

Boostlingo OPI/VRI: Basic Information and Requirements

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What are the basic mandatory requirements I should be complying with to provide OPI/VRI services?

You must:

1. accept calls from a **quiet private room**/space where you are by yourself
2. use a **headset with microphone** to ensure client confidentiality and privacy (this is a mandatory requirement)
3. have fast and **reliable internet** connection
 - o Ideal Bandwidth: 25+ mbps upstream and 3+ mbps downstream
 - o Recommended Bandwidth: 5+ mbps upstream and 3+ mbps downstream
 - o Minimum Bandwidth: 2 mbps upstream and downstream
4. ensure your **computer/phone/headset/webcam are updated** and working properly and charged
5. have **pen and paper handy** to take notes

For VRI (Video Remote Interpretation), **points 1 to 5 above AND:**

6. ensure you have a **neutral background** (no photos, posters, windows)
7. **avoid clutter** in the background
8. make sure your face is **well lit** (light on your face not at the background)
9. make sure your face is at the **center of the camera**/frame (not too high/low/close/far)
10. **dress professionally** (we recommend solid colors)
11. Remember that **you will get about 10 seconds after accepting the call to get ready for the camera**. During these 10 seconds the caller will not be able to see or hear you although the call is already connected.

Requirements for using the BL App:

1. **Removal of the VRI Service:** If you choose to use the BL App, you cannot offer VRI services. **You MUST sign a pledge with MCIS before using the app and not doing so might result in suspension or deactivation of your profile. Please contact us at vm@mcis.on.ca if you wish to use the app.**
2. **Private and Quiet Environment:** ensure that I am always in a private location where no one else is present, and the environment is free from background noise.
3. **No Calls While Driving or Traveling:** You are not allowed to accept or take calls while driving or riding as a passenger in a vehicle.
4. **Completion of Intake Forms:** You will consistently and accurately fill in the Intake Form with the required information where applicable.
5. **Connection Quality:** You will strive to ensure the best possible connection quality when logged in and available to take calls.
6. **Logging Out When Unavailable:** You will log out of the BL app when I am unavailable to take calls, in public places, or in any setting where privacy cannot be guaranteed.

How do I introduce myself as an interpreter?

We recommend that you use the full Interpreter's Introduction as a general policy and only use a shortened version if parties are rushed. Please find below both versions:

Hi! I am (first name), the (language) interpreter from MCIS. My identification number is (mention Boostlingo ID not your MCIS Resource ID). I will faithfully interpret everything said and maintain impartiality and confidentiality. Please speak to each other directly in short sentences. I may take notes or interrupt for clarification if needed. I can only be on hold for 15 minutes at a stretch. May I have your permission to interpret?

Here is a sample shortened interpreter's introduction that can be used for a remote assignment:

Hi! I am (first name), the (language) interpreter from MCIS. My identification number is (mention Boostlingo ID not your MCIS Resource ID). I will observe all codes of conduct for interpreters. We have a 15-minute hold policy. Please speak to each other directly in short sentences. May I have your permission to interpret?

What to keep in mind during an assignment?

- Fill in the intake form with the information about the client if it pops up on the screen.
- Introduce yourself appropriately to both parties.
- Ask clients to speak in first person as they would do in a regular conversation.
- Ask them to speak in short sentences.
- Decide beforehand how you will interrupt and let both parties know during the introduction.
- Interpret as faithfully as possible without additions, omission, or distortions.
- Ask for clarifications if necessary.
- Mention that you will take notes to aid your memory about key information but will destroy all notes at the end of the session.
- Notify parties if there is a background noise from their sides or the quality of the call is poor.
- Ask the parties to slow down if the pace is too fast and it compromises your interpretation.
- Do not express personal opinions and provide advice to parties.
- If a call exceeds 60 minutes, you can take a 10-minute break. Please inform the parties clearly before taking this break and make sure you do this only after 60 minutes (1 hour) has passed.

How do I complete the Intake Forms?

- When an **Intake Form** appears after accepting a call, you **MUST** complete it and submit it. Not doing so may result in discontinuing the OPI service from your profile.
- When this form pops up, simply ask the caller for the information asked and type them in the box. At times, there may be one or two more questions, like name of the organization the caller is from. Whatever the questions(s), please simply ask the caller and record their response. Verify spelling of the name whenever you are uncertain. Either ask them to spell it out for you or use the NATO phonetic alphabet to verify it. Example: if the caller's name is Rita: "May I please verify the spelling of your name as R as in Romeo, I as in India, T as in Tango, A as in alpha"?
- Click on the "submit" button when done.
- Intake Forms **MUST** be completed and submitted before you begin the interpretation.

Intake Form

Please fill in the client's information, not your own.

This intake form is required to be filled out prior to completing your call. Questions must be read, as is, to the client and finally saved by clicking Submit below.

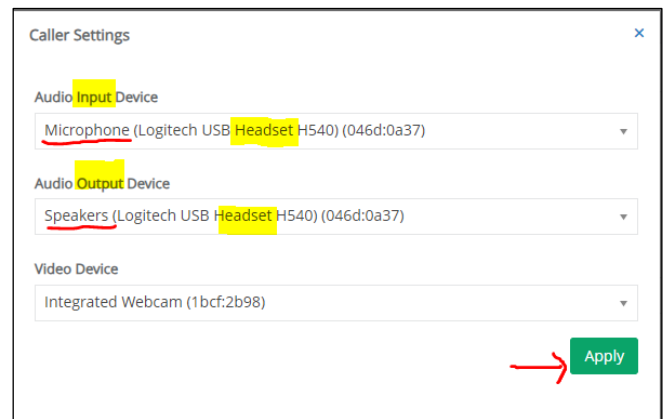
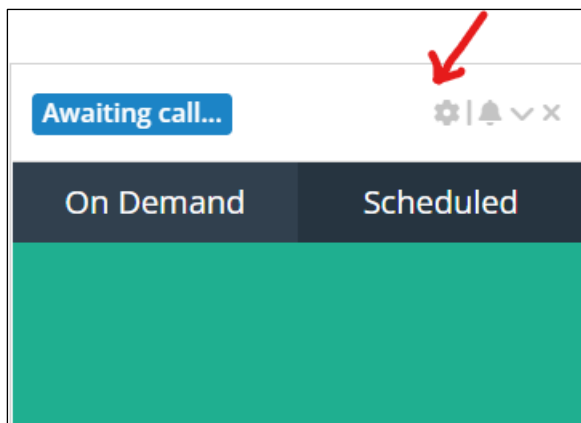
First and last name of caller *

Customer refused to provide

Submit

How to check if the headset and microphone are set up properly with BL?

1. Open caller.
2. Click on the 'gear' icon to go to Caller Settings.
3. Open the dropdown list of AUDIO INPUT DEVICE and choose (headset mic).
4. Open the dropdown list of AUDIO OUTPUT DEVICE and choose (headset speakers).
5. Click Apply.



What to do if the SP requires another language?

- Ask about the correct language and kindly email remote@mcis.on.ca.
- Ask the SP to call again and request an operator saying "operator".

What to do if the call quality is poor?

- Ask the SP if they prefer to call back since the quality of the interpretation could be affected by

technical issues. Let the SP know that if they call again and the call quality is still poor, the issue could be caused by the client's line.

- Email remote@mcis.on.ca with the call ID so MCIS can investigate the issue.

How to mute myself on a call?

See button 1 in the screenshot below. This is your mute/unmute button.

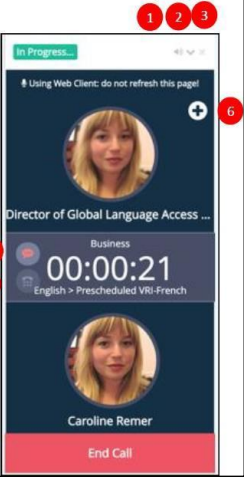
When the call is in progress, you will see the following features:

1. **Mute** and **unmute** your microphone
2. **Minimize** the audio call window
3. **Close** the audio call window
4. **Text chat** with connected parties
 - a. In the chat window, click on the “Back” arrow to return to the call info display screen.



5-6. **Adding parties to the call** – you can do that by entering the phone number of the person you would like to add to the call.

Please keep in mind that although you will see your full name written on the call screen, the customer can only see your first name.



How do I add a third party to audio calls?

Click on the “plus” sign located in the right side (see number 6 in the screenshot below):

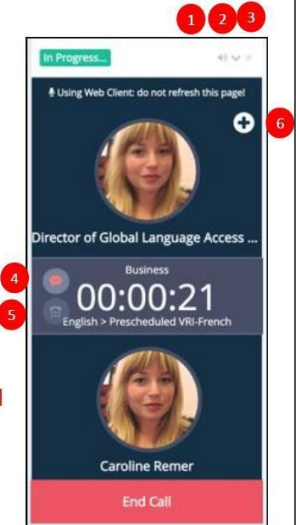
When the call is in progress, you will see the following features:

1. **Mute** and **unmute** your microphone
2. **Minimize** the audio call window
3. **Close** the audio call window
4. **Text chat** with connected parties
 - a. In the chat window, click on the “Back” arrow to return to the call info display screen.



5-6. **Adding parties to the call** – you can do that by entering the phone number of the person you would like to add to the call.

Please keep in mind that although you will see your full name written on the call screen, the customer can only see your first name.



What to do if I am put on hold?

Disconnecting after 15 minutes of hold

If you are put on hold for more than 15 minutes at a stretch without any communication from the SP, you are required to disconnect the call by clicking on the “end call” button. This **does not apply** if the SP checks in with you in between and confirms that they are still there.

***Please note that the SP will let you know beforehand if they want to put you on hold. If there is no communication from the SP about this, and the SP has been silent for some time, this means the call most probably has dropped off. If that is the case, you need to let the client know that the call dropped and that you're ending the call. Please be aware that any wait time past the time the call dropped will not be paid.

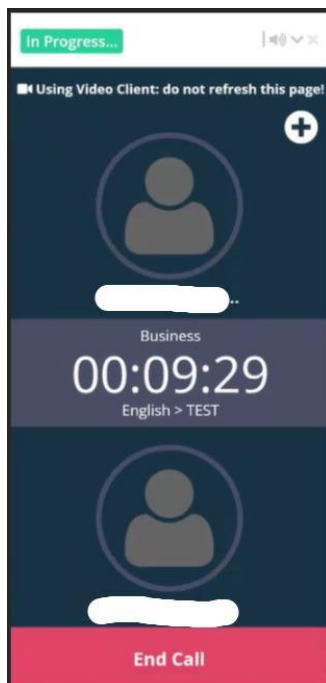
How to let the SP know about the policy on hold:

- ✓ During your **interpreter's introduction**, or **while you are being put in hold**, say: "*If the call is put on hold for 15 minutes continuously, the interpreter will disconnect the call. You can always call back MCIS OPI to reconnect with an interpreter if needed.*"
- ✓ **Say** this message **before disconnecting the call** "*As per our policy, I am required to disconnect after 15 minutes of inactivity. You may wish to call again to connect with another interpreter. Thank you for using our services*" (if you do not hear from the SP at all in these 15 mins).

Ending a call

Say: "*Is there anything else I can help you with today? Thank you for using our services and have a good day!*"

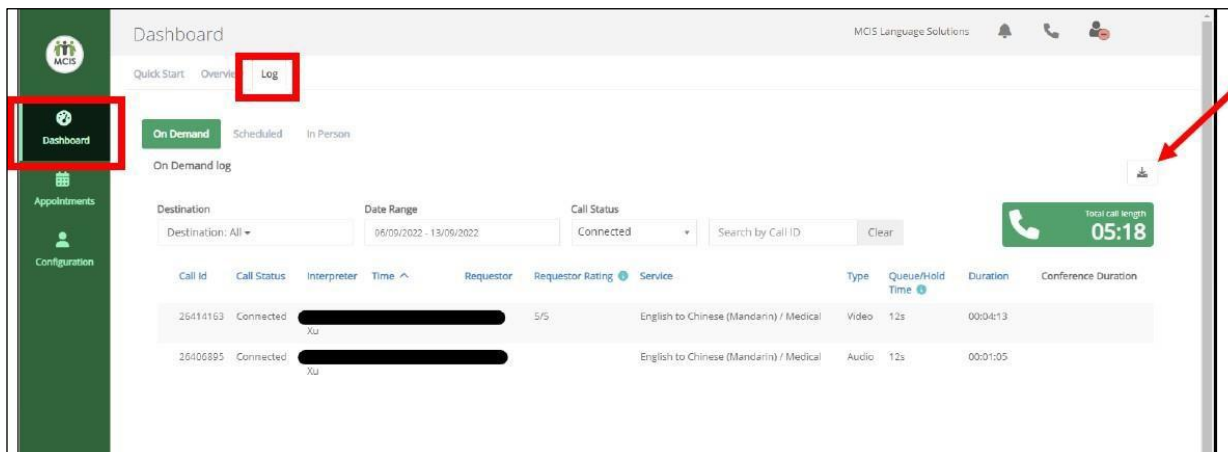
It is crucial that you end a call properly by clicking on the “end call” button. Do not simply close the caller by clicking on



the **x** button. You must make sure that you click on the “end call” button and the rating window has appeared, before moving on.

How do I review my call log?

- From the “Dashboard” tab, find the tab “log” located at the top.
- Click on the “download” sign above the tab “total call length” to download a report. See screenshot below:



Summary of recommended statements

Introduction:

Hi! I am (first name), the (language) interpreter from MCIS. My identification number is (mention Boostlingo ID not your MCIS Resource ID). I will faithfully interpret everything said and maintain impartiality and confidentiality. Please speak to each other directly in short sentences. I may take notes or interrupt for clarification if needed. I can only be on hold for 15 minutes at a stretch. May I have your permission to interpret?

OR shortened when needed:

Hi! I am (first name), the (language) interpreter from MCIS. My identification number is (mention Boostlingo ID not your MCIS Resource ID). I will observe all codes of conduct for interpreters. We have a 15-minute hold policy. Please speak to each other directly in short sentences. May I have your permission to interpret?

Call closure:

Is there anything else I can help you with today? Thank you for using our services and have a good day!

Requesting for repetition:

I'm sorry but I missed some information; please would you repeat your statement? Thank you!

Requesting to speak in short sentences:

May I ask you to kindly speak in shorter segments so I can maintain accuracy and avoid any omissions? Thank you!

Requesting caller to speak louder:

I'm sorry I could barely hear you; would you mind repeating your last statement and speak louder? / I'm sorry I could not hear you properly; please could you say again?

When asked to connect to the third party:

May I please confirm the phone number? ...thank you. Kindly hold while I connect the call. Thank you.

While being put on hold:

As per our policy, if the call is put on hold for 15 minutes continuously, the interpreter will disconnect the call. You can always call back MCIS OPI to reconnect with an interpreter if needed. Thank you for using our services.

While disconnecting after being put on hold:

As per our policy, I am required to disconnect after 15 minutes of inactivity. You may wish to call again to connect with another interpreter. Thank you for using our services.

Remember!!

Your role is to:

- Act in a professional way and follow the Interpreter's Code of Ethics and Standards of Conduct.
- Facilitate effective direct communication between parties.
- Provide clear and accurate interpretation of both parties' messages.
- Remain impartial and objective at all times.
- Respect confidentiality.
- Show respect for all parties.
- Interrupt for clarification when needed to avoid miscommunication.