
Language Access Resources for On-Demand Interpretation

City of Madison
Department of Civil Rights



Documents include:

Language Identification Chart

(this document should be printed and posted in a place that is viewable by community members so they can point to their language)

LanguageLine On-Demand Phone Number Instructions

(this document should be printed and nearby front desk phones for City staff to reference)

2 Digit Ancy Code for LanguageLine On-Demand Phone Number

(this document should be printed and nearby front desk phones for City staff to reference)

Activation Guide for Video Remote Interpretation App

(this document should be printed and nearby front desk phones for City staff to reference)

City of Madison

Language Identification Chart

Interpreter Services

Albanian

Shqip

Kenî të drejtën për përkthyes falas gjatë vizitës mjeksore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejmë një përkthyes për viziten mjekësore.

Amharic

አማርኛ

የለምንም ወጪ አስተርጓሚ የማግኘት ሙብት አለምት :: የሚናገሩትንና የሚረዱበትን ቋንቋ በመጠቀም ያመልከቱ :: አስተርጓጓሚ አስኪጠራ ድረስ አባክዎ ይታገቡ ::

Arabic

عربي

يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يُرجى منك أن تُشير بإصبعك إلى لغتك كي نستدعي المترجم المعني. يُرجى منك الانتظار لحين استدعاء المترجم.

Armenian

Հայերեն

Դուք ունեք քարգանձիչի ունենալու իրավունք առանց որևէ վճարի: Խնդրում ենք մատնանշեր ձեր լեզուն և քարգանձիչիչը կմտնենա: Խնդրում ենք սպասել:

Bengali

বাংলা

আপনার অধিকার রয়েছে বিনামূল্যে একজন দোভাষী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন দোভাষীকে ডাকা হবে। অনুগ্রহ করে অপেক্ষা করুন।

Cape Verdean Creole

Criolu di Cabu Verdi

Nhôs tem direito a um intérprete gratuito di nhôs língua. Mostra qual qui nhôs língua pa nô podi tchoma intérprete. Nhôs aguarda um momento, por favor.

Chinese

中文

Cantonese | *Mandarin* | *Toisanese* | *Taiwanese/Fukienese* | *Min*
广东话 | 国语 | 台山话 | 台湾语/福建话 | 闽语

你有权利要求一位免费的传译员。
请指出你的语言。传译员将为你服务，请稍候。

French

Français

Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter si'il vous plaît!

German

Deutsch

Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/ in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/ in wird gerufen. Bitte warten Sie.

Greek

Ελληνικά

Είναί δικαίωμά σας να χρησιμοποιήσετε δωρεάνά χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλούμε, υποδείξτε τη γλώσσα που μιλάτε. Θα ειδοποιήσουμε ένα δωρεάνέα. Παρακαλώ περιμένετε.

Haitian Creole

Kreyòl Ayisyen

Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap rélé yon entèprèt pou ou. Tanpri ret tann.

Hebrew

עברית

יש לך זכות להשתמש בשירותיו של מתורגמן ללא תשלום.
אנא הצבע על השפה שלך.
מיד ניצור כשר עם מתורגמן.
אנא המתן.

Hindi

हिन्दी

आपको नि:शुल्क दुभाषिया (अनुवादक) प्राप्त करने का अधिकार है | कृपया अपनी भाषा की ओर इशारा करें | एक दुभाषिया (अनुवादक) को बुलाया जाएगा | कृपया प्रतीक्षा करें |

Hmong

Hmoob

Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj. Thov taw tes rau koj hom nrov. Mam hu tus txhais lus. Thov nyob tos.

Italian

Italiano

Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.

Japanese

日本語

通訳を無料でご利用になれます。該当する言語を指示して下さい。通訳を手配いたしますのでお待ち下さい。

Khmer

ខ្មែរ

លោក-អ្នកមានសិទ្ធិឱ្យមានអ្នកបកប្រែម្នាក់ដោយមិនគិតថ្លៃ។ សូមមេត្តាជម្រុះ ទេវករណរបស់លោក-អ្នក។ តើចំពោះលោកឱ្យអ្នកបកប្រែម្នាក់ឬក៏ សូមមេត្តារៀបចំ។

Korean

언어

여러분은 무료로 전문 통역자의 도움을 받을 권리가 있습니다. 왼쪽의 “한국어”를 손가락으로 가르켜 주십시오. 전문 통역자에게 연결 될 것입니다. 잠시만 기다려 주십시오.

Laotian

ລາວ

ທ່ານມີສິດຂໍນາຍແປພາສາໂດຍບໍ່ເສັຽຄ່າ.
ກະລຸນາຊີ້ໃສ່ພາສາຂອງທ່ານ.
ນາຍພາສາຈະຖືກເອ້ນມາ.
ກະລຸນາລໍຖ້າ.

Polish

Język polski

Masz prawo do korzystania z usług polskiego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem.

Portuguese

Português

Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.

Russian

Русский

Вы имеете право на услуги бесплатного переводчика. Назовите, пожалуйста, свой язык. Медицинский переводчик будет вызван. Пожалуйста, подождите.

Serbo-Croatian

Srpsko-Hrvatski jezik

Vi imate pravo na besplatnog prevodioca. Molimo vas da pokazete na vas govorni jezik. Lagalan prevodilac ce biti pozvan. Hvala I molimo vas da sacekate.

Somali

Soomaali

Waxaad xaq u leedahay in tarjumaan lacag la'aan ah laguugu yeero. Fadlan farta ku fiiq luqaddaada. Tarjumaan ayaa laguugu wacayaa. Ee fadlan sug!

Spanish

Español

Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.

Swahili

Swahili

Ni haki yako kuwa na mtafsiri bila malipo yoyote. Tafadhali chagua lugha yako kati ya hizi. Mtafsiri ataitwa. Tafadhali ngoja.

Tagalog

Tagalog

Ikaw ay may karapatan na magkaroon ng tagapagsalin na walang bayad. Ituro ang iyong wika. Ang tagapagsalin ay tatawagin. Maghintay.

Thai

ไทย

ท่านมีสิทธิขอล่ามแปลภาษาโดยไม่มีเสียค่าใช้จ่ายใดๆ
กรุณาชี้ที่ภาษาของท่าน
กรุณาอสักครู่
เราจะโทรศัพท์เรียกล่ามให้ท่าน

Ukrainian

Українська

У Вас є право на безплатного перекладача. Будь ласка, вкажіть на Вашу мову, і Вам поклинуть перекладача. Почекайте, будь ласка.

Urdu

اردو

آپ مفت ترجمانی کی خدمات کے مستحق ہیں
براہ کرم اپنی زبان کی طرف اشارہ کیجئے
آپ کے لئے ایک ترجمان کا انتظام کیا جائیگا
براہ کرم انتظار کیجئے

Vietnamese

Tiếng Việt

Quý vị có quyền được một thông dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên. Vui lòng chờ trong giây lát.

City of Madison

TO ACCESS AN INTERPRETER

1. DIAL: **1-866-874-3972**
2. ENTER CLIENT ID: **509626**
3. INDICATE LANGUAGE:
 - 1 - FOR SPANISH
 - 2 - FOR ALL OTHERS AND CLEARLY STATE THE LANGUAGE
 - 0 - IF YOU DON'T KNOW THE LANGUAGE YOU NEED
4. ENTER YOUR 2-DIGIT AGENCY CODE, FOLLOWED BY #

BEST PRACTICES FOR DOCUMENTATION:

- **Document** the Preferred Language
- **Document** professional language services offered & client's response
- **Document** the linguist name & number
- **Document** the client's understanding using a "Teach Back" method

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.

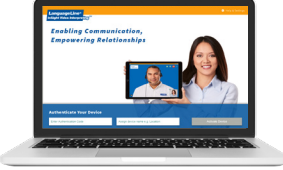

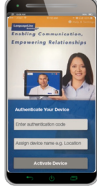
CUSTOMER SERVICE – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.

Display	Value	Created By	Created Date
CDA HOUSING OPERATIONS	92	Kassandra Character, 5/16/2019 8:40 AM	5/16/2019
CDA REDEVELOPMENT	91	Kassandra Character, 5/16/2019 8:40 AM	5/16/2019
WATER	86	Kassandra Character, 5/16/2019 8:40 AM	5/16/2019
METRO TRANSIT	85	Kassandra Character, 5/16/2019 8:40 AM	5/16/2019
PARKING	82	Kassandra Character, 5/16/2019 8:39 AM	5/16/2019
MONONA TERRACE COMM CONV CTR	80	Kassandra Character, 5/16/2019 8:39 AM	5/16/2019
PLANNING	65	Kassandra Character, 5/16/2019 8:38 AM	5/16/2019
PCED OFFICE OF DIRECTOR	64	Kassandra Character, 5/16/2019 8:38 AM	5/16/2019
ECONOMIC DEVELOPMENT	63	Kassandra Character, 5/16/2019 8:38 AM	5/16/2019
COMMUNITY DEVELOPMENT	62	Kassandra Character, 5/16/2019 8:38 AM	5/16/2019
BUILDING INSPECTION	60	Kassandra Character, 5/16/2019 8:37 AM	5/16/2019
PARKS	51	Kassandra Character, 5/16/2019 8:37 AM	5/16/2019
LIBRARY	50	Kassandra Character, 5/16/2019 8:37 AM	5/16/2019
TRAFFIC ENGINEERING	45	Kassandra Character, 5/16/2019 8:37 AM	5/16/2019
STREETS	44	Kassandra Character, 5/16/2019 8:36 AM	5/16/2019
TRANSPORTATION	43	Kassandra Character, 5/16/2019 8:36 AM	5/16/2019
FLEET SERVICES	41	Kassandra Character, 5/16/2019 8:36 AM	5/16/2019
ENGINEERING	40	Kassandra Character, 5/16/2019 8:36 AM	5/16/2019
POLICE	31	Kassandra Character, 5/16/2019 8:34 AM	5/16/2019
FIRE	30	Kassandra Character, 5/16/2019 8:34 AM	5/16/2019
EMPLOYEE ASSISTANCE PROGRAM	22	Kassandra Character, 5/16/2019 8:34 AM	5/16/2019
TREASURER	21	Kassandra Character, 5/16/2019 8:34 AM	5/16/2019
MUNICIPAL COURT	20	Kassandra Character, 5/16/2019 8:34 AM	5/16/2019
MAYOR	19	Kassandra Character, 5/16/2019 8:33 AM	5/16/2019
INFORMATION TECHNOLOGY	17	Kassandra Character, 5/16/2019 8:33 AM	5/16/2019
HUMAN RESOURCES	16	Kassandra Character, 5/16/2019 8:33 AM	5/16/2019
FINANCE	15	Kassandra Character, 5/16/2019 8:33 AM	5/16/2019
COMMON COUNCIL	14	Kassandra Character, 5/16/2019 8:32 AM	5/16/2019
CLERK	13	Kassandra Character, 5/16/2019 8:32 AM	5/16/2019
CIVIL RIGHTS	12	Kassandra Character, 5/16/2019 8:32 AM	5/16/2019
ATTORNEY	11	Kassandra Character, 5/16/2019 8:32 AM	5/16/2019
ASSESSOR	10	Kassandra Character, 5/16/2019 8:32 AM	5/16/2019

Organization Name:

Activating the LanguageLine App on Your Device

Easily access audio and video interpreting empowering you to provide outstanding service when communicating with the Limited English Proficient and Deaf or Hard-of-Hearing. The LanguageLine app is available for iPads, Smartphones, tablets, and laptops to quickly connect to professional interpreters anytime, anywhere 24/7/365. Follow these instructions to complete a one-time activation of your device.

Laptop/PC with Google Chrome Browser	iPhone or iPad	Android Device
 <ol style="list-style-type: none"> Using Chrome, enter this url: https://InSight.LanguageLine.com Insert your Authentication Code Type a Device Name Click on “Activate Device” Click on “ALLOW” for access to your camera and microphone. 	 <ol style="list-style-type: none"> On your iPhone or iPad tap the App Store icon and search for “LanguageLine InSight”. Tap “Get” and “Install”. After download is complete, tap the “Interpreters” icon and follow the screen prompts to complete the one-time authentication of your device. After you tap “Activate Device”, tap “OK” two times to allow the application to access your microphone and camera. 	 <ol style="list-style-type: none"> On your Android device tap the Google Play store icon and search for “LanguageLine”. Tap the “Interpreters” icon. Then tap “Install”. After download is complete, tap “Open”. Tap “OK”, then tap “Allow” twice to allow the application to access your microphone and camera. Follow the screen prompts to complete the one-time authentication of your device.

YOUR AUTHENTICATION CODE AND DEVICE NAME

Authentication Code (not case sensitive):

Device Name (35 digit maximum):

TIPS FOR A SUCCESSFUL INTERPRETATION SESSION

1. Introduce yourself and brief the interpreter.
2. Speak slowly in short sentences.
3. Allow the interpreter time to interpret.
4. Check for understanding.

VIDEO USER TRAINING

- [Quick Health Care Training \(2 minutes\)](#)
- [Health Care End User Training \(3 minutes\)](#)

QUESTIONS OR NEED ASSISTANCE?

Contact your LanguageLine Account Executive or CustomerCare@LanguageLine.com / 1-800-752-6096
For 24/7 Technical Support call 1-844-373-1951