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LanguageLine  
Solutions®

1982-2022

# Language Access Training



**ALACHUA COUNTY PUBLIC  
SCHOOLS**



**DANIELA GUZMAN**

**Associate Account Executive**

# Agenda: “It’s the Right Thing to Do”

1. Reasons for Working with a Professional Linguist
2. LanguageLine Solutions Overview
3. How to:
  - Identify Preferred Language
  - Accessing an Over-the-Phone Linguist
  - Work Effectively with a Linguist
4. Q&A



# Why Language Access Services: It's the Right Thing to Do

- Improves Customer Service And Builds Loyalty By Communicating In The Client's Preferred Language.
- Improves Staff Efficiency By Streamlining The Communication Process.
- Mitigates The Risk And Reduces The Expense Associated With A Lack Of Communication
- In order to provide equal access, a public accommodation must provide auxiliary aids and services for people who are deaf or hard of hearing when needed. Examples of auxiliary aids and services include qualified interpreters, note takers, and written materials. The type of auxiliary aid or service provided will depend on what is needed for a specific situation.



# Language Access at All Touch Points

## WRITTEN

### LanguageLine® Translation<sup>SM</sup>

- Brochures/Manuals/Forms/Claims
- Vital Documents/Contracts
- Technical Publications
- Marketing Materials

### LanguageLine® Localization<sup>SM</sup>

- Websites and Online Applications
- Multimedia
- Training Materials/eLearning
- Software

## BILINGUAL TESTING AND TRAINING

### LanguageLine Academy®

#### TESTING

- Language Proficiency Testing
  - Employment Candidates
  - Front Line Staff
  - Call Agents
- Interpreter Skills Testing
  - In-house Interpreters

#### TRAINING

- Interpreter Skills
- Medical and Court

## SPOKEN AND SIGNED

### LanguageLine® Over-the-Phone<sup>SM</sup> Interpreting

- On-demand access in 200+ Languages 24/7/365
- Standard situations, lasting 15 minutes or less
- Direct Response<sup>SM</sup> fields inbound calls, in-language

### LanguageLine® InSight Video Interpreting<sup>SM</sup>

- On-demand access to 35 languages including ASL\*
- Audio access in 200+ languages 24/7/365
- Challenging situations benefitting from visual cues and facial expressions
- Encounters lasting 60 minutes or less

### LanguageLine® Onsite<sup>SM</sup> Interpreting

- By appointment in 95+ languages & ASL\*
- Complex, critical, sensitive situations
- Group meetings/conferences/conventions
- Encounters lasting 60 minutes or longer

## BRIDGE LANGUAGE AND CULTURAL BARRIERS

Improve Productivity / Maximize Revenue / Decrease Expense / Enhance Image  
Boost Customer Service / Build Loyalty / Comply with Regulations and Laws



\* American Sign Language



1982-2022

# Access Support Materials for Staff

**LanguageLine Solutions** Quick Reference Guide  
ACCESSING INTERPRETERS

**Add the customer's name here**

**WHEN YOU NEED AN INTERPRETER:**

- DIAL:** [Redacted]
- INDICATE:** the language you need or press
  - 1 for Spanish
  - 2 for all other languages and state the name of the language you need
  - 0 for assistance if you don't know what language you need
- PROVIDE:** Additional information, if required  
[Redacted]
- CONNECT:** to an interpreter who will provide his/her name and ID number which you can document for reference. Summarize what you wish to accomplish and give any special instructions.

**If you have a dual handset phone:** Lift handset and press the "Red" Interpreter button, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

**When calling or receiving a call from a limited English proficient individual:** Use the conference feature on your phone to make a 3-way call, and follow the instructions above to connect to an interpreter.

**IMPORTANT INFORMATION:**

**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** - 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. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

**CUSTOMER SERVICE** - To provide feedback, comment an interpreter, or report any service concerns, call 1-800-752-6096 or go to [www.languageLine.com](http://www.languageLine.com), and click on the "Customer Service" tab, then select Voice of the Customer and complete the form.

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**LanguageLine Solutions** Important Information

**LANGUAGE IDENTIFICATION** If you need help identifying a language, please ask our representative for help.

**INTERPRETER IDENTIFICATION** Interpreters identify themselves by name and ID number. Note this information for future reference or to comply with regulatory requirements.

**WORKING WITH AN INTERPRETER:** Tell the interpreter the nature of the call. Speak directly to the limited English speaker, not to the interpreter, pausing at the end of a complete thought. To ensure accuracy, your interpreter may ask for clarification or repetition.

**CUSTOMER SERVICE** Questions, concerns or compliments call 1-800-752-6096 or visit [www.LanguageLine.com](http://www.LanguageLine.com), and click on the "Customer Service" tab to complete a Voice of the Customer feedback form.

**LEARN MORE** Visit [www.LanguageLine.com](http://www.LanguageLine.com) or call 1-800-752-6096 for more information on our language access solutions:

- Over-the-phone, video remote, and onsite interpreting
- Translation and localization
- Testing and training of bilingual and interpreter staff

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**LanguageLine Solutions** Important Information

**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 for your documentation.

**WORKING WITH AN INTERPRETER** Briefly explain the nature of your call to the interpreter. Then speak directly to the limited English speaker and pause at the end of a complete thought.

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**LanguageLine Solutions** ABC Company

To access an Over-the-Phone Interpreter 24/7 dial **1-800-XXX-XXXX** and at the prompt provide:

- Your Employee ID Number
- The Language You Need

Document the interpreter name and number and begin the interpretation.

[www.LanguageLine.com](http://www.LanguageLine.com)

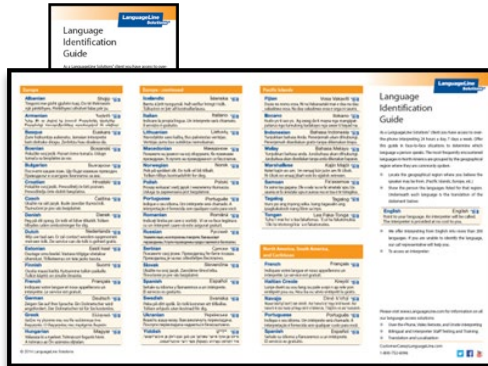
**LanguageLine Solutions** Access an Interpreter [Insert Client Name]

Dial: 1-8XX-XXX-XXXX  
Provide Client ID #: XXXXXX  
Select: Language  
Provide: (Insert p-code(s) if applicable)

Quick Reference Guides (QRGs) include LanguageLine toll free number, Client ID#, and instructions for accessing an interpreter.

# Identifying the Language Preference

Language identification tools are available to enable limited English speakers to point to their preferred language. If a language still can not be identified, call an interpreter for language identification assistance.



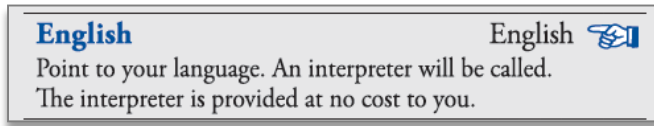
Language ID Card



Desktop Display



Language ID Poster



This phrase is translated into various languages for limited English speakers self-identification.

# Accessing an Over-the-Phone Interpreter

1. DIAL assigned toll-free number **866-874-3972**
2. PROVIDE your Client I.D. **686738**
3. INDICATE: Language or Press
  1. **1** for Spanish
  2. **2** for all other **and clearly state the language**
  3. **0** if you don't know what language you need
4. Enter your school code
5. CONNECT to the linguist



LanguageLine Dual Handset Phone

# Accessing an Over-the-Phone Interpreter

## Receiving an INBOUND Call From an LEP:

1. Place the LEP on hold using the conference hold button.
2. Dial the toll free service number or hit the pre-programmed button to connect with LanguageLine.
3. Follow the IVR prompts or supply the information requested by the call agent.
4. A linguist will be connected to the call.
5. Brief the linguist. Summarize what you wish to accomplish and give any special instructions.
6. Add the LEP caller on the line.
7. Say “end of call” to the linguist to complete the call.

**Helpful Tip: If you are unable to identify the language, call LanguageLine call agents for help.**



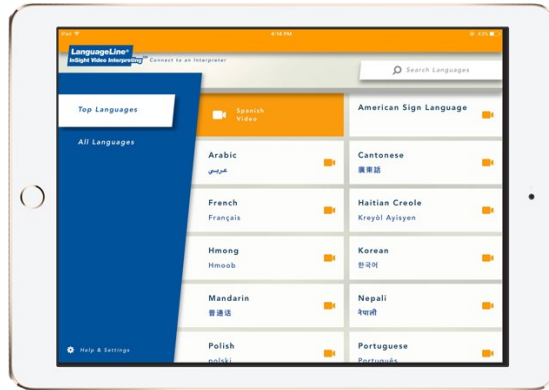
# Accessing an Over-the-Phone Interpreter

## Placing an OUTBOUND Call to an LEP:

1. Dial the toll free service number or hit the pre-programmed button to connect with LanguageLine.
2. Follow the IVR prompts or supply the information requested by the call agent.
3. Brief the linguist. Summarize what you wish to accomplish and give any special instructions.
4. Ask the linguist to dial the LEP or place the linguist on hold and conference in the LEP.
5. Say “end of call” to the linguist to complete the call.

**Helpful Tip: If you are unable to identify the language, call LanguageLine call agents for help.**

# Optimizing LanguageLine®InSight<sup>SM</sup> Video Interpreting



# Accessing the InSight Application

- **On the iPad/Tablet/Mobile Phone**
  - Tap on the InSight icon to open the application.
- **On the PC/Laptop**
  - Double Click on the InSight icon to open the application.



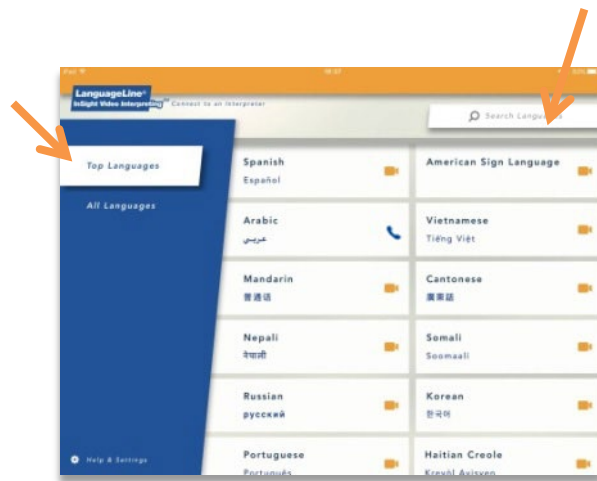
# One Time Authentication

- Enter the Authentication Code provided to you by LanguageLine.  
**TPYFGK7HV3**
- Name your device (identifies location, department, or person). The device name will appear on your usage report and invoice.
- Tap on Activate Device to complete authentication.
- Once completed, the application will open directly to the language selection screen.



# InSight Language Selection Screen

- The app opens in “Top Languages” to access the 35 spoken languages and American Sign Language
- Languages appear in English and in-language
- Dynamic language display adjusts to your usage
- Icons dynamically adjust with language schedule to match video schedule
- Search Languages feature allows searches by language or country
- Scroll to view more languages

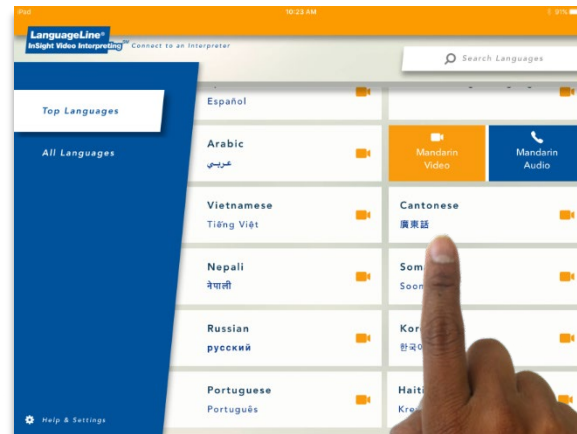
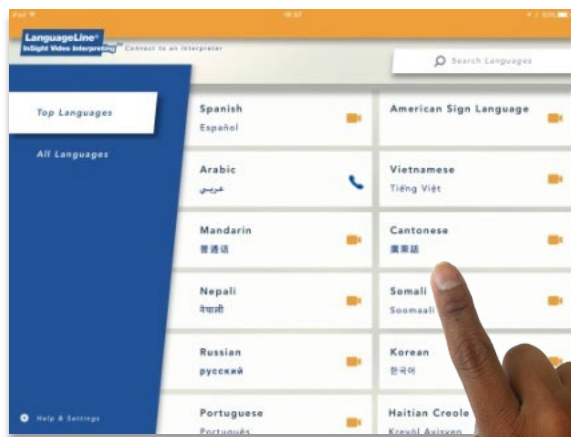


Available  
Video



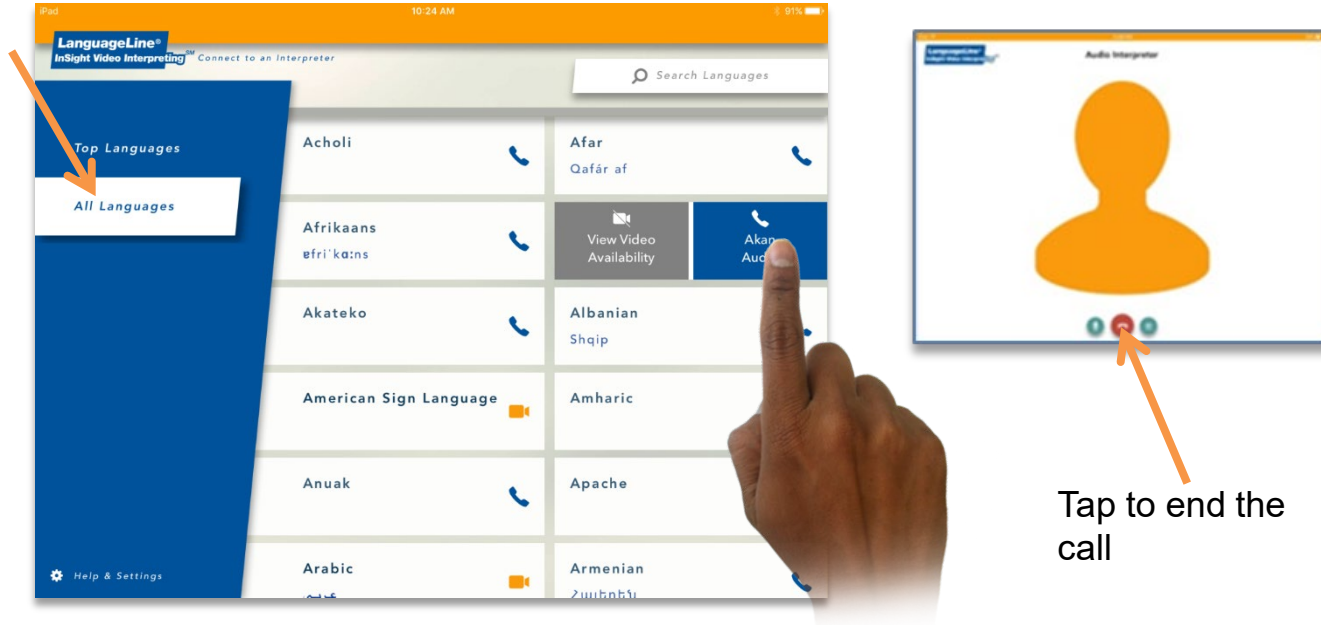
Available Audio

# Accessing a Video Interpreter



- Tap the language to select-the language will turn orange for video and blue for audio
- Tap the orange box with video icon to access a video interpreter
- Tap the blue box with phone icon to access an audio only interpreter
- While connecting to the interpreter, a full view allows for proper positioning of the iPad
- Greet your interpreter

# Accessing an Audio Interpreter

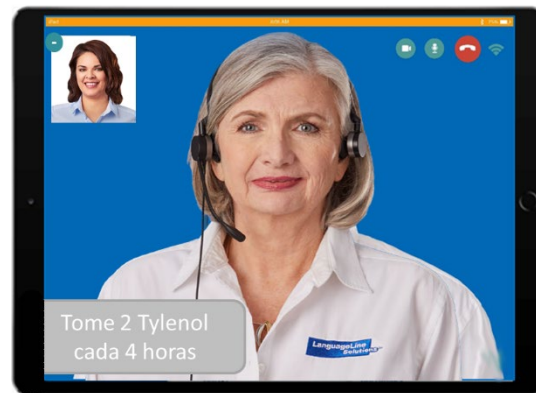


- Choose All Languages and tap the language to select
- Tap the blue highlighted language with phone icon to access an audio interpreter
- An image icon appears onscreen and your audio interpreting session begins

# NotePad Feature

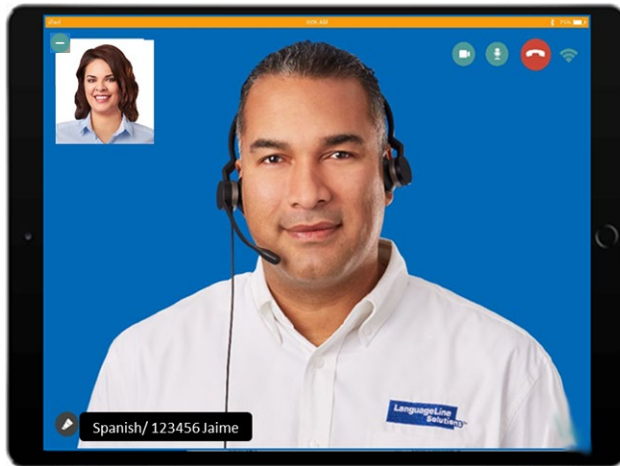
- Text can emphasize key information you would like the customer to understand and remember.
- To use the NotePad:
  - Ask the interpreter to bring up the NotePad
  - State what you want typed on the screen
  - Keep the information concise
  - The interpreter will type in the target language





**Note:** *the NotePad feature may not be available for all languages at all times*



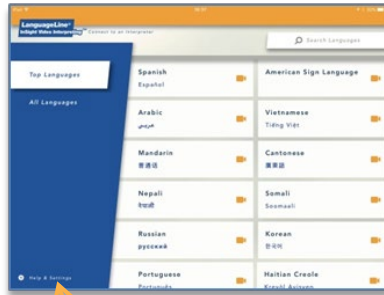


# Navigating the InSight Tap Control Buttons



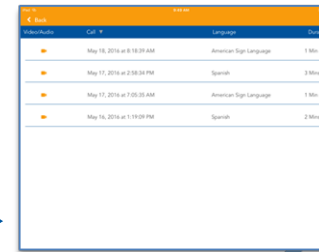
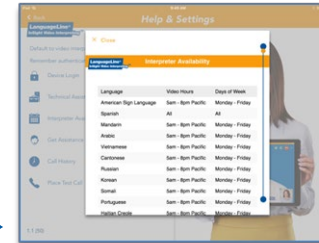
-  Minimize or move the self-video window or drag the image to a different location
-  Allow video privacy so the interpreter does not have video access
-  Mute and un-mute audio
-  End the call

# Access Help & Settings



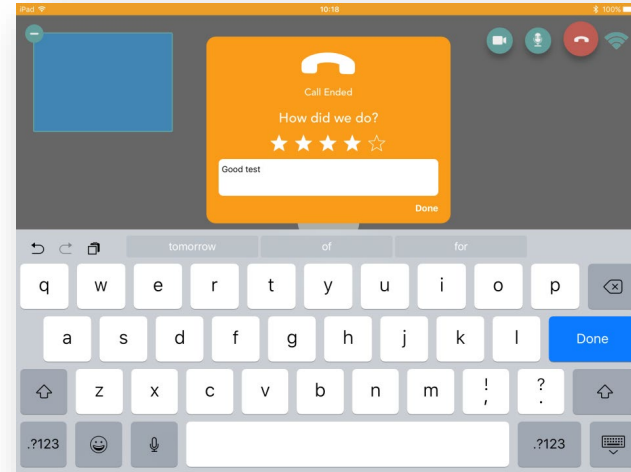
Tap Help & Settings

- Tap “Technical Assistance” to review a list of the most frequently asked questions and easy to understand responses with suggested actions. →
- Select “Interpreter Availability” to access the video interpreter schedule including the language, hours of video interpreter availability, and days of the week →
- Tap “Call History” for a 30-day call history for this device including: video or audio call, date and time, language, and the duration of the session. →



# At the End of Each Call...How Did We Do?

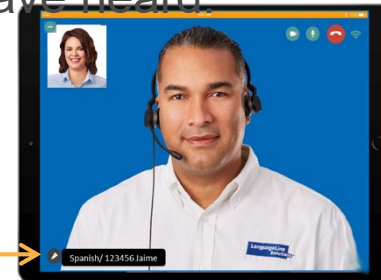
- Option to rate your experience after every call
- Tap 1-5 Stars – 5 is the best
- Enter brief comments
- Does not replace the VOC
- No charge to our account
- On iPads only



# Working with the Interpreter

- **Brief and update the interpreter**
  - Introduce yourself and state the goal of the encounter.
  - Position the device so the interpreter and the individual can see each other.
- **Communicating with the customer**
  - Retain control of the call. The interpreter will assist with communication, but you drive the conversation.
  - Use direct speech (first person) at all times. “How are you today?”
  - Speak in short sentences, using 3-5 sentence segments and pause at the end of a thought.
  - Avoid jargon, slang and complicated technical terminology.
  - If you sense that the customer does not understand, try to rephrase or explain in a different manner or repeat what you have heard.
  - Remember, whatever the interpreter hears will be interpreted. Avoid private conversations.
- **Closing the conversation**
  - Check with the customer for understanding.
  - Document that you worked with an interpreter, include the interpreter name and ID #.

This is especially important in healthcare situations.



# LanguageLine Customer Service



## Voice of the Customer:

If you wish to submit a comment or feedback to LanguageLine, visit their website at [www.languageLine.com](http://www.languageLine.com) and mouse over Client Services and click on Voice of the Customer. You may submit a Voice of the Customer (VOC). They welcome your communication.



**Customer Care : 800.752. 6096**

# Thank you

**LanguageLine  
Solutions®**

**Joe Matthews**

Strategic Account Executive

**800 316-5493**

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[www.languageline.com](http://www.languageline.com)

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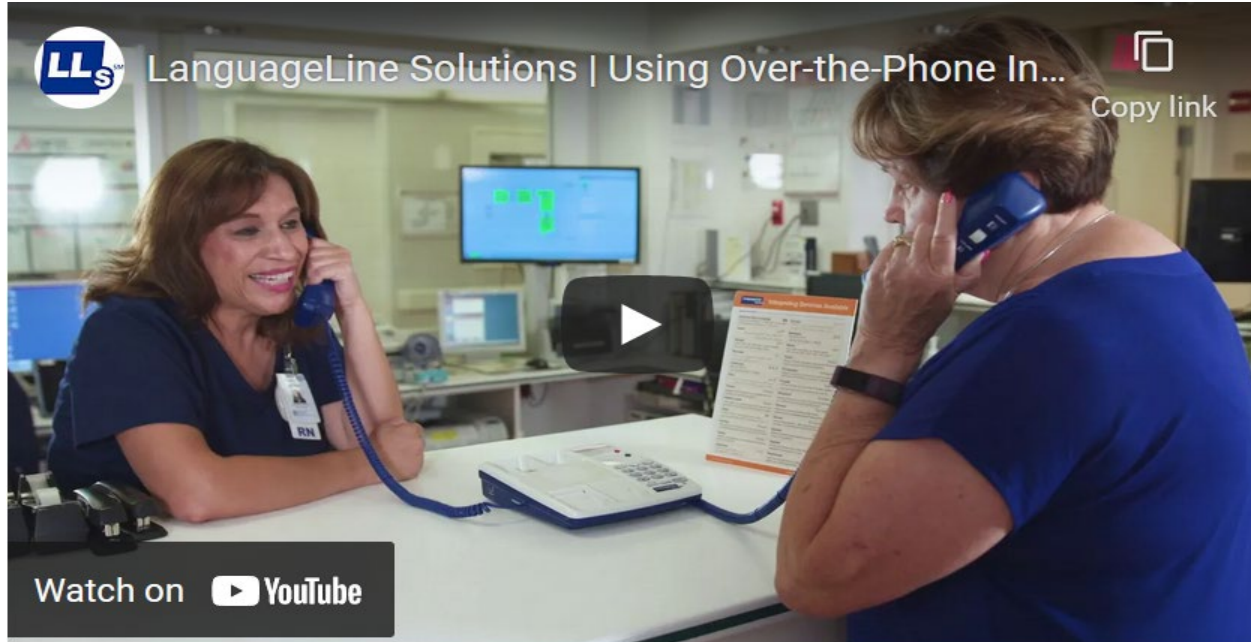
[www.languageline.com](http://www.languageline.com)

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# LanguageLine Video Review



○ [https://youtu.be/n8VfCJbN\\_7s](https://youtu.be/n8VfCJbN_7s)