



LANGUAGE ACCESS QUICK GUIDE

The Vermont Department of Corrections is committed to serving all people with equity and dignity, including people with language access needs.

This packet is to guide staff in serving people who do not speak fluent English by:

- Accessing interpreters by phone immediately.
- Scheduling live or remote interpreters for a future date.
- Providing translations of written documents and forms.

IMPORTANT TIPS AND CONSIDERATIONS



Always start by showing the Language Identification poster, "Point to Your Language," to assure you are providing the right language for communication.



If you are not sure an interpreter is needed, use one. It is always best to be sure everyone understands. Do not count on co-workers, community members, or other incarcerated people to interpret. A professionally trained interpreter reduces liability, and ensures confidentiality, accuracy, and accountability. However, a staff member can provide services directly in another language if they speak fluently, if they are trained and responsible for providing those services.



Interpreted conversations take longer. You will need to pause every few sentences. Schedule extra time when making appointments in advance.



Document language needs and interpreter use in case/contact notes in OMS.

ADDITIONAL TIPS

- **Indicate the nature of the appointment** when requesting an interpreter.
- **Give the interpreter an opportunity to introduce themselves.**
- **Speak directly to the client.** Ask “When did this happen?” rather than “Ask her when this happened.” This avoids confusion.
- **Be precise.** Avoid chaining questions together, e.g. “Do you smoke, drink, or take drugs?” should be three separate questions.
- **Avoid or explain professional jargon** (such as acronyms, slang, or codes) that some people will not understand.
- **Be prepared to have the interpreter interrupt** when a word or phrase needs to be clarified.
- **Check-in with the interpreter** to see if you are speaking too fast or too slowly, too softly, or unclearly.
- **Set up another appointment while the interpreter is present.**

PROVIDING TRANSLATIONS OF WRITTEN DOCUMENTS AND FORMS

When you need something translated, including if someone fills a form in a non-English language, send to Health Equity Director, Jacqueline Rose, at 802-798-2406 or Jacqueline.Rose@vermont.gov, or through your facility's ADA Director (if applicable). Any forms filled out by incarcerated or supervised people will require back-translation once completed.

Many documents and forms are already translated. This includes Handbooks, PREA, Grievance Forms, Sick Slips, ROIs and many others. These translated documents are available at: **S:\Security and Operations\Translated Documents and Language Access.**

ACCESSING INTERPRETERS BY PHONE IMMEDIATELY

USE  ANYTIME, NO APPOINTMENT NEEDED. BROAD LANGUAGE VARIETY. BY PHONE OR TEAMS ONLY.

1. Call **(913) 914-9304**
2. Enter the access code (**account # 32039, contract #41161**).
3. For Spanish press #1, for any other language press 8. (Or, to speed up the process, enter the exact language codes below, instead of 8).
4. If you pressed 8, say the name of the language you need. You will be connected to an interpreter—it may take a few minutes.
5. The interpreter will ask for:
 - DOC staff member's full name
 - Name of correctional facility or field site
 - Initials of the person needing an interpreter
6. The call will then start.



Language Codes:

Albanian	47	French	26	Kisii	98	Rohingya	16
Amharic	39	Fulani	36	Kiswahili	38	Romanian	52
Arabic	23	Fuzhounese	20	Korean	30	Russian	27
Armenian	59	Georgian	82	Kurdish	76	Samoan	79
Bangla	58	German	61	Laotian	50	Serbian	62
Bengali	48	Greek	68	Lithuanian	69	Serbo-Croatian	64
Bosnian	37	Gujarati	40	Macedonian	93	Somali	29
Bulgarian	67	Haitian Creole	28	Mai Mai	78	Spanish	1
Burmese	21	Hakha-Chin	95	Malayalam	75	Swahili	38
Cambodian	51	Hakka-Chinese	87	Mandarin	24	Tagalog	46
Canadian French	55	Hebrew	90	Mandingo	89	Tamil	85
Cantonese	31	Hindi	43	Marshallese	81	Teddim	86
Castellano	13	Hmong	44	Mongolian	72	Thai	57
Chin	32	Ibo	65	Nepali	25	Tibetan	83
Chuukese	18	Indonesian	70	Oromo	96	Tigrinya	45
Croatian	92	Italian	56	Pashto	77	Tongan	97
Czech	91	Japanese	63	Persian	74	Turkish	54
Dari	80	Karen	34	Polish	42	Twi	66
Dutch	84	Karenni	60	Portuguese	35	Ukrainian	71
Farsi	33	Kinyarwanda	94	Punjabi	49	Urdu	41
Filipino	73	Kirundi	53	Quiche	19	Vietnamese	22
						Yoruba	88
						Zomi, Zou	15
						All Other	99

SCHEDULING LIVE OR REMOTE INTERPRETERS FOR A FUTURE DATE

WHEN SCHEDULING ANY INTERPRETATION SERVICES, PROVIDE THE FOLLOWING INFO:

1. Language(s), date of appointment, start time, expected duration of meeting.
2. Consumer's name (the person who needs interpretation services).
3. DOC staff member's name, email, phone number.
4. Whether the interpreter is to be IN PERSON or REMOTE (AUDIO or AUDIO/VISUAL).
 - If in-person: Location of meeting with zip code and other important info.
 - If remote: confirm who will provide a Teams link or a phone number.
5. Nature of the meeting: Provide subject/special terminology for interpreter to come prepared.
6. For invoicing, state the contract number for that vendor.
7. Look for a confirmation email when the appointment is set up and the interpreter is assigned. The interpreter's phone number and/or other details will be included in the confirmation email.

SELECT A PROVIDER FROM THE OPTIONS BELOW:

FOR LIVE INTERPRETERS WHO SPEAK DIALECTS OFTEN FOUND IN VERMONT:

 <p>AALV INC.</p>	 <p>U.S. COMMITTEE FOR REFUGEES AND IMMIGRANTS VERMONT REFUGEE RESETTLEMENT PROGRAM</p>
<p>Phone: 802-777-1682</p> <p>Email: aalvinterpret@gmail.com</p> <p>State of VT Contract # is 41168</p>	<p>Phone: 802-654-1706 or 802-363-0796</p> <p>Email: RequestInterpreterVT@uscrimail.org or ssamarasinghe@uscrimail.org</p> <p>State of Vermont contract # is 42925</p>

FOR ADDITIONAL, RARE LANGUAGES, REMOTE ONLY:

 <p>WorldWide Interpreters</p>	LANGUAGE LINK A BIG LANGUAGE COMPANY
<p>Email: support@e-wwi.com for an application to fill out. You should receive a response with a pin number within 24 hours.</p> <p>Phone: 1-800-207-1424, or (866) 967-5313</p> <p>Contract # 41390</p>	<p>Step 1: Call 1-800-535-7749</p> <p>Step 2: Enter Account 31269, then "#"</p> <p>Step 3: Select whether a 3rd party call is needed. (If so, you will be asked for the 3rd party phone number.)</p> <p>Step 4: Select Language</p> <p>1 – Spanish 2 – Russian 3 – Arabic 4 – Nepali 5 – French 9 – All other languages</p> <p>Step 5: Follow and additional prompts as needed</p>

FOR AMERICAN SIGN LANGUAGE (ASL) FOR DEAF + HARD OF HEARING INTERPRETERS:

Use Purple, or:

 <p>VANCRO INTEGRATED INTERPRETING SERVICES</p>
<p>Phone: 802-217-0103</p>
<p>Email: interpretingservices@vancro.com</p>
<p>Contract # 41414</p>