

Telephone Interpreting Services

QUICK
GUIDE

Need an Interpreter?

1 Dial **1-833-622-5099**

PIN:

2 Enter the **PIN** for your center

3 Select the number for your language (e.g. 1 for Spanish, 3 for Mandarin, etc.). Connect with an interpreter!

When the interpreter answers, they will give you their ID number. Always record this information to provide feedback to Globo or PCAR about interpretation services.

Let the interpreter know if you need a third-party dial-out.

If you do not know the language, press 0. When the operator answers, they will assist you in identifying the language. Once the language has been identified, you will be connected with an interpreter.

Tips for Using a Telephone Interpreter: Making and Receiving Calls

For Outbound Calls:

- If you need to reach a person with limited English proficiency and need a third-party dial-out, (when Globo dials the person for you), please inform the operator at the beginning of the call.
- Once the interpreter is on the line, instruct them who to ask for (the LEP person's name), how to proceed if the call goes to voicemail and, if desired, what message to leave.

For Inbound Calls:

- Instruct the caller with LEP to please hold, and using your phone's 3-way calling feature, dial and connect with an interpreter, and then join the calls.

For All Interactions:

- It's okay to be nervous, especially if this is your first time using an over-the-phone interpretation service, but connecting with Globo is easy!
- Explain to the LEP survivor that all information is confidential and encourage questions.
- Speak clearly and at a moderate pace.
- Demonstrate empathy and warmth so the LEP survivor feels comfortable.
- Speak freely; all Globo interpreters are sworn to confidentiality, neutrality, and the Interpreter Code of Professional Ethics.