

## How to Access Over the Phone Interpretation Services

**Step 1:** Call 1 888-338-7394

**Step 2:** Enter Account Number **27490**, followed by # sign

**Step 3:** Select 1 to be connected directly to your Spanish interpreter, *or*  
Select 2 to be connected directly to your Russian Interpreter, *or*  
Select 3 to be connected directly to your Vietnamese interpreter,  
*or*  
Select 4 to be connected directly to your Somali Interpreter, *or*  
Select 9 for all other languages

**\*If you require a 3<sup>rd</sup> party call, press 9 to reach a Customer Service Representative**

### FAQs:

#### What if I do not know my Account number?

You do need this information in order to reach the interpreter directly. If you are unsure of your account number, wait and the system will direct you to a live operator who will look up your account.

#### What is a third party call?

A third party call is when you need Language Link to call the LEP client and then bridge the call together with you and the interpreter.

#### How do I make a third party call with Language Link?

If you need a third party call, **press 9 (even for Spanish)** to reach a Customer Service Representative (CSR) and let the operator know you need a third party call. We are happy to assist you with this at no additional charge. Our ***interpreters are not able to make the third party call*** directly.

#### I need another language other than the ones listed. How do I get my interpreter on the line?

**Press 9** for other languages and let the CSR know which language you require and they will connect you. If the language is unknown, you may reference the "Point to your Language" visual for help with most requested languages or ask a representative for assistance.

Please contact our Client Relations Team if you have any further questions:

Email: ClientRelations@Language.Link

Toll Free: 1-855-579-2704



## TIPS & ADVICE



### YOUR ROLE

**WE ACCOMMODATE THREE-WAY INTERPRETATION CALLS.** At the beginning of the call tell the call center agent the name and phone number of the third party call to be connected.

**IMMEDIATELY INTRODUCE YOURSELF** to the limited-English proficient (LEP) client and explain your reason for calling.

**ALWAYS SPEAK IN FIRST PERSON.** For example, say, “Do you have a fever?” rather than “Ask her if she has a fever please.”

**TELEPHONE INTERPRETATION IS CONSECUTIVE INTERPRETATION.** After you speak one-two sentences or finish a thought, pause to give the interpreter enough time to interpret each statement in the respective language.

**CONTROL THE CONVERSATION.** The interpreter is only there to interpret. You are responsible for making sure the LEP client receives the same service as an English-speaking client.

**ASK THE INTERPRETER AND THE LEP CLIENT QUESTIONS** to ensure they understand what you want to communicate.

**BE PREPARED TO EXPLAIN SOME THINGS IN MORE DETAIL FOR THE INTERPRETER.** Some terminology and concepts may not have an equivalent in the target language.

**AVOID ASKING THE INTERPRETER FOR HIS/HER OPINION** about the situation being interpreted.

**PROVIDE FEEDBACK ABOUT YOUR INTERPRETATION SERVICES.** We want to know about your interpretation experience. To that end, your feedback is critical.

### YOUR INTERPRETER'S ROLE

**YOUR INTERPRETER SHOULD INTRODUCE THEMSELVES** using a first name and ID number. They are not required to provide a last name.

**YOUR INTERPRETER WILL PROVIDE A BRIEF INTRODUCTORY** on how to utilize their services, to you and your LEP (limited English proficiency) client.

**YOUR INTERPRETER SHOULD NOT HAVE A SIDE CONVERSATION** with you or the client. He or she must relay everything that is said back to you or to your client. This includes any advice the client may ask of the interpreter.

**YOUR INTERPRETER SHOULD NOT DISCUSS ANYTHING UNRELATED** to the telephone interpretation assignment.



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## State of New Jersey

Dept of Food and Nutrition

Telephonic Interpreter Access

Instructions

**Account number: 11540**



## Linguistica

INTERNATIONAL  
SUSTAINABLE LANGUAGE SERVICES

1. Call toll free number **(866) 908-5744**

If you need a Spanish interpreter you will be connected immediately by pressing "2" when prompted. If you need any other language, or would like to pre-schedule an appointment press "3" or stay on the line.

2. You will be asked to provide the following Required Information:

- ✓ **Your Account Number (11540)**
- ✓ **First and Last Name and Callback Number of Employee Requesting Services**

3. Hold as our operator connects you to your interpreter.
4. Conferencing option is available upon request.
5. Begin conversation.

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

## Accessing a Voiance Interpreter

### Using Any Phone

1. Dial 1-866-998-0338
2. Enter your account # 29974
3. Enter your PIN # 6734
4. Say the language you need.
5. When the interpreter comes on the line, give the interpreter a brief explanation of the call.

Need Assistance? Say "Client Services" or press 0 at the language request prompt

## Working Effectively with an Interpreter

- Allow the interpreter to greet you and the customer
- Write the interpreter ID number for documentation
- Provide the interpreter with a brief explanation of the call
- Speak in the first person
- Use short but complete phrases
- Avoid slang, jargon or metaphors
- Allow the interpreter to clarify linguistic and cultural issues

## Submitting Feedback to Voiance

- Did you have a really good experience, a call that could have gone better or general feedback you would like to submit to Voiance?
- Submit feedback online today at:  
<http://www3.voiance.com/Client-Feedback-Form>

## Interpretation Services Available

This chart is designed to help you identify the languages commonly spoken in your community.

English	Do you speak [language]?
Arabic	هل تتكلم اللغة العربية ؟
Cantonese	您講廣東話嗎？
French	Parlez-vous français?
German	Sprechen Sie Deutsch?
Hindi	क्या आप हिन्दी बोलते हैं ?
Italian	Parlate italiano?
Korean	한국어 통역이 필요하십니까?
Mandarin	您讲普通话吗？
Polish	Czy mówi Pan/Pani po polsku?
Portuguese	Você fala português?
Russian	Вы говорите по-русски?
Somali	Af Soomaaliga ma ku hadashaa?
Spanish	¿Habla español?
Turkish	Türkçe biliyor musunuz?
Vietnamese	Ông/bà nói tiếng Việt phải không?