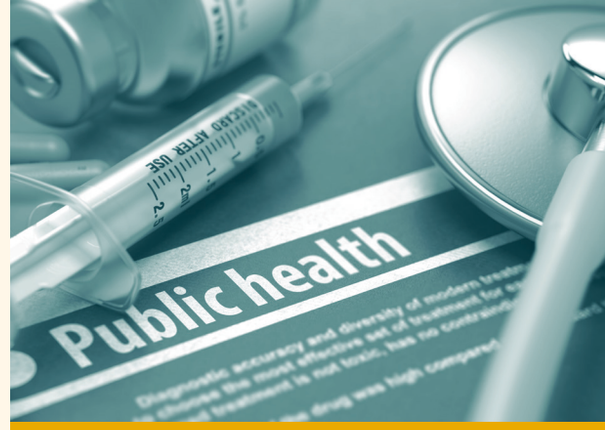
AVANTPAGE
empathy beyond words

# How Avantpage Went Beyond Language Access to Language Equity




## – Summary –

A university-based public health program hosts multiple virtual meetings each year to strategize worker organization engagement initiatives. They came to Avantpage very close to the meeting date, realizing they needed interpreters to provide language access for Spanish-speaking participants. **Avantpage provided interpreters within their timeline, integrated with their existing technology, and proactively managed a technological issue that would have isolated Spanish speakers** from the Q&A session.

## – Scope –

This program hosts regular events online that can last 2 hours long, with both Spanish and English speakers. The public health team wanted to positively drive impact by providing interpreters on their platform and ensuring everyone had a voice to contribute. Helping maintain language access and active participation of multilingual audiences is crucial to innovation through diversity. Multilingual audience voices can be silenced without full language access, as the audience is reduced to listeners or passive participants. LEP communities are disproportionately and negatively represented among social determinants of health, so proactively anticipating needs in advance helps to reduce inequities.

## – Solution –

Avantpage leveraged our expertise in the language industry along with our expansive network of qualified interpreters to meet the client's needs. We combed our network to find available and qualified simultaneous and consecutive interpreters while presenting solutions to accommodate interactional needs across the two separate language channels. For the success of this meeting, the program needed interpreters who could:

- Ensure online multilingual presentations on a short timeline
- Work with the technology limitations at-hand
- Provide consecutive interpreting for the Q&A session

## – Outcome –

We successfully came together with the program to provide them with qualified, remote interpreters on a short timeline while working with their chosen virtual platform and creating a solution to ensure two-way language access despite technological restrictions. These solutions meant their event could continue as planned and on schedule while meeting the language needs in a way that would allow everyone to have a voice for collaboration. As a result, the partnership will continue for language access at future regularly-scheduled events.

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