



## How to Request Language Services (e.g., Translation and Interpretation)

Once the need for language services is identified, the Office for Civil Rights and Civil Liberties (CRCL) staff will often need to access the professional language services available to CRCL employees. These services include **translation, in-person and telephonic interpretation**, and a **real time telephonic interpreting system**. CRCL endeavors to provide language services in any language encountered. In cases where CRCL's contractor cannot meet the need for a specific language, CRCL has the option of working with other vendors.

### I. For translation requests

Send translation requests by email to the COR. Attach the document(s) requiring translation, specify the languages involved in the translation request (indicate the languages being translated, e.g., English to Spanish), and include a word count or word count estimate. Please block out English text that should not be translated (e.g., mailing addresses).

If applicable, state in the request the deadline for delivery of the translation. The timeframe for receiving translations varies depending on the complexity and scope of the assignment. Indicate if a rush translation is required.

### II. For scheduled interpreting requests

Send a request by email to the COR with the following information:

1. **Purpose** of the request (e.g., investigative interview for CRCL complaint);
2. **Date/time** the service is needed (including the time zone);
3. Whether the interpreter should be **telephonic or in-person**;
4. **Language(s)** requested;
5. **Expected duration** of the assignment;
6. **Additional relevant information** (e.g., number of interviews, if an interpreter is needed for multiple interviews; the setting and context of the interpreted session);
7. If an interpreter is needed for an in-person assignment, include the **location and address**;
8. If the assignment is for a CRCL complaint investigation, include the **complaint number**; and/or other identifying information that does not include Personally Identifiable Information (PII); and,
9. **Name(s) and contact information** of the CRCL POC(s) for the assignment.

### III. For *unscheduled* telephonic interpreting requests of phone calls to the CRCL Information Line or other unscheduled incoming calls in non-English languages

Follow the instructions on the use of the real-time telephonic interpreting system. Following each use of the interpreter service, email the COR with a review of the interpreter's performance. Include information to identify the matter/project/investigation, language spoken by the interpreter, duration of the call, estimate of the length of time it took to connect to an interpreter, and any positive, negative, or neutral comments about the interpreter's performance or the experience connecting to an interpreter.

### IV. For an urgent need for translation or interpretation services while the COR is on leave or otherwise unavailable

Contact CRCL's Executive Officer or the LEP coordinator who will make arrangements to contact the contractor's program manager. Copy the COR on your translation or interpretation requests.