



Guidelines for Using a Telephone Interpreter

1 Prior to Phone Call

- Distraction free/private environment
- Adequate equipment

2 Etiquette

- Address the Limited English Proficient person (LEP)-look at the LEP
- A warm smile and courteous words go a long way to help the LEP feel more comfortable.
- Avoid side conversations. It creates isolation, tension and suspicion for LEP and makes it difficult for interpreter to know what to interpret.

3 Dialogue

- Explain to LEP that all information is confidential and encourage them to ask questions.
- Speak clearly
- If multiple people in the room-speak one at a time
- Short sentences are easiest to interpret
- Speak freely-all CLI interpreters are sworn to confidentiality and Interpreting Code of Ethics
- Encourage interpreter to clarify terms with you