

Language Line

Interpretation for Over-the-Phone Communications

Staff are required to offer interpretation services either over the phone or in person in the primary languages of limited English proficient (LEP) individuals. When communicating with LEP families over the phone, staff are encouraged to use competent bilingual staff to facilitate communication. If bilingual staff are not available, employees can use an over-the-phone, no-cost interpreter by dialing Language Line. [Click here](#) for a brief video on how to use Language Line.

Dialing Language Line

1. Call 1800-367-9559
2. Enter Client ID: 511049
3. Select language
4. Tell the interpreter the school you're calling from (if from Central, let the interpreter know)

NEW! No need to remember additional codes

Best Practices for Using Language Line

- Have dial-in codes easily accessible.
- If you receive a call from an LEP individual, conference in Language Line.
- If you will be placing a call to an LEP individual, dial Language Line first. Give the Language Line interpreter the LEP individual's phone number. The interpreter can then place the call to the individual and start the conference call.
- When connected to the interpreter, provide the interpreter background on the matter.
- Minimize the use of jargon and acronyms.
- Use short sentences and pause every 2-3 sentences.
- Prior to hanging up, recap and ask student or family if they have any questions.

Using Language Line in Microsoft Teams

Language Line interpreters can participate in your Teams conference calls with parents (audio only). Simply [follow these directions](#). Note that the interpretation is "consecutive-style" and so staff will need to pause every 3 sentences or so to allow the interpreter to convey the message to parents.

Language Line Mobile App

NEW! Interpreters are now available with just the touch of a button on all DCPS-issued cell phones. [Click here for instructions](#). Don't have a DCPS cellphone? No problem! [Click here](#) to see how to add Language Line to your iPhone.

Language Line on Your Desk Phone

NEW! Most Cisco desk phones in DCPS schools and central services now have speed-dial buttons configured for Language Line use. To see this feature in a classroom phone that has Extension Mobility, please log in with your user ID and PIN.

