



# Lake County School District

## CALL 888-338-7394

### To Access a Qualified Interpreter

\* If the Spanish-speaker is **WITH YOU in person**, use the dual handsets, speakerphone, or cordless phones to call the number above for an interpreted conversation.

**Step 1: Call 888-338-7394**

**Step 2: Enter Account Number 25016**, followed by # sign

**Step 3: Select 1** to be connected directly to your Spanish interpreter, *or Select 9* for all other languages

- You can use a speaker phone for this, or dual-handsets, if available. Please be considerate of privacy when using speaker phone.

\* If the Spanish-speaker is **NOT WITH YOU in person**, you need to make a 3rd Party Call. Have the Spanish-speaker's number ready!

**Step 1: Call 888-338-7394**

**Step 2: Enter Account Number 25016**, followed by # sign

**Step 3: Select 9** to reach a Customer Service Representative

- Hold momentarily while your interpreter is connected. Explain the objective of the call to the interpreter.
- Give the interpreter the Spanish-speaker's phone number. The Interpreter will call them and connect the three-way call.

\* Once you are connected to an interpreter:

- Proceed by speaking **directly to the Limited English Proficient speaker in the first person**. Example: "What grade is your child in?" NOT "Ask her what grade her child is in."
- Upon completion of the call, all parties should simply hang up. Your time will be automatically recorded.

