

ATTORNEYS FOR CHILDREN, APPELLATE DIV.

TO ACCESS AN INTERPRETER

- 1. DIAL: 1-866-874-3972**
- 2. PROVIDE: Client ID - 572667**
- 3. INDICATE: Language**
- 4. PROVIDE WHEN ASKED OR PROMPTED:
FAMILY COURT FILE NUMBER
ATTORNEY'S FIRST AND LAST NAME**

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-WAY CALL – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to “Please Hold,” and then conference in the interpreter.

LANGUAGELINE DUAL HANDSET PHONE – If you have a LanguageLine Dual handset phone, lift the handset and press the pre-programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

CUSTOMER SERVICE – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the “Customer Service” tab, scroll to “Provide Feedback” and complete a “Voice of the Customer” form.

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Document the interpreter name and ID number for reference.
Brief the interpreter and give any special instructions.

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11 Helpful Tips for Working with an Over-the-Phone Interpreter

- 1. BRIEF THE INTERPRETER** - Identify the name of your organization to the interpreter, provide specific instructions of what needs to be done or obtained and let him/her know whether you need help with placing a call. If you need the interpreter to help you place a call to the limited English Proficient (LEP) customer, you may ask the interpreter for a dial-out. There is a limited amount of time allotted for placing a dial-out once the interpreter is on the phone. Therefore, it is important that you provide a brief introduction and specific instructions to the interpreter in a timely manner.
- 2. SPEAK DIRECTLY TO THE CUSTOMER** - You and your customer can communicate directly with each other as if the interpreter were not there. The interpreter will relay the information and then communicate the customer's response directly back to you.
- 3. SPEAK NATURALLY, NOT LOUDER** - Speak at your normal pace, not slower.
 - **SEGMENTS** - Speak in one sentence or two short ones at a time. Try to avoid breaking up a thought. Your interpreter is trying to understand the meaning of what you're saying, so express the whole thought if possible. Interpreters will ask you to slow down or repeat if necessary. You should pause to make sure you give the interpreter time to deliver your message.
 - **CLARIFICATIONS** - If something is unclear, or if the interpreter is given a long statement, the interpreter will ask you for a complete or partial repetition of what was said, or to clarify what the statement meant.
- 4. ASK IF THE LEP UNDERSTANDS** - Don't assume that a limited English-speaking customer understands you. In some cultures a person may say 'yes' as you explain something, not meaning they understand, but rather they want you to keep talking because they are trying to follow the conversation. Keep in mind that a lack of English does not necessarily indicate a lack of education.
- 5. DO NOT ASK THE INTERPRETER FOR THEIR OPINION** - The interpreter's job is to convey

the meaning of the source language and under no circumstances may he or she allow personal opinion to color the interpretation. Also, do not hold the interpreter responsible for what the customer does or does not say. For example, when the customer does not answer your question.

- 6. EVERYTHING YOU SAY WILL BE INTERPRETED**
 - Avoid private conversations. Whatever the interpreter hears will be interpreted. If you feel that the interpreter has not interpreted everything, ask the interpreter to do so. Avoid interrupting the interpreter while he/she is interpreting.
- 7. AVOID JARGON OR TECHNICAL TERMS** - Don't use jargon, slang, idioms, acronyms or technical medical terms. Clarify unique vocabulary and provide examples if they are needed to explain a term.
- 8. LENGTH OF INTERPRETATION SESSION** - When you're working with an interpreter the conversation can often take twice as long compared with one in English. Many concepts you express have no equivalent in other languages, so the interpreter may have to describe or paraphrase many terms you use. Interpreters will often use more words to interpret what the original speaker says simply because of the grammar and syntax of the target language.
- 9. READING SCRIPTS** - People often talk more quickly when reading a script. When you are reading a script, prepared text or a disclosure, slow down to give the interpreter a chance to stay up with you.
- 10. CULTURE** - Professional interpreters are familiar with the culture and customs of the limited English proficient (LEP) customer. During the conversation the interpreter may identify and clarify a cultural issue they may not think you are aware of. If the interpreter feels that a particular question is culturally inappropriate, he or she might ask you to either rephrase the question. You may ask the interpreter to help you to get the information in a more appropriate way.
- 11. CLOSING OF THE CALL** - The interpreter will wait for you to initiate the closing of the call. When appropriate, the interpreter will offer further assistance and will be the last to disconnect from the call. Remember to thank the interpreter for his or her efforts at the end of the session.

FOR MORE INFORMATION:
www.LanguageLine.com / 1-800-752-6096

Europe

Albanian		Shqip
Tregoni me gjithë gjithën tuij. Do të i thërasim një përkthyes. Përkthyes ofrohet flass për ju.		Çarjënëtë
Vëp, është qëndrueshme që jumund: Përpjekja e përkthjes së mundur është më shumë.		Armenian
Zur hizkuntra aukeratu! Jarraitan Interpretet bat!	Euskara	Bosnian
Dalitza munača doakoa da.		Bosanski
Poštoverhe vamia enik. Ille bryce izmakan prekvonav.		Bulgarski
Poštoverhe vamia enik. Ille bryce izmakan prekvonav.		Croatian
Uzlete na vāš jazyk. Budete zavolán tilmotchnik.	Hrvatski	Czech
Tolkunčen je pro vás bezplatné.		Českina
Ner pá dit sprok. En tolk vil blije tilkaldt.	Dansk	Danish
Tolken tilbydes uden omkostninger for dig.		Dutch
Wij is uw taal aan. Er zal contact worden opgenomen met een tolk. De service van de tolk is gehed gratis.		Nederlands
Ousage onna keedel. Vastava tõlgiga võtakse ühendust.		Estonian
Tõlkkeenus on teie jäoks tasuta.	Suomi	Finnish
Osoita maastr kielit. Kutsutime tulkin paikale.		French
Tulkin käytöön on sinulle ilmanista.		French
Indiquez votre langue et nous appellerons un interprète.		German
Le service est gratuit.		Greek
Zeilgen Sie auf Ihre Sprache. Ein Dolmetscher wird angefordert. Der Dolmetscher ist für Sie kostenlos.	Deutsch	Hebreo
Δείχνετε τη γλώσσα σας και θα καλούνται δύο άνθρωποι. Ο διερμηνέας οποιοσδήποτε.	Ελληνικά	Italian
Hungarian		Icelandic
Vilássza ki a nyelvet. Töltsük le fogunk örökre.		Italiano
A nolmás az Ön számára díjazott.		Italiano

Europe - continued

Italian		Italianno
Indicare la propria lingua. Un interprete sarà chiamato.		Icelandic
Il servizio è gratuito.		Íslenska
Benu à þitt tungumál. Það verður hring í frílik.		Italiano
Tilkuminn er þéri ad kostnadrálaus.		Italiano
Lithuanian	Lietuvių	
Nurodykite savo kalbą. Bus prakviestas vertėjas.		Italiano
Vetejus jums bus suteiktas nemokamai.		
Macedonian	Makedonski	
Pokojere ka tazukor na koj zoobrygata. Ke posuvane pretevnuan. Ucnyvire na pretevnuavoy ce besumnari.		
Norwegian	Norsk	
Tek på språket din. En tolk vil bli tilkalt.		
Tolken tilbydes uden omkostninger for dig.		
Polish	Polski	
Proszę wskazać swój język i wzwiadły tłumacza.		
Usługa ta zapewniona jest bezpłatnie.		
Portuguese	Português	
Indique o seu idioma. Um intérprete será chamado.		
A interpretação é fornecida sem qualquer custo para você.		
Romanian	Română	
Indicați limba pe care o vorbiți. Vă se va face legătura cu un interpus care să fie assignat gratuit.		
Russian	Русский	
Укажите язык, на котором вы говорите. Вам вышлют переводчика. Услуги перевода предоставляются бесплатно.		
Serbian	Српски	
Познакомите се с нац обједињејем београдом.		
Slovak	Slovenčina	
Uzlete na svoj jazyk. Zavoláme tilmotchniku.		
Timocnečie je pre vás bezplatné.		
Spanish	Español	
Señale su idioma y llámenos a un intérprete.		
El servicio es gratuito.		
Swedish	Svenska	
Tolken erbjuds uran kostnad för dig.		
Tagalog		
Ito no ang inyong wika. Isang tagasalin ang ipagkakabood nang libre si inyo.		
Tongan	Lea Faka-Tonga	
Tuhi'i mat ho o lea fakafonua. E u iha fakafonua. 'Oki ia 'etoungi kia 'a e fakafonula.		
North America, South America, and Caribbean		
French	Français	
Indiquer votre langue et nous appellerons un interprète.		
Le service est gratuit.		
French	Français	
Point to your language. An interpreter will help you.		
French	Français	
Point to your language. An interpreter will help you.		
French	Kreyòl	
Lonje dwet ou sou lang ou pale a epi nap relo yon entreti poul ou. Nolu ba ou sevi entreti la gratis.		
Navajo	Dine kéhí	
Nazad haa i ge hahii dah dilinii. Auh haa' tsé' haa' haa' tsé' doonii.		
Portuguese	Português	
Indique o seu idioma. Um intérprete será chamado.		
A interpretação é fornecida sem qualquer custo para você.		
Spanish	Español	
Señale su idioma y llámenos a un intérprete.		
El servicio es gratuito.		

Pacific Islands

Fijian		Vosa Vakaviti
Dusia na nomu wasa. Ni na Vakaruvaki mai e dua na dau valadewa wasa. Na tau valadewa wasa e sega ni saumi.		
Indonesian	Bahasa Indonesia	Illokano
Tunjukkan bahasa Anda. Penerjemah akan dihubungi.		
Penerjemah disediakan gratis tanpa diketahui bayaran.		
Malay	Bahasa Melayu	
Tunjukkan bahasa anda. Jumbahasa akan dihubungi.		
Jumbahasa akan disediakan tanpa anda diketahui bayaran.		
Marshallese	Kajin Majóli	
Ket kajin eo am. Im renzai kur juón an Ri-Ulok.		
Ri-Ulok eo enaij juón enk no ejekd wócen.		
Samoa	Fa'asamoa	
Ri-samoa iu fegama. Ole a vala au se fa' amata'ipu.		
Usa sunua se fi amata'ipu e aumoa ma se tau e te toqogina.		
Tagalog	Tagalog	
Ito no ang inyong wika. Isang tagasalin ang ipagkakabood nang libre si inyo.		
Tongan	Lea Faka-Tonga	
Tuhi'i mat ho o lea fakafonua. E u iha fakafonua.		
Yiddish	ייִדיש	
'Oki ia 'etoungi kia 'a e fakafonula.		

Language Identification SolutionsSM

Language Identification Card

As a LanguageLine Solutions client you have access to over-the-phone interpretation 24 hours a day, 7 days a week. Use this Language ID Card in a face-to-face situation to determine which language a person speaks. The Language ID Card lists the languages most frequently encountered in North America, grouped by the geographical region where they are commonly spoken.

- To use the Language ID Card efficiently, locate the geographical region where you believe the speaker may be from. (Pacific Islands, Europe, etc.)
- Show the person the languages listed for that region. The message underneath each language says: "Point to your language. An interpreter will be called. The interpreter is provided at no cost to you."

English

Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

- Refer to your Quick Reference Guide (QRG) to access an interpreter through LanguageLine Solutions. In most cases, an interpreter is available within seconds.

If you are unable to identify the language, our representative will help you.

Please note: LanguageLine Solutions interprets from English into more than 200 languages. Only the most requested languages are listed here. This list is subject to change based upon client demand.

From North America call **1800 752-6096** for more information about our service.

Interpreting **Translation** **Testing and Training**



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