



OVER-THE-PHONE INTERPRETATION SERVICES FOR SCHOOLS

STEP 1

Dial vendor at 1-800-889-5921

STEP 2

Provide:

- District Borough No.
(e.g. 0 1 M 1 2 3)
- Language needed
- IEP meeting – 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 and in a natural (not loud) voice
3. Avoid technical terms, jargon and side conversations
4. Remember, everything you say will be interpreted
5. If reading a script, do it slowly for the interpreter to repeat it all
6. Confirm if the parent / guardian understands
7. Do not ask interpreters for their personal opinion on issues discussed
8. Understand interpreters may ask to clarify a point or issue for cultural reasons
9. Initiate the ending of the call - the interpreter will be the last to hang up

THESE INSTRUCTIONS ARE FOR SCHOOL-BASED PERSONNEL ONLY AND
MAY NOT BE SHARED WITH PARENTS OR THE GENERAL PUBLIC

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

For questions, contact the NYC DOE Translation & Interpretation Unit at
LACoordinators@schools.nyc.gov.

OVER-THE-PHONE INTERPRETATION VIA PHONE CONFERENCE CALLS FOR SCHOOLS

As a result of COVID-19 many meetings have moved to remote conference calls. The following step-by-step guide shows the process to use the over-the-phone interpretation service on virtual platforms that allow participants to dial-in (i.e. Zoom, Google Meets, etc.). Please note you must already have a phone conference number in hand for this service to work. If there is no phone conference number, a remote on-site interpreter would be needed (visit tinyurl.com/TIUnitInfoHub for more information).

Optional STEP 1

Make a reservation by dialing vendor
(1-800-889-5921)

- Provide vendor with the details of your future call.
- You will be provided with a reservation number for your future call.
- Reservations should be made 1-3 days in advance to reduce wait times.

STEP 2

Dial vendor (1-800-889-5921)
at start of scheduled meeting time
(Provide reservation number if applicable)

- All participants, except for one school staff member, will dial into the phone conference line, as normal.
- One staff member will call the vendor and provide the reservation number.
- They will instruct the interpreter/operator to call into the phone conference line the same way they would call out to a parent.

STEP 3

Have the Meeting

- The interpreter will interpret consecutively.
- If the school staff member would like to use the computer rather than a phone, they may mute their phone and set it down, however **they must remain on the call with the interpreter for DOE billing purposes.**

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