services**

- Sioux Falls and Huron Only – appointment must be scheduled to assure interpreter availability.
- Call 605.731.2010 and provide:
  - Local Agency name
  - Staff name
  - Language needed
  - Appointment date and time
  - Program and type of appointment needed (i.e. WIC – Certification, WIC – Nutrition Counseling, CHS – Baby Care Assessment, Family Planning, CHS – Bright Start).

- Amount of time needed
- How many people in the session
- Family ID # or some type of identification without giving name of client(s)
- Program for billing purposes (WIC or Family and Community Health Services – which includes all other programs that Family and Community Health Services provides)

**Note:** If you have an individual who would like to become a certified interpreter, have them contact Lutheran Social Services for specific information. Email Tim Jurgens at: [timjurgens@lsssd.org](mailto:timjurgens@lsssd.org)

### **Other Telephone Accredited Interpreter Services**

- Use when Lutheran Social Services is not available or they do not have an interpreter for the language needed.
- For walk-in clients that require immediate attention who cannot be rescheduled for a later date/time.

### **Language Line Services**

- 1.877.261.6608
- Choose “1” for Spanish and “2” for all other languages
- State the Department of Health client ID # 238036
- Use the code appropriate for the service being offered to the client.
  - Community Health Service – 753
  - Family Planning – 309
  - MCH – 114
  - Office of Disease Prevention – 100
  - WIC – 313
- Costs are charged on a per minute basis.
- Current languages available through Language Line Services can be found on their website at [www.LanguageLine.com](http://www.LanguageLine.com)

### **INTERPRETALK (Language Services Associates)**

- 1.800.305.9673
- Press #2
- Account # 3355 (for SD Department of Health – WIC Program)
- Caller’s name
- Request the language needed
- The coordinator will inform you that the interpreter is now “on the line” and give you the interpreter’s ID number.
- Explain the objective of the call to the interpreter. Then proceed by speaking directly to the participant.
- Upon completion of the call, all parties should hang up. Your time will automatically be recorded.
- Costs are charged on a per minute basis.
- Website: [www.LSAweb.com](http://www.LSAweb.com)

**If further assistance is needed contact the WIC State Office.**