

Proposed Video Clips for Inspector Language Protocol

Scenario #1 (Page 9)

Inspector - Good morning, my name is Ron Thomas, are you the owner?
LEP - No.
Inspector - Are you the licensee in charge?
LEP - No.
Inspector - I am an inspector for the Board of Barbering and Cosmetology. I am here to inspect your shop.
(show badge and hand business card)
LEP- No.
Inspector - May I see your government issued ID please?
LEP- No.
Inspector - Ms. I need to see your ID.
LEP- No English.

Scenario #2 (Page 12)

Inspector - Is there another language you prefer? Do you see it on this list?
LEP – Yes, (points to Spanish)
Inspector - OK, I would like to use our telephonic interpretation service to help me assist you in
understanding what is going on. The interpreter will make sure you understand everything that I
am sharing with you. OK?
LEP- OK

Scenario #3 (Page 13)

Inspector - OK, I would like to use our telephonic interpretation service to help me assist you in
understanding what is going on. The interpreter will make sure you understand everything that I
am sharing with you. OK?
LEP- OK
Inspector - Dial 1-800-874-9426 Click on the speaker icon.
Interpreter- Welcome to the telephonic interpretations service please enter your client ID.
Inspector - **BBC ID: 501131# Personal Code: Number + #**
Interpreter - Thank you, please enter 1 for Spanish and 2 for all other languages. Thank you, please enter your
personal code, if you have one. Hi, I am interpreter 12345 and I will be assisting you today. Do
you have the client on the line or do I need to call them?
Inspector – I have the client with me today and Interpreter, I have you on speaker.

Scenario #4 (Page 15)

Insp - Good morning, my name is Ron Thomas, are you the owner?
LEP - No.

Insp- Are you the licensee in charge?

LEP - No.

Insp- I am an inspector for the Board of Barbering and Cosmetology. I am here to inspect your shop. (show badge and hand business card)

LEP- No.

Insp - May I see your government issued ID please?

LDP- No.

Insp- Ms. I need to see your ID.

LEP- No English.

Insp: Is there another language you prefer? Do you see it on this list?

LEP – Yes, (points to VT)

Insp – OK, I would like to use our telephonic interpretation service to help me assist you in understanding what is going on. The interpreter will make sure you understand everything that I am sharing with you. OK?

LEP- OK

GETS INTERPRETER ON LINE

Inter- Hi, I am interpreter 12345 and I will be assisting you today. Do you have the client on the line or do I need to call them?"

Insp – I have the client with me today and Interpreter, I have you on speaker. Interpreter, please translate: My name is Ron Thomas and I am an inspector from the Board of Barbering and Cosmetology. I am here to conduct an inspection of the salon. What is your name? (while interpreter translates inspector should be showing the Inspector ID and handing client a business card)

INTERPRETER - Mr. Thomas the clients name is Christie.

Insp- Christie, are you the licensee in charge?