

THE 1ST EDITION

AROUND THE GLOBE

This past quarter has undoubtedly been a unique one, navigating the effects of COVID-19. While our office staff returned (safely) back in May, by June many other sectors of the workforce were returning in person as well. However, a few critical industries have not been able to return the same. Most courts are still in session via Zoom, telehealth has reached an all time high, and schools across the world resume this month with a heavy lean into virtual education. During this abrupt transition of massive parts of our daily life to online spaces, the question of providing interpreters from a virtual platform was one not many were prepared to answer. That is why we at Global, armed with our already-established virtual video and over-the-phone platforms, began calling school districts and state departments around the country to offer our support to those scrambling to maintain the integrity of their equitable access to communication. We are proud to say we were able to be a sigh of relief for school districts, justice systems, and other institutions not just here in Michigan, but around the nation.

A NEW VOICE ON THE AIRWAVES

Global Interpreting Services joined the airwaves this summer with the launch of their new podcast "Global Views" hosted by CEO/-Founder Dawn Flanigan and our Communications/Media Specialist, Bri. The series focuses on "all things language, communication, and culture", with everything from weighing in on current events and politics surrounding language access, book reviews of popular multicultural fictions, tips on cross-cultural and cross-language communication, and unique, insider perspective on the world of interpreting and language equity/access. The show premiered their first episode with the story of Global's beginnings- how one woman with a typewriter turned an office working in 250+ languages with partnerships all over the country. The show releases a new episode each Friday across a number of platforms, including Spotify, Anchor FM, Apple Podcasts, and Google Podcasts.

DID YOU KNOW?

- There are over 7k languages world-wide!
- The United States has no official language!
- The Cambodian alphabet has the most letters, totaling in at 74!
- There are over 200 artificial languages created for TV, books, and movies!

TIPS FOR COMMUNICATING WITH A DEAF PERSON

1. GET AN INTERPRETER
Duh! It might seem obvious, but if you can prepare for the conversation beforehand, an Interpreter is the way to go. Remember when using an Interpreter to still speak to and make eye contact with the deaf person- not the interpreter!
2. DON'T GIVE UP
Sometimes, not being fluent in sign language will mean a bump in the conversational road. A hearing person may be tempted to say "never mind. It's not important." or "I'll tell you later". This is something deaf and hard of hearing individuals hear far too often, and it can be isolating.
3. FOLLOW THE LEADER!
Deaf and hard of hearing people do not all communicate the same way. Don't be afraid to directly ask what way the person you're interacting with would like to communicate!
4. BE AWARE OF YOUR BODY LANGUAGE
Keeping your face centered and not turning away, making sure you're in good lighting, not chewing gum, and making it clear when you change who you're speaking to are all details hearing people may not consider, but make a world of difference for anyone who may read lips, or look to facial expressions and demeanor for context.



THE CORONAVIRUS LANGUAGE ACCESS ACT

A bill was introduced to US Congress at the end of April that may impact your workplace- if you are a federal agency receiving federal COVID-19 relief funding. The bill, known as the "Coronavirus Language Access Act", would require all COVID-19 related information and materials to have foreign language translations available no more than 7 days after the English version is made available. The bill also proposes 200 million dollars in funding be provided to help cover the newly mandated language services. The act has also been characterized by its expansive reach, including territorial and tribal land in its provisions. Over 160 cultural, faith-based, medical, legal, and linguistic organizations, including notable names like the NAACP and the Autism Society of America, have formally expressed support for the bill to be passed. No motion has been made as of September, but the act is being reviewed by a regulatory subcommittee.



Owner Dawn Flanigan poses with the Global Interpreting baseball team in her custom jersey. Aug 2020

HOW TO SAFELY PROVIDE INTERPRETERS DURING A PANDEMIC

Communication is necessary; at times it is mandatory to have someone there to assist with it. These tips will help keep everyone healthy during the flu season, and safe and healthy during this pandemic.

1. Provide Interpreters with masks and face shields if necessary. (All Interpreters will arrive with masks while the state mandate requires them to do so, and Global will require them to carry masks with them for some time beyond the state mandate). Additionally, if your staff is wearing other PPE then you need to provide that PPE to the Interpreter.

2. Sign Language Interpreters can work through windows and shields. If you are working in a highly contagious environment you could have the patient placed in a room with a window and staff and the Interpreter are able to stand behind the window and communicate with the Deaf person. (Unless the Deaf person has a vision issue.).

This same set up is able to work with non-English speakers if you have a speaker system or phone for the Interpreter to speak to the patient.

3. Using technology such as VRI, video remote interpreting or OPI, over the phone interpreting, are viable options for these situations. Global provides both these services. Using technology alleviates the need for an additional person in the room and the possibility of another contact. Our platform is easy to use and can be used on any smart device, any phone or computer. If you already have a provider, but your provider has some limitations such as where in your buildings they are able to provide due to equipment rental, or language range...we are a fantastic back up or secondary provider. We provide 260 languages by OPI and since we have no equipment rental (you use what you have) and we work on any device; we are able to fill in those gaps.

4. Make sure the room that you meet with the patient and the Interpreter in is large enough for everyone. Practicing social distancing doesn't end at the entrance of your office entrance. CDC guidelines state if an Interpreter is unable to maintain social distance in a room with a patient they cannot be in the room longer than 10 minutes. In general, the Interpreter should not be in an enclosed room with a patient longer than 15 minutes. You must allow the Interpreter to leave the room while staff is not in the room.

5. If a patient is receiving a breathing treatment and they have COVID, the Interpreter must have a fitted N-95 mask if they are going to be in the room during treatment or within 2 hours of treatment per CDC guidelines.

There may be other solutions not listed here. If you have a question or concern, please call our office and we will discuss your questions with you. What is important is that everyone is safe, healthy and able to communicate.

ADDITIONAL RESOURCES

<https://www.uscis.gov/>

<https://www.lawhelp.org/resource/your-right-to-assistance-in-your-language-bas>

<http://www.adagreat-lakes.org/>

<http://www.myterps.com/>

COMMUNICATING WITH THE MASK:

(TIPS FROM A PROFESSIONAL INTERPRETER)

Times have changed. When we walked around a store or provided services as part of our job, we used to be able to smile at another person to say, "Hi" or simply to acknowledge their presence. Wearing a mask has taken away our ability to look at someone and share that simple gesture. This is only one of the many ways wearing a mask has affected our communication. Below are tips that will allow you to still show joy, share empathy, and allow for clearer communication.

1. **Eye Contact:** The eyes say it all now. Make sure to use appropriate eye contact when you're talking to other people. Don't stare at your phone. (Don't intimidate them either by staring right through them either!). Try to show your emotions with your eyes when you can...open them wide when you smile, close one a bit for sarcasm, squint when you don't understand something.

2. **Body Language:** We all know about social distancing, but the act of slightly leaning towards a person means that you're listening to them, and you really care about what they are saying. Turn your body toward them so they know they have your attention.

3. **Gestures:** Make sure to use normal gestures that you always use when talking. Maybe even add a few to aid understanding. Have you ever had one of those friends who talked with their hands? Become one of those people.

4. **Vocal inflections:** To show emotion, an easy way to do it is with the sound of your voice. If you are angry, make your voice sound angry. If you are sad, make your voice sound sad. If you want to be helpful when someone is sad, talk in an appropriate tone of voice to that person. (If the person is Deaf, make sure your gestures and whatever expressions they can see are appropriate for your emotions.)

5. **Speech:** To make speech more easily understood, slow your speech down and take a breath between thoughts and ideas or sentences. This little pause helps to separate your words and makes the sounds more clear. (Try talking fast saying 4 or 5 sentences one right after the other without pausing. You will see how important these pauses are!)

These tips from a seasoned Sign Language Interpreter should help you be a better communicator even though you are wearing a mask.

DID YOU KNOW?

In the English language, there are no numbers between 1-100 spelled with an "a".

WORD SEARCH

V A Z U B Y T F U W J H Z H J
G F N G I T K D I T R U Z X Z
L Q I M T J G K B G R O L X E
O Z T R A N S L A T E U A O L
B U M O Z Z Y O V P N N N E L
A I Y N S J L T E S J D G J T
L M V Z U X C X N X V C U V O
A B U X C B F H K B W W A I S
G C O M M U N I C A T E G R K
N S V C F A D N F I L Z E T L
G O I N T E R P R E T E R U W
Z R G S S A E I B E F Z S A Q
X F D C T I F N D X H Z Y L A
L N T L A F G S O V E F Q H X
F Y G T N E A N A B B S Z Z A

-COMMUNICATE -GLOBAL
-INTERPRETER -TRANSLATE
-LANGUAGE -VIRTUAL
-SIGN

FROM THE DESK OF THE CEO

Dear Reader,

Our first official newsletter, what a milestone! We have attempted to have a newsletter in years past; but to have them planned, set and ready to print is an achievement that I had given up on. In 1996 we started with just a few interpreting jobs. We grew the rest of that decade and by 2000 we were a company that was known for providing services in the education industry. A decade later, still in the education industry, we add foreign language Interpreters. By 2015 we are transformed to a company that provides Interpreters in the medical industry and we add VRI (Video Interpreters) and OPI (Phone Interpreters) technology. 2020 has seen us increasing our social media reach, adding podcasts, and creating this newsletter to better connect to our Clients and Interpreters on a regular basis. Never give up on dreams. Our company grew from those few assignments a month to a company that provides a few assignments every hour of every day of every week. Even the dream of having an official newsletter may seem like a simple dream, but in the scheme of things, it's a success that actually took years to reach. We needed the staff to create the newsletter and the financial stability to provide the staff and the newsletter. Therefore, it's the culmination of many larger achievements and the proof that we have reached a milestone. Thank you for reading our premiere edition. I promise they will not all be the same and that they will be worth your time. I hope they will help you gain knowledge, or connect you with a network of individuals that have what you need. Stay safe, and stay healthy.

Kindest Regards,
Dawn Flanigan, CEO

GLOBAL
INTERPRETING SERVICES

WHAT'S IN THE BACK?

IT COULD BE YOU.

CONTACT OUR OFFICE BELOW FOR INFORMATION
ABOUT ADVERTISING YOUR BUSINESS ON OUR NEWSLETTER:

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