



Interpretation & Translation Support for Monthly Contract Partners

**updated October 2023*

GENERAL GUIDELINES FOR MONTHLY CONTRACT CLIENTS

- **Emails.** The email fam@jamii.co is your main point of contact for all communication regarding your monthly contract. This is a shared inbox with #TeamJamii to ensure you're able to get timely responses and personalized support for our work together. Please **DO NOT SHARE** this email with others outside your organization, it is only for fam working with us for long-term contracts. Any referrals are welcome (and greatly appreciated) at our general inbox info@jamii.co. *Our Squad responds to emails between 10 am - 6 pm EST (within 1 business day of receiving your email) during working days (Monday to Friday)*
- **Ask for what you need.** We are actively engaged in process improvement. Our team cares deeply about supporting your work. Don't assume that there isn't an option to adjust. We may or may not be able to accommodate your request. But, trust and believe, we will always evaluate ways our processes and systems can be more flexible to accommodate the needs of our fam.
- **Provide feedback.** We don't just hire any ol' linguist. We actively recruit, train, and support the linguists on our team. We're trying to grow together in community. Whatever your experience, share it with us...the good, the great, and the...uuuummm we got a pro'lem. It helps us grow and continuously step up our game as your partner.
- **Contract Updates.** If you need additions to your current scope of work, - we can do that. Just reach out!

INTERPRETATION SUPPORT

- **Interpretation Request Timelines**
 - Interpreting requests require notice of 5 working days (*e.g., Mon - Fri*)
 - Last-minute interpreting requests will NOT incur a rush fee, but are not guaranteed with less than 5 working days notice.
 - Interpreting assignments can be staffed Monday - Friday (*Saturday assignments may be accommodated for special events. Sunday assignments are not available.*)
 - If you're looking to schedule multiple assignments that are each longer than two hours for a specific day or week (*e.g., conference, retreat*) a two-week notice is best practice.
- **Cancellations/Postponement**
 - 48-hour notice required: Interpreting events that are cancelled or postponed with less than 48-hours notice will still be invoiced at 100% of the total cost for the project. Otherwise, you may cancel at any time before 48-hours.
- **Best Practices & Protocols for a Quality Experience**
 - Fill out the [Event Request Form](#). This ensures our entire team gets notified.
 - Every 1st and 15th of the month, Jamii will send out an [Event Request Form](#) to all monthly contract clients to collect information regarding any events NOT scheduled. If you have already scheduled and reached out about events, you do not need to fill out this form.
 - Interpreters need prep material at least 72 hours before the event. **High-quality interpreting requires preparation.** Interpreters will need to review your meeting agenda, PPT presentations, run-of-show, scripts or



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other documents that will assist in analyzing the terminology required for your event. You will receive an event prep form 5 days before your event(s) specifically to upload these prep materials. Prep material DOES NOT need to be finalized. We love to receive draft versions - the sooner, the better.

- As a contract client, Team Jamii collaboratively creates an organizational glossary to ensure the interpretation team is aware of intentional word choice and relevant vocabulary. At the start of your contract, Team Jamii will coordinate with you to start this process. You and your team will provide a minimum of 25 words and up-to 200 words that are relevant to the work you're doing (organizational language, names of teams/organizations/speakers/projects/legislation are all super important). Afterward, your linguist team will translate, edit, and proofread the glossary.
- Identify a lead contact (and if you see fit, a secondary contact) for Team Jamii to communicate with directly during our time together.
- If there are back-to-back events, please ensure you use the same zoom link or platform link or incorporate at least a 15-minute transition period to set up linguist channels. This ensures your specific linguist team can support all events.

TRANSLATION SUPPORT

Translation Request Timelines

- Translations may be submitted at anytime via <https://translate.jamii.co/>
- Translation requests of 5,000 words or fewer can be accommodated within 5 working days (Mon - Fri). Larger translation assignments may require additional time.
- Translation requests requiring less than 5 working days' turnaround time are not guaranteed, but will be accommodated depending on the capacity of the team at the time of the request.
- Last-minute translation requests that #TeamJamii can accommodate will NOT incur a rush fee.
- Anything with complex formatting (pictures, infographics, graphs, charts, etc., will require additional time up to 3 business days and may incur additional costs).

Cancellations/Postponement. Translations that are canceled after the translation process has started, will be invoiced for all translation work that has been completed.

In-Person Event Rates: Interpreting & Language Justice Consulting

- In-person language services are available to contract clients only, and rates will vary based on project.
- The best way to ensure we're able to support you with interpretation is to include us in the planning process as soon as you start planning, even if solely to find out pricing and logistical details. [Please schedule a check-in call.](#)
- Check-out the [2024 Pricing List](#) to see some rates to assist you in creating an estimated budget for your upcoming event.