



INSTRUCTIONS FOR BORROWING AND USING SIMULTANEOUS INTERPRETATION EQUIPMENT

INTRODUCTION

A priority of First 5 Alameda County is to ensure that trainings and services are available to all who need them, regardless of language. One of the strategies to address this priority is to loan simultaneous interpretation equipment to our community partners. The interpretation equipment is generally used for conferences, workshops, trainings or community meetings and includes transmitters and wireless headsets to allow participants to receive simultaneous interpretation when the speaker speaks a language that is different than the language of the participant.

RESERVING EQUIPMENT

First 5 Alameda County has 100 headsets and 5 transmitters for use. There is no charge for borrowing the equipment, but agencies are responsible for making sure that the equipment is returned in the condition they borrowed them.

To borrow the interpretation equipment, agencies must first reserve the equipment, preferably one month in advance. To reserve the equipment, follow these steps:

1. Go to the First 5 website www.first5ecc.org and click on Cultural Access Services
2. Click on “Interpretation Equipment Rental Form” and print it out
3. Complete the rental form and fax it to 510-875-2410. Please indicate on the form what day and time your agency would like to pick up the equipment.

The Cultural Access Services Administrator, Ann Chun, will contact your agency to confirm the equipment availability and to clarify the terms of the reservation. Agencies are not confirmed to use the equipment until they receive this call. Pick-up and return dates and times will be confirmed during this call. Priority for using this equipment is given to First 5 Alameda County and our contractors.

ORIENTATION TO INTERPRETATION EQUIPMENT

Orientation to the interpretation equipment is required for first time users. Typically this occurs at the time of pick-up. When your agency schedules a time to pick up the equipment, please allow 15 minutes for the orientation process.

SECURING INTERPRETERS

Agencies must secure their own interpreters. Most interpreter agencies will require that you have two interpreters to do simultaneous interpretation. If you are a contractor with First 5 Alameda County, please refer to the “Interpretation and Translation Services” sheet which provides information on how to request an interpreter.

Agencies should plan ahead and request an interpreter at least two weeks in advance of the event. Some interpretation agencies charge double for last minute requests. If you need help, please call Ann Chun at 510-875-2421 at least three weeks in advance to help you locate an interpreter.

INSTRUCTIONS FOR USE

1. Included in the interpretation equipment are:
 - a. *Transmitter(s)* that will be used by the interpreter. The number of transmitters your agency will need depends on the number of languages that will you will be interpreting. Request one transmitter for each language.
 - b. *Headsets* that will be used by the participant. Request the number of headsets based on the number of participants attending your event that will need interpretation services.
2. Your agency must supply two AA batteries for each receiver and the transmitter. (e.g. if you are borrowing 20 headsets, have at least 40 AA batteries available).
3. Transmitters are inside a box labeled with a channel number. Turn on the transmitter to make sure that the batteries are working.
4. Turn on the receiver set labeled "Gentner Digital 6" which comes with a headset. A red light on the top of the receiver will be lit if there is still battery power.
5. Make sure that the channel number on the transmitter matches the channel number on the headsets (e.g. if interpreter is using channel 1, have the participants tune their receivers into channel 1 to listen to the interpretation).
6. Distribute headsets to each participant. We recommend that you have a check-out and check-in desk set up for head sets. Participants can leave their drivers license or other identification in exchange for the headset, and have them returned when they return the headset.
7. We recommend that you try the equipment out first in the location that you will use the equipment. The transmitters use radio frequencies and sometimes certain building structures interfere with those frequencies.
8. Interpreters need to be able to hear the presenter, without being too close to any outside noises. Interpreters will be speaking into their headsets so if at all possible you should not position them too close to the participants.
9. If available, provide a copy of the presenter's speech and handouts ahead of time. This helps the interpreter prepare for the event.
10. Make sure all of the headsets and transmitters are turned off when you are finished with them.
11. Agencies are responsible for returning all of the equipment in the condition that they received them.

QUESTIONS? PLEASE CONTACT ANN CHUN AT 510-875-2421 OR ANN.CHUN@ACGOV.ORG