

Ayuda's Community Legal Interpreter Bank Instructions for using LanguageLine Solutions

For Deaf/Hard of Hearing clients, use Video Remote Interpreting (VRI) code _____.

When the Client is in *YOUR OFFICE*:

1. **Dial:** 1-866-874-3972 (LanguageLine)
2. **Provide:** Client ID: **511315**
3. **Indicate:** Language Needed – Press “0” for agent assistance if you don’t know the language
4. **Provide:** 3 or 4 Digit Access Code: _____

This Access Code is unique to every organization. Check Binder or Ask Bank Staff.

Q. Is the client a DC resident?

- A. DC Resident (Yes)
- B. No

Q. Is this call regarding a DC legal matter?

- A. DC Issue (Yes)
- B. No

Q. Is this call the first meeting on this legal matter?

- A. Yes
- B. No

Q. How many people are impacted by your helping this person?

- A. State the number of people impacted.

Once connected to the interpreter follow the “***Working with an Interpreter*” guidelines below.

When *RECEIVING* a Call from 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 1-4 on the first set of instructions)
 - a. 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

When *MAKING* a Call to a Client:

1. **Call:** LanguageLine (follow steps 1-4 on the first set of instructions)
 - a. 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

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 & 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

USING THE PHONE:

- Put the phone on speaker option