

## PURPOSE

This job tool provides guidance for accessing on-demand remote language interpreting services to communicate with callers when conversations would benefit from language support. Language Line provides 24/7 remote interpreting services. On-demand phone interpretation is available in over 240 languages.

### Phone Interpreting

1. Call 1-866-874-3972.

Provide the following information:

2. Provide the six-digit client ID number – ex. 522487
3. Organization Name: American Red Cross
4. Select the language you need: (e.g. Spanish; Chinese; French, etc.)
  - Press 1 for Spanish.
  - 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.

An interpreter will be connected to the call

1. BRIEF THE INTERPRETER: Summarize what you wish to accomplish and give any special instructions.
2. ADD THE NON-ENGLISH SPEAKER to the line
3. SAY “END OF CALL” when the call is completed

NOTE: If you need assistance placing a call to a non-English speaker, please inform the representative

WORKING WITH AN INTERPRETER – Give the Interpreter specific questions to relay. Group your thoughts or questions to help the conversation flow quickly.

DEMONSTRATION LINE – To hear a recorded demonstration of over the phone interpretations, call our demonstration line at 1-800-996-8808 or visit our website at [www.languageline.com](http://www.languageline.com).