



## How to get a professional interpreter on the line:

1. Put the caller on hold or press conference (will do the same). Note caller's phone number in case of disconnect
2. Dial 1-866-874-3972
3. Enter Client ID#: 862080
4. Press 1 for Spanish, 2 for other language, or 0 for help if you don't know the language
5. Enter Crisis Line Code: 111 for Veterans Crisis Line, **222 for Lifeline**, 333 for Disaster Distress Helpline
6. Now will be connected with interpreter and given name and ID number
7. Brief the Interpreter on the call and summarize what you wish to accomplish/any special instructions
8. Press the "conference" key on the phone and select the caller, continue with caller as normal
9. Say "End of Call" to let the interpreter know when the call is complete

## Relay Calls:

May sound automated and call will start with something like *"Hello, this is relay operator 3600. Have you received a relay call before?"* **DON'T HANG UP**

Answer if you have taken a relay call before or not and ask the Telecommunication Relay Service questions you have such as if you should say "Go ahead" when you're done speaking. You will then be connected with a Communications Assist who will act as a translator. Continue with caller as normal.

## Things to remember:

- Speak *directly* to the caller, don't say "Tell them XYZ"
- Use clear, direct language and avoid figures of speech.
  - Instead of "stuck between a rock and a hard place," say "stuck between two difficult options."
- Employ chat-like skills when applicable