

Victim Services Interpreter Bank
Document Translation Procedures

Document Translations – Submit all Translation Request Forms to: InterpreterBank@ayuda.com

1. What should I have translated?
 - a. Client/patient documents necessary for treatment and services (foreign birth certificates, foreign medical records, affidavits, etc.)
 - b. Organizational documents used with clients/patients (intake forms, confidentiality policies, form letters, etc.)
 - c. Outreach and client/patient education materials (outreach brochures, tips for clients/patients)
 - d. Other important documents likely to be read by or to a client/patient or potential client/patient

2. What languages should I translate materials into?
 - a. Start with the languages your organization most often encounters
 - b. Next, consider the languages identified through census data as being the most prevalent languages spoken by limited-English proficient individuals in DC: Spanish, French, Chinese, and Amharic
 - c. Finally, consider communities to which you intend to reach out
 - d. Keep in mind that some communities speak more than one language (ex: both Amharic and Tigrinya are spoken in Ethiopia and Eritrea)
 - e. Note that some spoken languages become the same written language (and vice versa) ex:
 - i. Mandarin and Cantonese are different spoken languages but are the same written language; but Traditional Chinese is being replaced by Simplified Chinese
 - ii. Urdu and Hindi are completely different written languages but extremely similar spoken languages

3. What is the process?
 - a. Ayuda will monitor the allocation of translation services for participants in the Bank and communicate regularly regarding surpluses or deficiencies in available funding
 - b. Provider submits document with Translation Request Form to Bank staff (one form per document; can request translation into multiple languages with one form)
 - c. Complete all blanks, if you have any questions about the Form please contact Bank staff at Ayuda (InterpreterBank@ayuda.com).
 - d. Email, mail, or fax the request (including Form and copy of the document to be translated) to Bank staff at Ayuda. **Email:** InterpreterBank@ayuda.com; **Mail:** ATTN Language Access Program, Ayuda 6925B Willow St. NW Washington DC 20012; **Fax:** (202)-387-0324
 - e. Bank staff will email the proposed translation to the translation service
 - f. The translation service will send Bank staff an Estimate for the translation project, including estimated time frame for completion (note: less commonly requested languages and longer documents will take longer)
 - g. Ayuda approves the Estimate (after checking to be sure the estimate is within overall Bank budget); Ayuda will carbon copy the Provider on the message approving the translation.
 - h. Translation proofreading services are available for 1) a translation done in-house by a Provider or 2) to resolve any concerns that a Provider has with a translation completed by the translation service
 - i. The translation service will email a PDF of the translation and Invoice upon completion (unless another delivery method is requested) to Provider, carbon-copying Bank staff.
 - j. The translation service will send an invoice to Bank staff at Ayuda at the end of each month; Ayuda will remit payment to the translation service
 - k. If you have any questions or concerns about the translation itself, **email:** InterpreterBank@ayuda.com