



How to: Schedule an Interpreter for an Event

Overview: The purpose of this guide is to outline how to schedule an interpreter for community and outreach events. This guide outlines the process for scheduling both multi-day events with additional costs and for other events that don't require additional accommodations.

Community Interpreter Services

CareOregon covers the costs of interpretation services for events, including but not limited to:

- Meetings
- Health education events
- Sales events
- CareOregon-specific events

Note: This does not include interpreting services provided at service sites or CareOregon locations for member services or care coordination.

Choosing an Interpreter Vendor

Those putting on the event are responsible for selecting a vendor that will be able to provide interpretation services for the event. CareOregon only covers interpretation services through five contracted vendors. To find a vendor for your event or other interpretation needs, refer to the following links:

CareOregon/Metro: [CareOregon Language Services-Providers](#)

CPC: [Language services \(colpachealth.org\)](#)

JCC: [Language services \(jacksoncareconnect.org\)](#)

COA: [CareOregon Advantage - Language services for providers](#)

Dental: [Provider support \(careoregondental.org\)](#) (in "Interpretation resources for Providers" dropdown)

Simultaneous vs Consecutive Interpreters

Before scheduling, it's important to determine the type of interpretation that will work best for your event, as well as whether **in-person or remote interpretation** is needed:

1. **Consecutive Interpretation:** The interpreter listens to the speaker and provides the interpretation during pauses. This is often done in short segments, with the interpreter taking notes while the speaker talks and then relaying that information to the intended audience.
 - **Best for:** Small meetings, limited languages, or events with natural pauses (e.g., booths or table events).
2. **Simultaneous Interpretation:** The interpreter translates in real-time, requiring specialized equipment like headsets and microphones. Simultaneous interpretation often requires interpreters to work in pairs, to avoid fatigue.
 - **Best for:** Large conferences, multiple languages, or complex events with little time for pauses.

Timing for Scheduling an Interpreter

For all events, the sooner you submit your request, the better. Here are some guidelines:

- **For single-day events or smaller events without additional costs** it is recommended to schedule at least **2-3 weeks** in advance.
- **For larger events with multiple languages or simultaneous interpretation** it is recommended to schedule at least **4-6 weeks** in advance to ensure interpreter availability and equipment needs.

Scheduling Interpreters for Multi-Day Events with Additional Costs

For **multi-day events** that require accommodations (e.g., meals, lodging, travel reimbursement), please follow these steps:

1. **Submit the following details to laservices@careoregon.org:**
 - **Vendor name and Quote**
 - **Event Details:**
 - Event name, date, time, and location
 - **Language Needs:** Specify which languages are required.
 - **Number of Interpreters Needed:** Ensure you request the correct number based on event size and language needs.
 - **Type of Interpretation:** In person or digital, Consecutive or simultaneous (see definitions above).
 - **Budget:** Indicate the budget code for billing.
 - **Multi-Day Event Details:** If your event spans multiple days, indicate whether interpreters will need hotel accommodations, meals, or travel reimbursements. Include dollar amounts for these additional accommodations in your quote.
 - **Supporting Documentation:** Include any materials or resources that may help the interpreters prepare for the event.
 - **Contract Administrator:** Please identify who the contract administrator needs to be for this event
2. **Submit Request Early:** To ensure availability, submit your request at least **4-6 weeks in advance** for large or multi-day events. The Language Access Team will then submit a short form contract request in Agiloft. Please note the time it takes to get a contract approved and add that to scheduling time if necessary.

Scheduling Interpreters for standard Events

For **single-day or multi-day events** that don't require additional accommodations (e.g., no lodging, meals, or travel reimbursements), you may **schedule directly with the vendor**. In this case, follow the same process as scheduling for clinical or social health appointments:

1. **Contact the Vendor Directly:** Schedule the interpreter and arrange event details directly with the vendor.
2. **Provide Event Details:**
 - **Event Details:** Event name, date, time, and location
 - **Language Needs:** Specify which languages are required
 - **Type of Interpretation:** Consecutive or simultaneous
 - **Supporting Documentation:** Include any materials or resources that may help the interpreters prepare for the event.

This event will be billed directly to CareOregon along with the vendor's other invoices, and will not require anything additional, including payment from another funding source.

Key Considerations

- **Multi-Day Events:** If your event spans multiple days, note any accommodation needs for interpreters (hotel, meals, travel). These costs will be handled separately for multi-day events.
- **Communication:** For multi-day events, ensure you communicate any changes to both the vendor and laservices@careoregon.org. For standard events, updates should be communicated directly with the vendor.

Questions?

For any additional questions on how to schedule interpretation services, please reach out to laservices@careoregon.org. We're here to help!