

## DC DEPARTMENT OF HUMAN RESOURCES

## Reference Guide: How to Use Language Line Solutions for Telephonic Interpretation

### To assist LEP/NEP customers over the phone:

1. Place the caller on hold with conference hold.
2. Dial 1-800-523-1786; press 0 at any time or stay on the line.
3. Enter your 6-digit Client ID: **Give Code**
4. Select a language:
  - Press 1 for Spanish
  - Press 2 for other languages.
5. When prompted, say and confirm the language you need.
6. Enter your Access Code: **Give Code**
7. Record the interpreter's name and ID number. Provide your agency name and brief the interpreter of the nature of the call.
8. Add the caller to the line.
9. Tell the interpreter to end the call when you are done.

**\*For data collection, record the information on the spreadsheet provided.**

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### To assist LEP/NEP customers in person:

1. Dial 1-800-523-1786; press 0 at any time or stay on the line.
2. Enter your 6-digit Client ID: **Give Code**
3. Select a language:
  - Press 1 for Spanish
  - Press 2 for other languages.
4. When prompted, say and confirm the language you need.
5. Enter your Access Code: **Give Code**
6. Record the interpreter's name and ID number. Provide your agency name and brief the interpreter of the nature of the call.
7. Tell the interpreter to end the call when you are done.

**\*For data collection, record the information on the spreadsheet provided.**



# Interpretation Services Available



**English Translation:** Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

<b>Amharic</b> አማርኛ 🇪🇹 ቋንቋዎን ያመልክቱ፡ አስተርጓሚን ይጠራል። አስተርጓሚውን በነጻ ያቀርብላቸዋል።	<b>Korean</b> 한국어 🇰🇷 귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
<b>Arabic</b> عربي 🇸🇦 أشير إلى لغتك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم الفوري مجاناً.	<b>Mandarin</b> 國語 🇨🇳 請指認您的語言， 以便為您提供免費的口譯服務。
<b>Bengali</b> বাংলা 🇬🇧 আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে। দোভাষী আপনি নিখরচায় পাবেন।	<b>Pashto</b> پښتو 🇦🇫 خپل ژبې ته اشاره وکړی. یو ژباړونکي به را و بللي ش تاشو ته ژباړونکي ویریا برابر ولي شي.
<b>Cantonese</b> 廣東話 🇨🇳 請指認您的語言， 以便為您提供免費的傳譯服務。	<b>Portuguese</b> Português 🇵🇹 Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
<b>Farsi</b> فارسي 🇮🇷 به زبان موردنظر اشاره کنید. ما برای شما مترجم می آوریم. این کار هیچ هزینه ای برای شما نخواهد داشت.	<b>Russian</b> Русский 🇷🇺 Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
<b>French</b> Français 🇫🇷 Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	<b>Spanish</b> Español 🇪🇸 Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
<b>Haitian Creole</b> Kreyòl 🇧🇩 Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.	<b>Thai</b> ไทย 🇹🇭 ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาสามให้ท่าน การใช้สามไม่ต้องเสียค่าใช้จ่าย
<b>Hindi</b> हिंदी 🇮🇳 अपनी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा। दुभाषिये का प्रबन्ध आप पर बिना किसी खर्च के किया जाता है।	<b>Tigrinya</b> ትግርኛ 🇪🇹 ቋንቋዎን አመልክቱ። አተርጓሚ ከጸጥዕ ይኸለል ኢዩ። ንአተርጓሚ ትኸፍልዎ ክፍሊት የለን።
<b>Indonesian</b> Bahasa Indonesia 🇮🇩 Tunjukkan bahasa Anda. Jurubahasa akan diadakan. Jurubahasa diadakan tanpa Anda dibebani biaya.	<b>Turkish</b> Türkçe 🇹🇷 Konuştuğunuz dili gösterin. Size bir tercüman çağırıyoruz. Bu tercüman size ücretsiz olarak tedarik edilecektir.
<b>Japanese</b> 日本語 🇯🇵 あなたの話す言語を指して下さい。 無料で通訳を提供します。	<b>Vietnamese</b> Tiếng Việt 🇻🇳 Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.