

Introduction

Providing service to individuals who do not speak English is a requirement in today's environment. In order to meet the range of needs present in a community, most non-profit service providers, LEA's and school districts will need to communicate across language differences. Historically, it has been the children of immigrants who have mastered English; the adults have not. In the past, this was not a social issue. Today's immigrants are learning English faster than any other group before them, and it is still not fast enough for current needs.

Developing the capacity within a system to provide services to speakers of languages other than English requires conscious planning. Hiring bilingual staff is an important first step, and it is not enough. The complexity of service requires that many individuals interact with program recipients. This means that everyone in an organization who interacts with clients/parents/students must be able to communicate with individuals who do not speak English. Every staff person who must interact with individuals who speak a language other than English will require some form of training.

This Interpretation Guide has been designed as a tool for administrators and staff working in multilingual environments. The Guide is organized in three sections: **Section One: Professional Interpretation** outlines standards for the field of interpretation.

Section Two: Interpretation and Service Provision examines these standards in the context of service provision, and outlines strategies for effective integration. **Section Three: Multilingual Conferences, Meetings and Events** provides information on how to host multilingual events utilizing simultaneous interpretation equipment.

The documents within each section are designed to stand alone. Therefore, when reading the entire guide there is a certain amount of repetition. The purpose and audience for each document is outlined in the table of contents.

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