Hawthorne Elementary October 2012 June Gaston

## Sioux Falls School District

Keep this Quick Reference Guide (QRG) nearby for easy reference to effectively utilize Language Line® Over-the-phone Interpretation Service.

## WHEN RECEIVING A CALL:

- Use Conference Hold to place the limited English speaker on hold.
- 2. Dial: 1-866-874-3972
- 3. Enter on your telephone keypad or provide the representative:
  - 6-digit Client ID: 538033
  - Press 1 for Spanish
  - Press 2 for all other languages and speak the name of the language you need at the prompt
  - SIOUX FALLS SCHOOL DEPARTMENT NUMBER: 3 = ELL 7 = Special Education
  - BUILDING NUMBER 56

2 = Blended EC 8 = Title 1

An Interpreter will be connected to the call.

- Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
- ADD THE limited-ENGLISH SPEAKER to the line.
- Say "End of Call" to the Interpreter when the call is completed.

NOTE: When placing a call to a limited-English speaker, begin at Step 2. If you need assistance placing a call to a limited-English speaker, please inform the interpreter at the beginning of the call.

## IMPORTANT TIPS:

UNKNOWN LANGUAGE - If you do not know which language to request, our representative will help you.

LINE QUALITY PROBLEMS – If you have problems before reaching a representative, press "0" to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an Interpreter call Customer Service at 1-800-752-6096.

**WORKING WITH AN INTERPRETER** – Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

**LENGTH OF CALL** – Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

**INTERPRETER IDENTIFICATION** – Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

**DEMONSTRATION LINE** - To hear a recorded demonstration of over-the-phone interpretation call our demonstration line at 1-800-996-8808 or visit our website at www.LanguageLine.com

**DOCUMENT TRANSLATION** – We also provide written translation services, for more information please contact our Document Translation Department at 1-888-763-3364 or email translation@languageline.com.

CUSTOMER SERVICE – To provide feedback, commend an Interpreter, or report any service concerns, call Customer Service at 1-800-752-6096.

Language Line Services • 1 Lower Ragsdale Drive, Bldg. 2 • Monterey, CA 93940

www.LanguageLine.com