

## **Language Services 2009 Special Olympics World Winter Games**

### **Functional Goal**

To ensure that official constituents can communicate and participate during the 2009 Special Olympics World Winter Games.

Language Services will act as a communication facilitator for the World Games. Language Services aims to provide services to ensure that language is not an issue that hinders the experience of the delegates or execution of the World Games.

There are six official languages of the World Games – Arabic, French, Mandarin Chinese, Russian, Spanish and English.

### **Expectations**

The role of language services needs to be widely understood across GOC and among volunteers. The final language plan will be shared with the GOC and will be presented to the competition venues through the venue team meetings.

Language services will work with each functional area to go over specific language needs that are present to schedule language support ahead of time as best as possible.

### **Summary of Activity**

Delegation Assistant Liaisons (DAL)

Each delegation will be assigned a lead volunteer called a Delegation Assistant Liaison (DAL) that is fluent in the primary or secondary language of the delegation and who remains with the delegation through the duration of the games.

The DALs represent the Games Organizing Committee (GOC) and will help keep the lines of communication between the GOC and the delegation. The DAL will assist the HOD and the coaches with their tasks as needed.

Simultaneous interpretation will be provided from English to the other five official languages (Arabic, French, Mandarin Chinese, Russian and Spanish) at the HOD meetings. Satellite locations will be provided in McCall and Sun Valley for assistant HODs.

As a service to our international visitors, bilingual volunteers will wear special nametags indicating their fluency in languages other than English. To access language services while at a competition venue, please contact the information desk.

Language services will work with each functional area to go over specific language needs that are present to schedule language support ahead of time as best as possible.

Over the phone interpretation will be available when no one is around to assist with the interpretation. To access this number please visit the sports desk or the information desk.

## **GOC Structure**

Manager of Delegation Services was tasked to handle language services at a very late date, and language services became an integral part of the delegation services department.

## **Functions Provided**

### **Before Game Time**

The Head of Delegation Manual and the Coaches Handbook will be translated into the other five official languages. The translations will then be made available to the delegations and the DALs online.

### **During Game Time**

#### **Head of Delegation Meeting Interpretation**

Simultaneous interpretation will be provided for the Advance Head of Delegation (HOD) meeting and the daily HOD meetings. Satellite locations will be provided in McCall and Sun Valley for assistant HODs.

### **1-800 Number**

A 1-800 number will be available for urgent situations when no one is around to interpret. Commissioners and other key volunteers will have access to this number along with GOC staff, medical and security. Volunteers and delegation members can access over the phone interpretation for urgent situation by contacting the sports desk or the information desk.

The 1-800 number will be available for emergencies and for situations that can become urgent or develop into an emergency unless communication is enabled through interpretation.

It would also be appropriate to use this language line if there is a complete breakdown in communication and it is impossible to understand if the situation is urgent or not.

The service is intended to service accredited participants of the Games. Guidelines will be given to GOC staff and key volunteers on when it is appropriate to use this language line.

### **Language Tags**

It is the goal of language services to provide every bilingual/multilingual volunteer with a language tag to use along with their credential while working during the SOWWG.

Language services will work with accreditation and volunteer services on identifying these volunteers and ensuring that the bilingual volunteers get their tag.

The language tags will spell out the language in that language and then have a smaller word below in English, for example Norsk, Norwegian.

### **Information Service Centers**

Information Service Centers located at all the competition venues will be staffed by bilingual volunteers in addition to English speaking volunteers. The ISC will have access to the daily check in sheet indicating volunteers on duty with foreign language skills. These lists will be provided to Language Services after volunteers have been assigned to shifts.

Venue users who need assistance in order to communicate properly are encouraged to go to the ISC to receive help.

### **Language Support Process**

Information Service Center

- A. A volunteer or credentialed participant approaches the information desk to receive language help:
  - 1. In case of emergency – call 1-800 number immediately for interpretation.
  - 2. Is the situation urgent and you think the situation could become an emergency unless interpretation takes place immediately? – call 1-800 number for interpretation.
  - 3. Onsite staff will help with the situation.
  - 4. Are there any volunteers close by that can help?
  - 5. Check DAL check-in sheet - are there any DALs at that venue that can help?
  - 6. See volunteer check-in sheet – are there any bilingual volunteers at that can help?
  - 7. See language volunteer on call sheet for support for the language needed.
- B. Call Delegation Service Center to report problem to see if action can be taken to avoid similar situations.
- C. Write the incident in the incident log at the information desk.

### **Non Competition Venues**

#### **Healthy Athletes**

- A. DALs will be encouraged to participate at Healthy Athletes with their Delegations.
- B. Supplemental language volunteers will be scheduled where possible - based on schedule set by Healthy Athletes.

#### **Special Olympics Town**

- A. DALs will be encouraged to participate at Special Olympics Town with their Delegations.
- B. Bilingual volunteers will be identified with language tags.
- C. Lead volunteers will have access to the 1-800 number for urgent situations.

#### **Family Services**

- A. Family Services has identified groups coming to the Games who have indicated that they don't speak English.
  - 1. Language volunteers will assist at the Family Welcome Desk at the airport and the Main Family Center.

2. The 1-800 number will be available for lead volunteers in family services for urgent and emergency situations.

### **Guest Services**

1. For emergencies guest services volunteers will have access to the 1-800 number for over the phone interpretation.

### **Media**

1. Interview requests will be communicated ahead of time if possible so DAL or other language volunteers can assist with the interview.

### **Festival**

1. 1-800 number will be available for emergencies and urgent situations.

### **Coaches Meeting**

1. Each Sports Director was tasked to talk to their TDs to get an understanding of specific needs for language support for the coaches meetings.
2. Delegation services provided the Sports Directors details or specific requests from coaches that don't speak any English.
3. DALs will be encouraged to talk to their HODs and coaches about participating at the coaches meeting to assist with interpretation if needed.
4. Assistant language volunteers will also be assigned where specific needs have been identified.

## 2009 Special Olympics World Winter Games Idaho

Position Delegation Assistance Liaison (DAL)  
Department Delegation Services  
Contact Sunniva Hoff, Manager Delegation Services  
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Hours Full time Feb. 1 – Feb. 14 or Full time Feb 6 – Feb. 14

### Summary

The World Winter Games is seeking candidates to serve in lead volunteer roles as Delegation Assistant Liaisons (DAL). Serving as a DAL during the World Winter Games is a very rewarding volunteer position, as a DAL plays an important role in a delegation's experience.

DALs will have a unique opportunity to spend approximately two weeks with a specific delegation. The DAL will be the lead volunteer assigned to a visiting delegation of coaches and athletes. The DAL will be the GOC's official representation with each delegation, working closely with the Head of Delegation (HoD) and accompany the HoD to all official meetings and events.

### Qualifications

- Volunteers seeking to become DAL should be bilingual and have knowledge of the foreign country and culture of the assigned delegation.
- We also do need DALs to serve our English speaking delegations.
- The candidate must have strong communication skills and be flexible and creative in solving challenges.
- The DAL must also be able to commit to one or two weeks, as the candidate will reside with the delegation during the Games.
- Experience working with diverse groups is a plus.