



Ayuda's Victim Services Interpreter Bank

The DC Office of Victim Services and Justice Grants (OVSJG) recognizes that there are many Limited-English proficient and Deaf/Hard of Hearing individuals in the Washington metropolitan area who fall victim to sexual assault, domestic violence, human trafficking, hate crimes, the death of a loved one due to homicide, and many other crimes. A language barrier should not prevent these survivors from receiving compassionate and thorough assistance. OVSJG and Ayuda have come together to create the Victim Services Interpreter Bank--an interpreter bank of victim-centered, trauma-informed interpreters available 24 hours a day to assist in delivering required services.

SERVICES AVAILABLE

- **Live Interpretation**

In-person interpretation services by specially-trained interpreters in 13 languages: Amharic, Arabic, American Sign Language (including Certified Deaf Interpreters), French, Korean, Mandarin, Quechua, Russian, Spanish, Swahili, Tigrinya, Taiwanese, and Vietnamese.

- **Telephonic Interpretation**

Interpretation services over the phone in just about any language. Video Remote Interpreting (VRI) is available for deaf/hard of hearing clients (limited to just American Sign Language).

- **Document Translations**

Translate documents into a large number of languages.

LIVE INTERPRETATION

How can I request an interpreter?

- **You can request an interpreter by logging on to <https://interpreterbank.force.com>**

If you do not have a requestor log-in or are having trouble logging in, contact Interpreter Bank Staff at InterpreterBank@ayuda.com. You can request an interpreter at any day and time, day or night. Please review the Step-by-Step Salesforce Guide for instructions.

How do I know an interpreter has been confirmed for an appointment?

- **You will receive an email when an interpreter accepts your appointment.**

For emergency assignments, the interpreter will also call you to touch base. If the interpreter does not call you right after accepting the assignment, please call the interpreter. You can find the interpreter's phone number in the confirmation email.

What if there is no interpreter confirmed for an appointment?

- **Please consider using a telephonic or video remote interpreter (VRI).**

Unfortunately, the Bank cannot guarantee that an interpreter will be available. If your request for assistance is unanswered, please use a telephonic or VRI and make sure to refer to the Telephonic Guide for instructions.

TELEPHONIC INTERPRETATION

How do I get access to a telephonic interpreter?

- **Dial 1-844-683-9045 for Language Line**

Let the operator know which language is needed, or press "0" if you are unsure of what language your client is speaking. You will also need to provide your organization's **3 or 4 digit access code** (contact the point of contact for your organization or Bank Staff at InterpreterBank@ayuda.com if you're unsure of what your organization's access code is). The access code is to be kept confidential. Refer to the "Telephonic Guide" document for further instructions.

DOCUMENT TRANSLATIONS

How do I submit documents for translations?

- **Fill out the Translation Request Form and send an e-mail to InterpreterBank@ayuda.com**

Fill out the translation request form as thoroughly as possible, and be sure to attach it to the e-mail along with the document (Word format preferred) you would like to be translated. One translation request form per document please. If you'd like one document to be translated into more than one language, only one translation request form is needed.

For other questions, please contact Interpreter Bank Staff at InterpreterBank@ayuda.com. You can also refer to our website for additional information: <http://ayuda.com/wp/get-help/language-services/non-legal-victim-service-providers/procedures-forms-non-legal-victim/>