

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

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። እባክዎ ወደ ቋንቋዎ ያመልክቱ።

Arabic

العربية

من حقك 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@gsnc.org
202-237-1670