

LanguageLine for the Ohio Judiciary

HOW TO ACCESS AN INTERPRETER

1. Dial **1-866-874-3972**
2. Provide your Client ID # **5 1 2 9 2 0**
3. State the name of the language needed.
*** Press 0 for agent assistance if you do not know the language*
4. Provide your **Access Code**
***Contact the Supreme Court of Ohio Language Services Program for your court's access code*
5. You will be connected to an interpreter who will provide his/her name and ID number.
7. Brief the interpreter. Summarize what you wish to accomplish and provide any special instructions.
8. Add the Limited English Proficient (LEP) individual onto the call.
9. Say "End of Call" to the interpreter when your call is completed.

■ **Note:**

- When the LEP individual is present at the court: Once the interpreter joins the line, brief him/her and place the phone on "Speaker" mode or pass the handset back-and-forth to the LEP individual.
- When receiving a call from a LEP individual: Use your phone's conference feature to place the Limited English Proficient (LEP) speaker on hold then proceed as described above.
- Questions about using an interpreter or for local court access codes, please contact the Supreme Court of Ohio Language Services Program at 614.387.9403.

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 speaking speaker, 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, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.language.com, and click on the "Customer Service" tab to complete a Voice of the Customer form.