

# Phone Interpretation Resource for Volunteers



Dial 844-801-7331



*Provide the Operator with:*

**Customer Code:**  
**3U986531**

**Location:**

Girl Scouts Nation's Capital

- The language you need
- Your name
- Service Unit
- Location
- Purpose of call
- Phone Number

**250+**  
**Languages**

**24/7**  
**Service**

**For Council  
Staff and  
Volunteer  
use only.**

## When to use the interpretation services:

- Filling out forms such as Girl Scout Health History form.
- Communication details about an upcoming troop activity such as a camping trip.
- Talking with a prospective family about a troop and Girl Scouts in general.
- Troop leaders cannot register a new troop member, we suggest that a prospective family reach out to their local Girl Scout office. If the family is not comfortable, contact your Membership Specialist.

## Tips for a Positive Experience

- Let the operator know if you need assistance in identifying the language, or if you would like to connect multiple parties.
- Share the translation card with statements in multiple languages.

**Questions? Contact [deia@gscnc.org](mailto:deia@gscnc.org)**

## For Inbound Calls:

- Explain to the Limited English Proficient (LEP) person that all information is confidential and encourage questions.
- Speak clearly.
- Smile and be kind; this helps the LEP feel more comfortable.
- Short sentences are easiest to interpret.
- Speak freely; all interpreters are sworn to confidentiality and the Interpreter's Code of Ethics.
- Encourage the interpreter to clarify terms with you if necessary.

## For Outbound Calls:

- If you need to call an LEP party at home or need a third-party dial-out to include an additional party, please first inform the operator before the interpreter is connected.
- Once the interpreter is connected, you may tell the interpreter who to ask for (LEP's name).
- At this time, you may also tell the interpreter how to proceed if the call goes to voicemail and what message to leave, if desired.

## English

*You have the right to an interpreter at no cost to you. Please point to your language.*

### Amharic

አማርኛ

ያለምንም ወጪ እስተርጓሚ የማግኘት መብት አለዎት። እገክዎ ወደ ቋንቋዎ ያመልክቱ።

### Arabic

العربية

من حقا الوصول إلى مترجم بدون تكلفة عليك، من فضلك اختر لغتك.

### Chinese Cantonese 漢語廣東話

您有權利獲得一位免費的口譯人員。請指出您的語言。

### Chinese Mandarin 汉语普通话

您有权利获得一位免费的口译人员。请指出您的语言。

### Farsi

فارسی

شما از این حق برخوردار هستید که بدون هزینه از خدمات مترجم شفاهی بهره مند شوید. لطفاً به زبان مورد نظر خود اشاره کنید.

### French

français

Vous avez droit aux services gratuits d'un interprète. Veuillez préciser la langue que vous parlez.

### Korean

한국어

귀하는 무료로 통역 서비스를 받으실 수 있습니다. 귀하의 언어를 선택해 주십시오.

### Portuguese (Brazil) Português (Brasil)

Você tem direito a um intérprete sem nenhum custo para você. Por favor indique seu idioma.

### Spanish

Español

Usted tiene derecho a un intérprete sin costo alguno. Por favor, señale su idioma.

### Vietnamese

Tiếng Việt

Quý vị có quyền yêu cầu dịch vụ phiên dịch hoàn toàn miễn phí. Vui lòng cho biết ngôn ngữ của quý vị.

## American Sign Language Interpretation

In person and Virtual Interpretations available.

Contact:

[customer-care@gscnc.org](mailto:customer-care@gscnc.org)

202-237-1670