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

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: _____ (Unique to every organization)

If you do not know your organization's access code, ask your organization's Bank liaison or Bank Staff.

Q 1. Is the client a DC resident?
A. Yes
B. No

Q 2. Is this case regarding a DC matter or is this the first meeting?
A. It is a DC matter
B. It is not a DC matter
C. This is a first meeting
D. This is not a first meeting (any one answer is fine)

Q 3. How many people are impacted by this service?
A. State the number of people impacted: _____

Q 4. Are you offering this client services related to his or her being a victim of crime?
A. Yes
B. No
C. I don't know

Q 5. In which ward of DC does the client live?

A. Ward 1	F. Ward 6
B. Ward 2	G. Ward 7
C. Ward 3	H. Ward 8
D. Ward 4	I. No Ward/Unknown/Homeless
E. Ward 5	

Once connected to the interpreter, follow these guidelines:

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 1-4 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
	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

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