

## HOW TO ACCESS A TELEPHONIC INTERPRETER

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1. DIAL: **1-800-264-1552**
2. PROVIDE: **Access Code Number**
3. INDICATE: **LANGUAGE NEEDED**
4. PROVIDE: **CALLER'S FIRST NAME, LAST NAME, LOCATION (ORGANIZATION'S NAME) AND DEPARTMENT**

- Document the telephonic interpreter's name and ID number 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, and pause at the end of a complete thought. To ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

**3-WAY CALL** – 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, ask the caller to “Please Hold,” and then conference in the interpreter.

**DUAL HANDSET PHONE** – If you have a Dual Handset Phone, lift the handset and press the pre-programmed button to dial, 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, contact us at 630-782-7544 or email [LARC@dupagefederation.org](mailto:LARC@dupagefederation.org)

Thank you for utilizing LARC language services!