

LANGUAGE LINE INSTRUCTIONS

Your responsibilities when using the Language Line:

- 1) Be specific in the information you provide to Language Line Services.
- 2) Let the interpreter know as much as is pertinent about your call.
- 3) Take the lead -- interpreters repeat what you say.
- 4) Don't assume that the interpreter or non-English speaker knows more than what you've just told them. Do not expect the interpreter to be familiar with the details of your business or service.

To ensure that you control the conversation always:

- a. Brief the interpreter so they are familiar with the nature of your business or service.
- b. Have the interpreter brief the non-English speaker.

To Make a Language Line Call and Request an Interpreter:

1. Dial **(800) 874-9426**.
2. When the call is answered, explain what language is needed.
3. When asked, give the six digit CLIENT ID CODE "**535010**".
4. When asked, give your organization's name as "**STATE OF NEBRASKA**". Do **not** give your department name.
5. When asked for your personal code, give your ten-digit telephone number.
6. The answer point will put you on hold while they connect you to an interpreter. You will hear a hold message repeated in several languages. The answer point will then inform you when your interpreter is on the line. *Call charges begin when the interpreter comes on the line.*

Cost

Any Language Interpretation	\$1.00 per minute
Medical or Legal Interpretation	\$1.20 per minute

Working with an Interpreter

1. The interpreter will give you their identification number and let you know they are ready for your instructions.
2. You let the interpreter know where you are calling from. Brief the interpreter about the call in one or two sentences. If you're not sure what the non-English speaker needs, tell the interpreter you don't know what assistance is required and have the interpreter ask the preliminary questions you need to identify the purpose of the call. Instruct the interpreter to brief the non-English speaker. Continue until the call is completed.
3. To end the call, tell the interpreter that the call is ended. The interpreter will relay that to the non-English speaker and hang up. *Charges for the interpreter stop accruing.*

What is interpretation?

Interpretation is the oral transmittal of a message from the original language, known as the source language, into another language, referred to as the target language.

The Interpreters' Code of Conduct requires that they:

1. Be accurate and to the point.
2. Make no additions or omissions to your message.
3. Maintain confidential the content of all interpretations.
4. Refuse assignments in which they have a conflict of interest.
5. Depend on you, the client, to direct the conversation.
6. Maintain a professional demeanor and remain emotionally uninvolved in interpretations.

Cross-cultural communication

Remember the importance of briefing both the interpreter and the non-English speaker. This is especially important when interacting with people who have not had the same opportunity for education prevalent in the United States.

1. Don't assume previous knowledge.
2. Be aware of differences in communications styles.

3. Be patient with interpretation that requires spelling or numbers.
4. Use easily understood vocabulary and simple sentence structure.
5. If in doubt, ask.

Legal Interpretations

If you are requiring a LEGAL INTERPRETATION for a deposition or some other reason, make certain the interpreter is aware of this request. The interpreter will interpret in first-person instead of third-person speech.