

Blackfoot School District

HOW TO ACCESS AN INTERPRETER

■ When Receiving a call:

1. Use your phone's conference feature to place the Limited English Proficient (LEP) speaker on hold.
 2. Dial 1-866-874-3972
 3. Provide your Client ID # **509592**
 4. Select the language you need
 - a. Press 1 for Spanish
 - b. Press 2 for all other languages and state the name of the language you need
*** Press 0 for agent assistance if you do not know the language*
5. *You will be connected to an interpreter who will provide his/her ID number.*
6. Brief the interpreter.
Summarize what you wish to accomplish and provide any special instructions.
7. Add the LEP onto the call.
8. Say "End of Call" to the interpreter when your call is completed.

■ Note:

When placing an outbound call to a LEP, begin at **Step 2**. If you need assistance placing a call to the LEP, Please inform the interpreter or agent at the beginning of the call.

IMPORTANT INFORMATION:

INTERPRETER IDENTIFICATION - Interpreters identify themselves by name and ID number. Feel free to note this information for future reference if your organization requires it for their records or to comply with regulatory requirements.

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 speaking speaker, 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.

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 to complete a Voice of the Customer form.

Partnering with Your LanguageLine Solutions® Interpreter to Ensure Effective Communication

1

STARTING THE SESSION

- Allow the interpreter to start the session by giving you their name and Interpreter ID. Document this information for reference.
- Introduce yourself to the interpreter.
- Brief the interpreter and state the goal of the session and provide any specific instructions.
- Introduce yourself and the interpreter to the limited English proficient, Deaf, or Hard-of-Hearing individual.

2

DURING THE SESSION

- Address the limited English proficient, Deaf, or Hard-of-Hearing individual, not the interpreter. The interpreter will be your voice. Keep in mind that everything stated will be interpreted.
- State information in short, concise sentences. When stating complicated or detailed information, speak at a slow pace and pause often. This allows the interpreter to note, retain, and relay the information. The interpreter may sometimes ask for repetitions or clarification.
- Avoid technical jargon and try to explain specialized terms or concepts.
- Avoid interrupting the interpreter or talking at the same time.
- Do not ask interpreters for their opinion.

3

ENDING THE SESSION

- Ask the limited English proficient, Deaf or Hard-of-Hearing individual if they understood, or if they have any questions or concerns.
- Allow the interpreter to interpret everything before ending the session.

FOR MORE INFORMATION

www.LanguageLine.com / 1-800-752-6096



Onsite Interpreters



Phone Interpreters



Video Interpreters

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 or 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

Language Identification Guide

As a LanguageLine Solutions' client you have access to over-the-phone interpreting 24 hours a day, 7 days a week. Offer this guide in face-to-face situations to determine which language a person speaks. The most frequently encountered languages in North America are grouped by the geographical region where they are commonly spoken.

- 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. Underneath each language is the translation of the statement below:

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

- We offer interpreting from English into more than 200 languages. If you are unable to identify the language, our call representative will help you.
 - To access an interpreter:

North America, South America, and Caribbean

French **Français** 
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.

Haitian Creole Kreyòl 
Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprt pou ou. Nou ba ou sévis entèprt la gratis.

Navajo Diné k'ehjí
Nizáad biká'ígíí bich'íí dah dilnííh. Ata' halnéé'é la' hágo bí'dí'loonii. Ata' halnéé'é éí doo haida yít'éego bik'éé ní'dilíéel da. Táájíik'é ná atáa' hodoolnííh.

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 llamaremos a un intérprete.
El servicio es gratuito.

Please visit www.LanguageLine.com for information on all our language access solutions.

- Over-the-Phone, Video Remote, and Onsite Interpreting
 - Bilingual and Interpreter Staff Testing and Training
 - Translation and Localization

CustomerCare@LanguageLine.com

1-800-752-6096



Albanian	Shqip 
Tregoni me gisht gjuhën tuaj. Do të thërrasim një përkthyes. Përkthyesi ofrohet falas për ju.	
Armenian	Հայերեն 
Վշտը մեր լեզվով կը խոսակա: Թարգմանիք իմացեկիր: Թարգմանելի ծառապոթումները տրամադրվում են անձանտ:	
Basque	Euskara 
Zure hizkuntza aukeratu. Jarraian interprete batu deituko diogu. Zerbitzu hau doakoa da.	
Bosnian	Bosanski 
Pokažite svoj jezik. Pozvat čemo tumača. Usluge tumača su besplatne za vas.	
Bulgarian	Български 
Посочете вашия език. Ще бъде извикан преводач. Преводачът е осигурен безплатно за вас.	
Croatian	Hrvatski 
Pokažite svoj jezik. Prevoditelj će biti pozvan. Prevoditelja ćete dobiti besplatno.	
Czech	Čeština 
Ukažte na vás jazyk. Bude zavolán tlumočník. Tlumočení je pro vás bezplatné.	
Danish	Dansk 
Peg på dit sprog. En tolk vil blive tilkaldt. Tolken tilbydes uden omkostninger for dig.	
Dutch	Nederlands 
Wijjs uw taal aan. Er zal contact worden opgenomen met een tolk. De service van de tolk is geheel gratis.	
Estonian	Eesti keel 
Osutage oma keelel. Vastava tõlgiga võetakse ühendust. Tõlketeenust on teile jaoks tasuta.	
Finnish	Suomi 
Osoita maasi kieltä. Kutsumme tulkin paikalle. Tulkin käyttö on sinulle ilmaista.	
French	Français 
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	
German	Deutsch 
Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird angefordert. Der Dolmetscher ist für Sie kostenlos.	
Greek	Ελληνικά 
Δείξτε τη γλώσσα σας και θα καλέσουμε ένα διερμηνέα. Ο διερμηνέας σας παρέχεται δωρεάν.	
Hungarian	Magyar 
Válassza ki a nyelvet. Tolmácsot fogunk hívni. A tolmács az Ön számára díjtalan.	

India, Pakistan, and Southwest Asia

Bengali	বাংলা
আপনার ভাষার দিকে নির্দেশ করান। একজন স্বেচ্ছাচীক ডাকা হবে। স্বেচ্ছাচীক আপনি নির্দেশ পাবেন।	
Gujarati	ગુજરાતી
તમારી ભાષાને ઉલ્લેખ કરો. કુભાયિયાને બોલાવી શકાશે. કુભાયિયાને બોલવામાં તમારે મચ્યે આપણે જ હોઈ પડે.	
Hindi	हिन्दी
अपनी भाषा को दर्शित करें। जिसके अनुसार आपके लिए दुसरी भाषा दुसरा जागमा। आपके लिए दुसरी भाषा की नियन्त्रक व्यवस्था की जारी ही।	
Malayalam	മലയാളം
നീഞ്ഞുംടുതുവും അക്കാദിക്കൾ ചുണ്ടുകുക. ഒരു വ്യാവസ്ഥാപാലക്ക് സംബന്ധം ലഭ്യമാകും. ഇത് വ്യാവസ്ഥാപാലക്ക് സംബന്ധം സംബന്ധിച്ചുള്ള പാഠാട്ടുമാറ്റങ്ങൾ നാല്കുന്താൻ.	
Nepali	नेपाली
आपकी भाषाको औल्यामुख्यम् एक दोभासलाई बोलाइजो। तस्याईको बिना कृति खरेको, एकज्ञा दोभासे अपलब्ध गराइजो।	
Punjabi	ਪੰਜਾਬੀ
ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਡੇ ਵਿਸ਼ਾਵਾਂ ਵਿੱਚੋਂ ਜਿਸ ਮੁਹਾਂਕ ਵਿਖੇ ਢੂਢਾਈ ਕੀਤੀ ਜਾਂਦੀ ਹੈ। ਜਾਰੀ ਰੱਖਾ ਲਈ ਢੂਢਾਈ ਦੀ ਮੁਦਰ ਦਿੱਤਾਂਦਾ ਬੀਤਾ ਜਾਂਦਾ ਹੈ।	
Sinhalese	සිංහල
ඩැන් පෙන් ලබන්නත්. ඔහු පෙන්වන්නයි මෙහෙතුනු අත, ඔහු පෙන්වන්නයි මී මෙහෙතුනු පෙන්වන්නයි ඇත.	
Tamil	தமிழ்
நீங்கள் பொருளியலைப் பாட்டுக்காரன்! இங்கள், வெறிப்பெயர்ப்பாரார் ஒருவர். அதைக்கூறுவார். வெறிப்பெயர்ப்பார்க்காத நீங்கள் சொல்ல வேண்டுமென்றென்றாலுமில்லை.	
Telugu	తెలుగు
మన భాషను స్వర్ణించడి. మన భాషనుమాదను స్విల్పించడిను. మన ఎంపంచీ ఫర్ము లేకుండా మాజునుమాదను సమస్యలుడును.	
Urdu	اردو
اپنی زبان پر اشارہ کریں۔ ایک ترجمان کو بلجنے کیا گا۔ ترجمان کا تنظام اپ پر بغیر کسی خروج کے کیا جائے گا۔	

Africa

Acholi	Acoli
Siem thok ma iya. Ja loko ibiro luongi. Jaloko no ochiuni ma onge chudo.	
Amharic	አማርኛ
ዶንግልኛ የመአማርኛ አስተርጓም የመአማርኛ አስተርጓም በንግድ የቀርበዋል፤	
Arabic	عربي
أشعر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجاناً.	

Africa - continued

Dinka	Thok monyang
Weet ten thoungdie. Raan weetgeriyic a col. Agerwelyic ku a cin aroop biyik yen.	
French	Français
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	
Hausa	Hausa
Nuna zuwa ga yarenka. Za a kira tafinta. An samar maka da tafinta ne ba tare da sai an biyu kuɗi ba.	
Italian	Italiano
Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	
Nuer	Mägäcä luqäddä
Ku tilmäään luqäddäädä. Turjubaän äyää looyëeri-doonaä. Turjubaänkä lägugu yeéräyo wāā bilaash.	
Oromo	Oromo
Gara afaa keetti eeri. Turjumaanni ni waamama. Turjumaanni beesee takka malee siif qophawaawa.	
Portuguese	Português
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.	
Portuguese Creole	Crioulo Portugues
Nho pontá pa lingu qui nho ta papiá. No ta arranja um interprete pa nho. No ta franje um interprete e nho ca ta pagá nada pa el.	
Somali	Af-Soomali
Farta ka fiqluqadaada... Waxa laguuy yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.	
Swahili	Kiswahili
Onyesha lugha yako. Mkalimaní ataitwa. Utapewa mkalimaní bila gharama yoyote.	
Tigrinya	ትግራኛ
ቍልኩኛው አመልካች፡ አጥቃሪዎች ከሱስላ እና፡፡ አጥቃሪዎች አትከናወል ገዢነት ከፍል፡፡ የለ፡፡	
Wolof	Wolof
Taarnnal sa lakk ngir fioubolela ak kou degg sa lakk mou dimbeuli leu. Ndimbeul bi do ci Fey dara.	
Yoruba	Yorùbá
Tóka sí èdè rẹ. A ó pe ògbùfò kan. Qfè ni a ó pe ògbùfò yíl fún ọ.	

Middle East

Arabic	عربی
أشعر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجاناً.	
Armenian	Հայերեն
Նշեք. թե որ լեզվով եք խոսում: Թարգմանիչի կիսաշենքը: Թարգմանիչ ծառայությունները տրամադրվում են անվճար:	
Azerbaijani	Azərbaycan dili
Danışdırığınız dili bildirin. Sizin üçün tərcüməçi davet olunacaq. Tərcümə xidməti üçün ödəniş tələb olunmur.	
Dari	دری
زبان مود نظر را نشانی کنید. یک ترجمان فرانسوی‌زبان خواهد داشت. اہد شد، این برای شما کدام هزینه در پی نخواهد داشت.	
Farsi	فارسی
زبان مردم نظر خود را مشخص کنید. یک مترجم برازی شما را خواه ساخت خواهد نمود. مترجم بصورت رایگان در اختیار شما قرار می‌گیرد.	
Hebrew	עַבְרִית
העבְרִית תעתה שפה של, ואנו נתקשר למתורגם. שירותו של המתרגמן נינו לא תשלוט.	
Kurdish	کوردی
نامازدە ب زمانهکان، و مرگزپیک یانگ دهکرن.	
Pashto	پښتو
څلپي ڏئي ته اشارة وکړي. ډو ڙېږونکي به راویل شې. ستاسو له پاره د ڙېږونکي انتظام په روي توهکه کړدي.	
Turkish	Türkçe
Konuştuğunuz dili gösterin. Sizin için bir çevirmen aranacaktır. Bu çevirmen size ücretsiz sağlanır.	

Asia

China	请指认您的语言，以便为 您提供免费的口译服务。
Cantonese	廣東話
Chaochow	潮州話
Fukienese	福建話
Mandarin	國語
Shanghai	上海話
Taiwanese	台灣話
Toishanese	台山話

Asia- continued

Burmese	မြန်မာစာ
သင့်ဘာသာဝေးကို ဖြည့်ပြု၍ တော်ချုပ် လိပ်ပေါ်များ သင့်အား တော်ချုပ် တော်ချုပ် လိပ်ပေါ်များ	
Hmong	Hmoob
Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	
Indonesian	Bahasa Indonesia
Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.	
Japanese	日本語
あなたの話す言語を指してください。 無料で通訳サービスを提供します。	
Karen	ကရိုဏ်
နှုန်းအနုစုံတိုက်ကိုပေါ်လိုက်တယ်၊ တော်ချုပ်တော်ချုပ်တော်ချုပ်	
Khmer (Cambodian)	ខ្មែរ (កម្ពុជា)
សូមបង្ហាញពាណិជ្ជកម្ម និងអនុវត្តន៍ការងាររបស់ខ្លួន។ សូមបង្ហាញពាណិជ្ជកម្ម និងអនុវត្តន៍ការងាររបស់ខ្លួន។	
Korean	한국어
귀하께서 사용하는 언어를 지정 하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.	
Laotian	ພາສາລາວ
ຮັບອະນຸມາດຫຼັກເຈົ້າໄດ້ ພວກເເຈົ້າຕົວຕ່າງໝາຍເຫຼົ້າໃຫ້ ທ່ານນີ້ອ່ານແລ້ວເປັນຄາແບ່ງໃຫ້ແມ່ນເປົ້າຫາການ	
Malay	Bahasa Melayu
Tunjukkan bahasa anda. Jurubahasa akan dihubungi. Jurubahasa akan disediakan tanpa anda dikenakan bayaran.	
Mien	Mein
Nugv longc meih nyei waac fingx. Ninh mbuo porv waac mienh oix zuuc heuc daaih lorv. Ninh mbuo porv waac mienh tengx nyiejiav louc yaac baecq thenx maiw zuuc cuot zinh nyiehan faan-lay.	
Mongolian	Монгол
Танай хэлээ заа. Орчуулагч дууддагдана. Орчуулагчийн туслаамж танд үнэгүй байх болно.	
Thai	ไทย
ช่วยตีความที่พากานาไปท่านพูด และเราจะจัดหาล่ามให้ท่าน การใช้คำนี้ไม่ต้องเสียค่าใช้จ่าย	
Vietnamese	Tiếng Việt
Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.	

LanguageLine
Solutions®

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

Arabic

عربی 

أشعر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما
سيتم إحضار المترجم الفوري مجاناً.

Burmese

မြန်မာ 

သင့်ဘာသာကော်ကို ထွန်ပြပါ။ စကားပြန် ခေါ်ပါမည်။
သင့်အတွက် စကားပြန် အဆဲ့ ပေးပါမည်။

Cantonese

廣東話 

請指認您的語言，
以便為您提供免費的口譯服務。

Farsi

فارسی 

زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست
خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.

French

Français 

Indiquez votre langue et nous appellerons un
interprète. Le service est gratuit.

Haitian Creole

Kreyòl 

Lonje dwèt ou sou lang ou pale a epi n ap rele yon
entèprt pou ou. Nou ba ou sèvis entèprt la gratis.

Hindi

हिंदी 

अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दूभाषिया
वृलाया जाएगा। आपके लिए दूभाषिया की निश्चल व्यवस्था की जाती है।

Hmong

Hmoob 

Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus.
Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.

Italian

Italiano 

Indicare la propria lingua. Un interprete sarà chiamato.
Il servizio è gratuito.

Japanese

日本語 

あなたの話す言語を指してください。
無料で通訳サービスを提供します。

Korean

한국어 

귀하께서 사용하는 언어를 지정하시면 해당
언어 통역 서비스를 무료로 제공해 드립니다.

Mandarin

國語 

請指認您的語言，
以便為您提供免費的口譯服務。

Polish

Polski 

Proszę wskazać swój język i wezwie my tłumacza.
Usługa ta zapewniana jest bezpłatnie.

Portuguese

Português 

Indique o seu idioma. Um intérprete será chamado. A
interpretação é fornecida sem qualquer custo para você.

Punjabi

ਪੰਜਾਬੀ 

ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ
ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਭਾਸ਼ੀਆ ਦੀ ਮੁਦਰਾ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।

Russian

Русский 

Укажите язык, на котором вы говорите. Вам вызовут
переводчика. Услуги переводчика предоставляются бесплатно.

Somali

Af-Soomaali 

Farta ku fiqluqadaada... Waxa laguugu yeeri doonaa
turjubaan. Turjubaanka wax lacagi kaaga bixi mayo.

Spanish

Español 

Señale su idioma y llamaremos a un intérprete.
El servicio es gratuito.

Tagalog

Tagalog 

Ituro po ang inyong wika. Isang tagasalin ang
ipagkakaloob nang libre sa inyo.

Vietnamese

Tiếng Việt 

Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được
gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.