**Language Line Basics**

**Before placing the call**:

* Gather information: parent’s name, phone number, student’s name
* Plan your conversation – jot down the items to cover in your phone call
  + You can check these items off as you address them in your phone call
  + You will want to be as clear and concise as possible
* Be prepared with a message in case there is no answer

**Placing the call**:

* Call the number provided, enter our Client ID #, press 1 for Spanish or 2 for any other language, say the language you need and wait for verification
* You will be connected to an interpreter who will greet you, give their name and agent #, then will ask if the client is with you or if you need them to place a call.
  + It is a good idea to jot down their name and ID # - if for some reason the call doesn’t connect, and we should not be charged for the call, I will need the date and rough time you placed the call along with the agent name and ID #. Otherwise we will be charged for a call we did not make.
* Introduce yourself and briefly explain who you are calling and what your call is about
  + I’m Mrs. Amicucci, a teacher at Richards Middle School and I am calling Mrs. Johganous in regard to their child Juan and his behavior in the lunch room; grades; an injury; or the parent needs help understanding forms they are filling out, etc.
* You’ll be asked how you would like to be addressed
* The interpreter will place the call or you will use the interpreter to speak to a parent in person using the speaker on your phone.
* The interpreter will start the session.

**Remember** that you are calling the parent, so you should be talking to the parent, not the interpreter.

* The interpreter is only conveying your message to the parent, they will be your voice.
* Do not interrupt the interpreter
* Speak in short concise sentences – clarify if needed
* Wait and listen while the interpreter relays your message and the parent responds
* Try not to use complicated educational jargon or explain specialized terms or concepts.
  + If you need to discuss these items, you should probably set a face to face meeting with the parent and an interpreter.
* Be sure to ask the parent if they understand all that you have told them or if they have any questions.
* The interpreter will interpret everything before ending the call.

You will **NOT** have to keep track of the amount of time used, or send any info to me, unless the call did not go through and I have to ask for a credit. Jot down the date, time, agent’s name and number in case you need it after the call. If you do not need it, you can discard the info. If there is an issue, send the info to me and I will handle it.

**All calls are $1.05 a minute** from the time you are connect to an interpreter until you disconnect the call. Please use the time wisely. If a face to face meeting with an interprter is better, we can schedule one. However, do not hesitate to call a parent if that is the best way to convey the message you need to send.