LanguageLine Solutions®

Quick Reference Guide

Elder Services of Berkshire County Inc.

To Access an Interpreter:

1. DIAL: **1-866-874-3972**
2. PROVIDE: **Client ID 526035**
3. INDICATE: **Language**
4. PROVIDE: **Employee's First/Last Name and Employee's Extension #**

Document the name and ID# of the Interpreter for reference. Brief the interpreter and give any special instructions.

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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, and click on the "Client Services" tab to complete and submit a Voice of the Customer form.

LEARN MORE Visit www.LanguageLine.com or call 1-800-752-6096 for more information on our language access solutions:

- Phone, video, and onsite interpreting
- Translation and localization
- Testing and training of bilingual and interpreter staff



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