GENERAL TIPS

* Do not use Google Translate. Google translation usually results in very poor results.
* Need to find a translator or interpreter? Email DREarlyOutreach@seattle.gov for a list.
* Plan ahead. Allow at least a week to get a one-page document translated.
* Translation and interpretation start at about $50/hr in the Seattle area. Rush jobs may be more expensive.
* We encourage you to find translators and interpreters that are from the community where you are working.
* We recommend having a community reviewer check the translation to provide an additional level of quality control. This is especially important with East African languages. Contact DREarlyOutreach@seattle.gov for a list of community reviewers.

TRANSLATION TIPS

* We recommend using Word documents rather than a PDF. In Word, it is easier to do editing, cutting and pasting of text.
* Translated outreach materials should state that interpretation is available if needed.
* Keep the information simple and concise. Would the content make sense to someone who didn’t grow up here?
* Avoid metaphors, idioms, colloquialisms, euphemisms, and other forms of language that require situational or U.S. cultural experience. For example, the phrase “pop-up” might not exist in another language.
* Use plain language. Online tools like [readable.io](https://readable.io/) or [plainlanguage.gov](http://www.plainlanguage.gov/) can help.
* Make sure graphics or photos are culturally appropriate. For example, the thumbs up gesture is considered offensive in some cultures.

INTERPRETATION PREPARATION

* Schedule interpreters as early as possible.
* Check in with interpreters prior to the meeting. Share an overview of the agenda and summarize important points. Send them handouts before the meeting. Discuss room set up, seating, and/or positioning.

WORKING WITH INTERPRETERS

* Remember to be friendly in your demeanor, smiling often.
* Speak as if the interpreter is not there, directly to the person you are addressing. Use first- person language.
* Speak naturally and at a normal pace. Do not speak more loudly or more slowly.
* Speak in one or two short sentences at a time. Avoid breaking up a thought, so the interpreter understands the whole context.
* Be responsive to the interpreter. They may ask you to slow down or repeat if necessary. Feel free to pause and check in about whether you are speaking at a good pace.
* Check for understanding and comprehension. Don’t assume.
* Use simple language to improve understanding. If you need to use technical terms, define them.
* Follow up payment in a timely manner.