

Town of Vienna

TO ACCESS AN INTERPRETER:

1. DIAL: **1-800-774-4344**
2. PROVIDE: **Client ID 522024**
3. INDICATE: **Language**
4. PROVIDE: **Numeric Access Code**

Document the name and ID # of the Interpreter for reference. Brief the interpreter and give any special instructions.

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.

3-WAY CALLS - Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual; if you are receiving a call, tell the caller to "Please Hold" and then conference in the interpreter.

IF YOU HAVE A LANGUAGELINE DUAL HANDSET PHONE - Lift handset and press interpreter button, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

CUSTOMER SERVICE - To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.language.com, click on the "Customer Service" tab, then select Voice of the Customer and complete the form.