



VOIANCE[®]

and its parent company



Best Practice 9-1-1

Voiance April 2019

Call takers
9-1-1 Operators
(TC's) Tele Communicators

9-1-1 BEST PRACTICE LANGUAGE INTERPRETATION

- Follow your normal 9-1-1 protocols
- Listen for signs of a language barrier
- Identify the language if possible
- Ask, “What language do you speak”?
- Initiate the call to Voiance as soon as possible

WHEN CONNECTING TO VOIANCE

Initiate the call

- Listen for the “welcome to Voiance” message
- Select the language
- Press “1” for Spanish or press “0” for all others

You do not need to wait for the full audio prompt to play (language menus may vary)

INTERPRETER PROTOCOL

- Brief introduction for 9-1-1 calls (Short Pre-Session)
- First Name and ID # at beginning/end of call
- Will repeat statements for clarification if necessary
- Will keep pace and preserve “tone” of the call

WHEN CONNECTED TO AN INTERPRETER

- Speak directly to the RP (your caller)
Interpreter will be a conduit
- Be precise
- Speak clearly at a speed that the interpreter can maintain accurate interpretation
- Don't use "slang" terminology

INTERPRETER PROTOCOL

- Interpreters will break protocol
 - During life saving events
 - When Call Taker requests
 - If interpreter is having difficulty gathering the requested information

OWNERSHIP OF THE CALL

- Call taker maintains control of the call
- Interpreter is the conduit
- Call taker, TC - will end the call verbally and disconnect

NOTES

- Interpreters may hold for up to 5 minutes unless otherwise notified
- If Interpreter disconnect occurs call taker will have option to reconnect to same interpreter or select a different interpreter (this option can be removed if requested)

NOTES CONTINUED

- Language menus can be modified to meet your demographics
- Up to 9 different languages may be programmed 1-9
- Voiance will never record calls
- Always provide feedback good or bad to your supervisor

NOTES CONTINUED

- 200 + languages offered
- Less spoken languages may take longer to connect
- Interpreters can make an outbound call for you just ask-
example may be when the RP (caller) hangs up on the
call taker