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| **When the Client is in YOUR OFFICE:** |

1. **Dial**: **855-499-4561** (LanguageLine)
2. **Indicate**: Language Needed – *Press “0” for agent assistance if you don’t know the language*
3. **Provide**: 3 or 4 Digit Access Code: (Unique to your organization. If you do not know your organization’s access code, ask your organization’s Bank liaison, or contact Bank staff at InterpreterBank@ayuda.com.)

After you are connected to a call agent, you will be asked the following questions:

1. **How is your client eligible to use the Interpreter Bank?**
	* Option #1: DC Resident
	* Option #2: DC Issue
	* Option #3: I don’t know – first time speaking with client
	* Option #4: Not eligible ***(call will be dropped)***
2. **In which ward of DC does your client live?**
	* Ward 1
	* Ward 2
	* Ward 3
	* … (through 8)
	* No Ward/Unknown/Homeless
3. **Are you offering this client services related to his or her being a victim of crime?**
	* Yes
	* No
	* I don’t know

1. **How many people are impacted by your helping this person? *(If unknown, say “ONE”)***
	* 1
	* 2
	* 3
	* ... (through 30)

Once connected to the interpreter, follow these guidelines:

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| **When RECEIVING a Call from a Client:** | **When MAKING a Call to a Client:** |
| 1. **State**: to the Client “Please Hold”
2. **Press**: The *Conference feature* on your phone, this will place the Client on hold and will give you a dial tone.
3. **Call**: LanguageLine (follow steps 1-3 on the first set of instructions)
	1. Once connected to the interpreter alert the interpreter that you are going to bring the Client to the line
4. **Press**: The *Conference feature* again to add the Client to the line
 | 1. **Call**: LanguageLine (follow steps 1-3 on the first set of instructions)
	1. Once connected to the interpreter alert the interpreter that you are going to place a call to a Client, to stay on the line
2. **Press**: The *Conference feature* on your phone, this will place the interpreter on hold and will give you a dial tone.
3. **Dial**: The Client’s phone number, after the first ring press the *Conference feature* on your phone to add the Interpreter to the line
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| **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 & pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition. Make sure to check the Client’s understanding by asking the Client to repeat back any critical information. Put the phone on speaker option. |

**IF YOUR CALL IS DISCONNECTED:**

You may be redirected to a call agent and be asked to provide the **Client ID** for the Community Legal Interpreter Bank, which is **511315**.