

### NYC DIVISION OF EARLY CHILDHOOD EDUCATION

#### WHEN YOU NEED AN INTERPRETER:

##### When using your phone:

- **DIAL: 1-866-874-3972**
- 1. **PROVIDE:** Your Client ID – **572767**
- 2. **INDICATE:**
  - The language you need, press:
    - 1 for Spanish
    - 2 for all other languages and state the name of the language you need
    - 0 for assistance if you don't know what language you need – if asked for your Client ID, provide 572767
  - Your programs zip-code
- 3. **CONNECT:** to an interpreter who will provide his/her name and ID number which you can document for reference. Summarize what you wish to accomplish and give any special instructions.

**If you have a dual handset phone:** Lift handset and press the “Red” interpreter button, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

**When calling or receiving a call from a limited English proficient individual:** Use the conference feature on your phone to make a 3-way call, and follow the instructions above to connect to an interpreter.

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#### 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 proficient individual, 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](http://www.language.com), and click on the “Customer Service” tab, then select Voice of the Customer and complete the form.