



# 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](mailto:LACoordinators@schools.nyc.gov).