

Greater Boston Legal Services

CALL 866.937.7325

To Access a Qualified Interpreter

- When greeted by a Coordinator, please give your Account Code **42872079**
- Request the language needed or ask for assistance in identifying the language.
- Hold momentarily while your interpreter is connected. Once on the line, you will be notified and provided with the interpreter's ID number.
- Explain the objective of the call to the interpreter. Then proceed by speaking directly to the Limited English Proficient speaker in the first person.
Example: "What is your name?" NOT "Ask her what her name is."
- Upon completion of the call, all parties should simply hang up. Your time will be automatically recorded.

Best Practices for Working with LSA's Telephone Interpreters

Please see below for helpful tips on how to effectively work with LSA's telephone interpreters. Following these best practices will help ensure accurate communication always occurs between all parties.

1. Provide the interpreter with a brief description as to what the call is going to be about.
2. Speak at a reasonable pace (not too fast) and enunciate clearly. When reading, pause for punctuation. If you go on for too long, you run the risk that the interpreter will forget important details and may have to ask you to repeat something.
3. Speak in the first person when speaking to the Limited English Proficient (LEP) person directly (i.e., "What is your name" not "Please ask him what his name is"). Let the interpreter speak through you, in your voice.
4. Speak "plain English" and avoid jargon or "shop talk" that may be specific to your industry. Spell out and explain any acronyms.
5. An interpreter may ask you for clarification. Not all terms translate directly into another language. Please try to rephrase for better understanding for both the interpreter and your client. An interpreter may also consult a language dictionary to ensure a completely accurate interpretation.
6. The interpreter may ask the LEP speaker for clarification as well and will alert you before addressing them in their native language.
7. Avoid asking the interpreter their opinion. They are there to convey information between you and your LEP speaker.
8. Remember that interpreted communication can take a little bit longer as communication in the same language. Please be patient.

Our goal is to ensure proper communication always occurs between you and your LEP patients or clients. We appreciate your cooperation and encourage you to contact LSA's Client Services department at 800.305.9673 (option #7) or via e-mail at clientservices@lsaweb.com with any questions, concerns or feedback.

“One Moment Please” Tool

How to Say, “One Moment Please” in Common Languages

Language:	Written in Language	Phonetic Pronunciation
Albanian:	Nje minutë ju lutem.	nee-yeh mee-noo-teh you loo-tem
Arabic:	دقيقة من فضلك	dakika meen fahdlock (masculine) dakika meen fahdlick (feminine)
Chinese:	请稍候	ching show hoe
French:	Un moment s'il vous plaît.	uhn moe-mon seal-voo-play
German:	Einen Moment bitte.	eye-nen moment bee-teh
Gujarati:	મેહરબાની કરીને એક પળ થોભશો	meherbani kariné ek pul thobso
Haitian Creole:	Tanpri tann yon ti moman.	tan-pree tan yaw tee moe-maw
Hindi:	कृपया एक पल प्रतीक्षा करें	kreepya ek pal prateeksha karen
Italian:	Un momento per favore.	oon moe-mento pair fah-vore-ay
Japanese:	少々お待ちください。	shosho omachi kudasai
Korean:	잠깐 기다리세요	jam-kan ki-da-ri-se-yo
Polish:	Moment, proszę.	moment prosheh
Portuguese:	Um momento, por favor.	um moe-mento, poor fah-vor
Russian:	Подождите, пожалуйста.	padazhdite, pazhalusta
Spanish:	Un momento por favor.	oon moe-mento poor fah-vor
Swahili:	Subiri kidogo	soo-bee-re key-dough-go
Tamil:	தயவு செய்து ஒரு நிமிடம்	dye-ya-vu seydu oru nimi-dom
Vietnamese:	Xin chờ một chút	sin char moe-chew
Tagalog:	Sandali lang Po	sandali lang po

IF YOU NEED AN INTERPRETER, PLEASE POINT TO YOUR LANGUAGE

Arabic: عربي إذا كنت في حاجة إلى مترجم، أشر إلى اللغة المطلوبة	Korean: 한국어 통역서비스가 필요한 언어를 선택하십시오.
Bengali: বাংলা আপনার যদি একজন দোভাষীর প্রয়োজন হয়, সে ক্ষেত্রে অনুগ্রহ করে আপনার ভাষা উল্লেখ করুন	Mandarin: 普通话 (Simplified) 國語 (Traditional)
Burmese: မြန်မာ စကားပြန်လိုရင် သင့်ဘာသာစကားကို လက်ညှိုးထိုးပြပါ။	Nepali: नेपाली यदि तपाईंलाई दोभाषे आवश्यक परेमा, कृपया आफ्नो भाषामा संकेत गर्नुहोस्
Cantonese: 粤语 (Simplified) 粵語 (Traditional)	Polish: Polski Jeśli potrzebują Państwo tłumacza, proszę wskazać na swój język.
Farsi: فارسي اگر به مترجم احتیاج دارید لطفاً با انگشت زبان خود را نشان دهید.	Portuguese: Português Se precisa de um intérprete aponte para o nome da língua que fala.
French: Français Si vous avez besoin d'un interprète, indiquez votre langue.	Punjabi: ਪੰਜਾਬੀ ਜੇ ਤੁਹਾਨੂੰ ਇੱ ਦੁਭਾਸ਼ੀਏ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਸੰਕੇਤ ਕਰੋ।
Haitian Creole: Kreyòl Ayisyen Si w bezwen yon entèprèt, montre ki lang ou pale.	Russian: Русский Если Вам нужен переводчик, укажите свой язык.
Italian: Italiano Se avete bisogno di un interprete, puntate alla vostra lingua.	Somali: Soomaali Hadaad u baahan tahay qof kuu turjuma, tilmaamo luqadaada.
Japanese: 日本語 通訳をお捜しの場合、必要な言語を指し示してください。	Spanish: Español Si necesita un intérprete, señale su idioma.
Karen: ကညီ နမ့်လိၣ်ဘၣ် ပှၤကတိၤကျိၣ်ထံတၢ်အလံၤ, ဝံသးစူၤနဲၣ်ယီၤဆူၣ်န့ၣ်အိၣ်အလီၤ	Vietnamese: Tiếng Việt Nếu cần thông dịch viên xin hãy chỉ vào ngôn ngữ của quý vị.