

## Using Language Line <http://www.languageline.com/>

There will be times that teachers and other school personnel need to communicate with parents who have limited English. Language Line is a way to do this. It is not just for emergency situations. If you would call a native English speaking parent in a given situation, you should use this service to be able to communicate with a non-English speaking parent. Before you make the call:

- Have a copy of directions for using Language Line.
- Have the parent name(s) and phone number.
- Be ready to give the home language (e.g. Somali). EL teacher can help with this.

### The instructions for use are:

- Call language line 1 -800 -367 -9559 from any phone in the district.
- Enter the client ID **509052**.
- Press **1 for Spanish** and **2 for all other languages**.
- State the name of the language desired. (If you do not know the language name press 0 and you are transferred to an expert in language identification.)
- Enter the 6 digit access code **348785** followed by the **#** key.
- Brief the interpreter on the necessary details (i.e. You are a teacher making a call home to a parent. You are a school nurse needing to reach a parent.)
- Have the phone conversation with the parent.
- When the conversation is complete, say **“end of call”**.
- **\*\*\*Special Education\*\*\*** ONLY contact Casey Likes, Special Services Office Specialist at 480-7017 when:
  - the translation/interpretation is specifically for the student and is documented in their IEP. (Translators/interpreters needed for parents do not get coded to Special Education).

### **A couple of tips...**

- Script what you want to say ahead of time-- It will help you be concise and accurate in the conversation.
- Use short sentences, so that you can pause to allow the interpreter to speak.
- Use the speaker option on the phone, if you have a group interested in the call/information.
- Identify a recorder to document any additional questions/comments beyond the script. You then have a record of what was said.