

OVER-THE-PHONE INTERPRETATION FOR SCHOOLS

STEP 1

Dial vendor at 1-800-889-5921

STEP 2

Provide:

- District Borough No. $\bar{\quad} \bar{\quad} \bar{\quad} \bar{\quad} \bar{\quad} \bar{\quad}$
(e.g. $\bar{0} \bar{1} \bar{M} \bar{1} \bar{2} \bar{3}$)
- Language needed
- IEP meeting or 504 – Yes/No
- Dial out to parent – Yes/No

STEP 3

Connect to interpreter

TIPS

1. Brief the interpreter on what will be discussed
2. Speak directly to the parent / guardian in a natural voice
3. Avoid technical terms, jargon and side conversations
4. Everything said will be interpreted
5. If reading, go slowly for the interpreter to repeat
6. Confirm if the parent / guardian understands
7. Do not ask interpreters for their opinion
8. Interpreter may ask for clarification
9. Initiate the end of call - interpreter will be the last to hang up

**THESE INSTRUCTIONS ARE FOR SCHOOL-BASED PERSONNEL ONLY
DO NOT SHARE WITH PARENTS OR THE GENERAL PUBLIC**

Issue with your call? Let us know at [Tinyurl.com/OPIfeedback](https://tinyurl.com/OPIfeedback).