

## MASSHIRE CAREER CENTERS

### ■ When Receiving a call:

1. Use your phone's conference feature to place the Limited English Proficient (**LEP**) speaker on hold.
2. Dial **1-844-922-1921**
3. Select the language you need
  - a. Press 1 for Spanish
  - b. Press 2 for all other Languages and State the Name of the desired Language.  
*\*\* Press 0 for agent assistance if you do not know the language*
4. Provide: **MASShire Career Center Name**  
*You will be connected to an interpreter who will provide his/her name and ID number.*
5. Brief the interpreter. *Summarize what you wish to accomplish and provide any special instructions.*
6. Add the LEP onto the call.
7. Say "End of Call" to the interpreter when your call is completed.

### ■ Notes:

- When placing an outbound call to a LEP, begin at **Step 2**. If you need assistance placing a call to the LEP, inform the interpreter or agent at the beginning of the call.
- When you are face-to-face with the LEP, begin at **Step 2**. Once the interpreter joins the line, brief them and place the call on "Speaker" or pass the handset back-and-forth and let the interpreter know you are doing so.

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### IMPORTANT INFORMATION:

**WORKING WITH AN INTERPRETER** – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

**3-WAY CALL** – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

**LANGUAGELINE DUAL HANDSET PHONE** – If you have a LanguageLine Dual handset phone, lift the handset and press the pre-programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

**CUSTOMER SERVICE** – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to [www.LanguageLine.com](http://www.LanguageLine.com) and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.

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