

To Access an Interpreter:

- 1. DIAL: 1-866-874-3972**
- 2. PROVIDE: Client ID 512920**
- 3. INDICATE: the language you need**
- 4. PROVIDE: Access Code**

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

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LANGUAGE IDENTIFICATION If you do not know the language needed ask our representative for help.

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 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. To ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

DEMONSTRATION LINE To hear a recorded demonstration of over-the-phone interpreting, call our demonstration line at 1-800-996-8808.

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 feedback form.

FOR MORE INFORMATION:
www.LanguageLine.com / 1-800-752-6096

Interpreting

The spoken word provided over-the-phone, over video or on-site

Translation

The written word provided for documents, websites, multimedia, etc.

Testing and Training

Improving language skill development and language proficiency

The Language Services Program at the Supreme Court has set up each court with its own access code. To receive your code, please call the Language Services Program at 614.387.9403 or email bruno.romero@sc.ohio.gov.