

Working with a Video Remote Interpreter



D.A. Languages Limited
Interpreting & Translation Services



Introduction

In this guide, you will find tips and do's, aimed to improve your service delivery and enhance the experience for all parties involved. It will provide insight into how you can develop a good working relationship with the linguist and optimise the success of your appointment with your client.

Arranging your Interpreter

When making your request with DA Languages, in order for the booking team to provide the most suitable linguist for your needs, it is important that you provide the office with as much information as possible.

- Please always confirm your platform of preference as this will support the organisation of the assigned linguist's attendance.
- Where possible, please provide the link or connection details for your platform of choice, directly within the booking form, this will support the attendance organisation and make the process seamless and accurate as this information will be directly accessible for both ourselves and the assigned linguist if reported in the dedicated section of the booking form, 'Please give details of video call...'.
- If you know that you will be covering a matter that may be distressing, please ensure we are aware of this in advance. We can then speak with our linguists ahead of the booking and ensure they are prepared and comfortable to attend the appointment. You would never need to disclose explicit details about a specific booking, and we understand much of this will be confidential.
- Any additional information that you would like to provide our office with, can be inputted in the 'Special Instruction' free-text box. Please note this section is not directly visible to anyone else other than our office staff, not event to the assigned linguist, allowing you to share some further information and advise if they require relaying to the linguist or if they are for DA Languages attention.
- In terms of the actual logistics of the appointment, you will need to assess what you believe the realistic duration of the appointment to be. This is to avoid any unnecessary disruption to your appointment. Linguists work on a freelance basis and if you have not requested a linguist for long enough periods, it is possible the linguist will need to leave before you have completed your session. The majority of linguists attend several appointments a day and they will organise their diaries based on the duration provided.

Preparing for your appointment

- Where possible, we would suggest the use of headsets to optimise the audio quality as well as to take in consideration the lighting, for an even lit space, and room design, both for visual optimisation. A quiet and private environment will also be necessary.
- Ensure to test your technical equipment prior to the commencement of the video call; we suggest doing so at least 5 minutes before to allow time for any unforeseen matter that may require attention.
- Brief the linguist of any relevant information they need to know in advance and also inform them of the aim of the session if relevant.
- While arranging the meeting and the booking, take in consideration if the sessions will require the linguist to be briefed prior to the commencement. If so, calculate the time you will require for briefing the linguist and book the request on our portal with this start time in mind (i.e. arrange the overall duration with extra 15 at the beginning of the session, and indicate the start time accordingly when booking). At the time of the appointment, you will then be able to bring the linguist first, if the platform used has a waiting room facility, or simply connect to the linguist before the patients connect too, at the designated start time for their appointment.
- If required, advise the linguist accordingly on how you wish them to deal with cultural and other issues that may arise during the appointment.
- Plan your time carefully and develop a strategy on how you will monitor this during the appointment.

Getting the appointment started

- Introduce everyone in the meeting, informing the client and the linguist of any additional professionals present. If the client is not sure who is attending during the appointment, they may be reluctant to provide important information.
- Make sure the client understands the roles of those in the meeting, who will be conducting the appointment and that the client understands the role of the linguist. The linguist will provide impartial, complete and confidential interpretation of the communication had during the appointment.
- Allow the linguist time to introduce themselves to the client.
- A linguist will only intervene if they need clarification before interpreting, they believe the client did not fully understand something that was said, they believe a cultural inference has been missed or if the linguist is having difficulty hearing a member of the room as they are speaking too quietly or too quickly.



During the appointment

- Use short, concise sentences and pause frequently to allow the linguist time to translate the information.
- Be sure to speak in the first person. For example, you should say: "How can I help you today?" Do not refer to the linguist and say: "Ask him/her how I can help them today?"
- Where possible, provide written materials in your clients' native language.
- Provide the linguist with enough time to interpret; this may be slightly longer than for face to face or telephone appointments. If screen-sharing or presenting, regularly pause to allow enough time for the linguist to interpret.
- If at any point, you feel the linguist is not interpreting as you wish, let them know. This can be a simple solution to avoiding problems during the appointment.
- (It is advisable) not to introduce humour during an appointment, it does not always translate well.
- Do not rush an appointment; interpreting is a pressurised and mentally exhausting profession. It requires time to accurately translate information.
- Do not leave the linguist to explain information that the client does not understand, it is not the linguist's responsibility and can lead to misinterpretation. Nor should they answer a question on your behalf.
- Do not use metaphors, colloquialisms and idioms because such phrases are unlikely to have a direct translation or be misleading.

Finishing the appointment

- Check that the client has understood the key aims of the appointment. Ask if they have any questions.
- If the client requires a follow-up appointment, arrange this whilst the linguist is still present.
- If you would like to continue working with the same linguist, check with them if they are available for upcoming appointments. The linguist will pencil in their diary your request and wait for the request to be raised on the booking portal and be assigned to them before officially accepting.
- The linguist will provide us with the actual duration of the video call. Some of the platforms do not provide the facility to retrieve the video call history after terminating the call. They are therefore required to take a screenshot of their display, to include the date, time and duration and must advise all parties present of this to safeguard individual's privacy, requesting to either switch the cameras off or remove themselves from being visible while a screenshot is taken.

We hope that this guide will be useful to you and your colleagues. However, if you do have any further queries regarding video interpreting, please do not hesitate to get in touch with our dedicated team on dalvriappointments@dalanguages.co.uk