

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[™]

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

LanguageLine® Localization™

- 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™ Interpreting

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

LanguageLine® InSight Video InterpretingSM

- 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[™] Interpreting

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

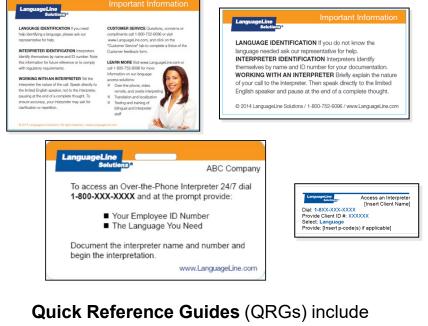
BRIDGE LANGUAGE AND CULTURAL BARRIERS

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



Access Support Materials for Staff

LanguageLine Solutions	Quick Reference Guide ACCESSING INTERPRETERS
Add the customer's name h	iere
WHEN YOU NEED AN INTERPR	ETER:
1. DIAL:	
	eed or press es and state the name of the language you need don't know what language you need
 PROVIDE: Additional informat 	ion, if required
	ho will provide his/her name and ID number which ce. Summarize what you wish to accomplish and give
	ndset and press the "Red" interpreter button, then n interpreter, give the second handset to the limited
	nited English proficient individual: Use the se a 3-way call, and follow the instructions above to
IMPORTANT INFORMATION:	
	sentify themselves by name and ID number. Feel free to note this ization requires it for their records or to comply with regulatory
Speak directly to the limited English proficient ind	inning of the call, briefly tell the interpreter the nature of the call. ividual, not to the interpreter, and pause at the end of a complete erpreter may sometimes ask for clarification or repetition.
	mend an interpreter, or report any service concerns, call 1-800-752- on the "Customer Service" tab, then select Voice of the Customer



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.

	LanguageLine				_				.	LanguageLine Solutions			
	guage	-				LanguageLine Solutions Interpretat				English Translation: Point to you			
Iden Guid	tification le				- 1	English Translation: Point to your language. An interprete Arabic Galactic Color 100 (1997)	will be called. The interpreter i	is provided at no-cost to you. 환국어 163		Arabic مېتم الاتصال بمترجم فرري. کما جم الغربي مجلًا	12 عربي اتر إلى لغك. و.	Korean 귀하에서 사용하는 언어를 지정! 언어 통역 시비스를 두표로 제공	한국어 '161
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	Point to your language. An interpreter will be calle					called.			This phrase is translated into				
	The interpreter is provided at no cost to you.								various languages for limited				
	-								English	speakers	selt-		
									identific	ation.			



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 <u>and clearly state the</u> <u>language</u>
 - 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^{s™} Video Interpreting





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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

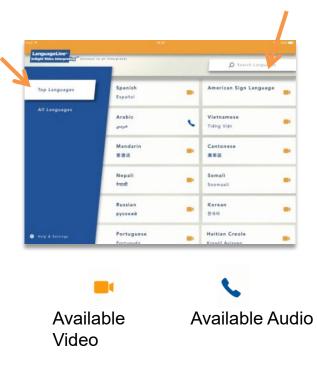
- Enter the Authentication Code provided to you by LanguageLine.
 <u>TPYFGK7HV3</u>
- Name your device (identifies location, department, or person). The device name will appear on your usage report and invoice.
- Tap on Activate Device to complete authentication.
- Once completed, the application will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





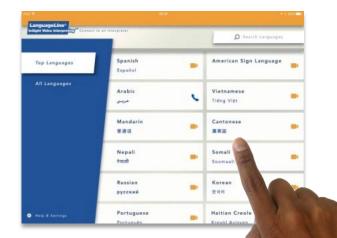
InSight Language Selection Screen

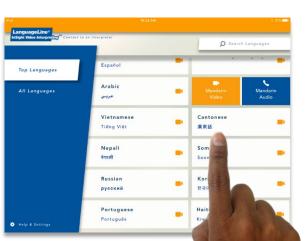
- The app opens in "Top Languages" to access the 35 spoken languages and American Sign Language
- Languages appear in English and in-language
- Dynamic language display adjusts to your usage
- Icons dynamically adjust with language schedule to match video schedule
- Search Languages feature allows searches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





Accessing a Video Interpreter





- Tap the language to select-the unguage will turn orange for video and olue 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

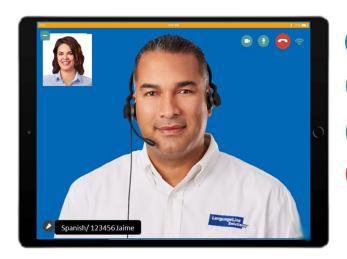
NotePad Feature

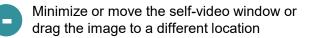
- Text can emphasize key information you would like the customer to understand and remember.
- To use the NotePad:
 - Ask the interpreter to bring up the NotePad
 - State what you want typed on the screen
 - Keep the information concise
 - The interpreter will type in the target language
 Note: the NotePad feature may not be available for all languages at all times





Navigating the InSight Tap Control Buttons





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 beard.
 - 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.



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LanguageLine

LanguageLine Customer Service



Voice of the Customer:

If you wish to submit a comment or feedback to LanguageLine, visit their website at <u>www.languageline.com</u> 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

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LanguageLine Video Review



