

**\* When do I use an interpreter?**

When you are not fluent in/or speak the language of the other person.

**\* What is best: an in-person or telephonic interpreter?**

In-person is always best, unless we do not have someone for that language. During the pandemic, all services are virtual.

**\* Where do I request an in-person or virtual interpreter?**

<https://www.philasd.org/face/multilingual/interpretation-services/>

**\* When do I request the interpreter?**

At least 1 week prior to your meeting, but we will try to meet your urgent needs.

**\* How do I get telephonic interpretation?**

Call LanguageLine: 1-866-874-3972; provide Client ID: 507454, and your school/office access code. To obtain the access code, email: [translation@philasd.org](mailto:translation@philasd.org).

**\* How much does it cost?**

Nothing! Services are free to you!

**\* How many languages are spoken by our families?**

Our families speak over 170 languages and dialects.



**The Multilingual Family Support Unit is committed to eliminating linguistic barriers and ensuring that immigrant and refugee English Learners and their families have equal access to educational services and opportunities that will help them achieve their full academic and social potential.**

**Contact us:  
440 North Broad Street,  
Suite 114  
Philadelphia, PA 19130  
Tel. 215-400-4180 Option #4  
E-mail: [translation@philasd.org](mailto:translation@philasd.org)**

## Interpretation Services Guide: Tips and Information



## What to Expect, How to Prepare

Prepared by the Multilingual Family Support Unit of the Office of Family and Community Engagement

**1**

Not all bilinguals can interpret. Use trained interpreters!

Speak slowly, loudly, and enunciate.

**2**

**3**

Remember your audience: Avoid using District jargon.

**4**

Take pauses after a couple of sentences, in order for the interpreter to say it in the target language.

**5**

If there is something you do not want the interpreter to repeat... Do not say it!

**6**

The interpreter will do a pre-session before the meeting starts.

**7**

Look at the family or student, not at the interpreter. If in a telephonic meeting, say your name every time you speak.

**8**

Give the interpreter copies of all papers you will use at the meeting ahead of time.

**9**

Interpreter will join virtual meetings 10 minutes prior to the start of the Zoom/Google, or telephonic meeting.

**10**

If the meeting takes more than an hour, the interpreter will take a 5 minute break.

**If it is written: Translation. If is spoken: Interpretation.**