ispeak austin

AUSTIN'S LANGUAGE ACCESS SOLUTION

Language interpretation services are available via over-the-phone interpreting. To assist a customer who does not speak English, use this card. The customer should point to the language they speak. Availability of some languages varies.

English Translation: *English*
Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

Arabic العربية
أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.

Burmese မြန်မာ
ဘင့်ဿဘာစယးၺ်တ်ၵိနူၚ်ၤၵ။ စယၚးၵိနူၚဧၢ္ဧင;ၤ;ဟ္ၵၭကၓ။ ဘင့်အလိၽုၥစယးၵိနူအၚဲ့ဧင;ၤ;ဟ္ၵၭကၓ။

Korean 한국어
귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.

Mandarin [Traditional Chinese script] 國語
請指認您的語言，以便為您提供免費的口譯服務。

Mandarin [Simplified Chinese Script] 普通话
请指认您的语言，以便为您提供免费的口译服务。

Spanish *Español*
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.

Urdu اردو
اپنی زبان پر اشاره کریں۔ ایک ترجمان کو بلاجائے گا۔ ترجمان کا انتظام آپ پر بغیر کسی خرچ کے کیا جائے گا۔

Vietnamese *Tiếng Việt*
Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

This card facilitates over-the-phone interpretation.
See the reverse side of this card for instructions.

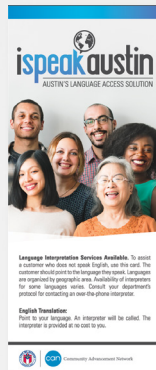CITY OF AUSTIN | can Community Advancement Network

ASSISTING LIMITED ENGLISH PROFICIENT INDIVIDUALS

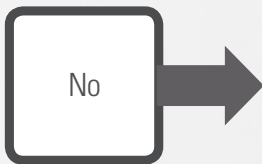**iSpeak wallet card**

iSpeak brochure

iSpeak desktop display

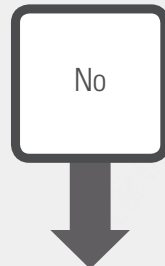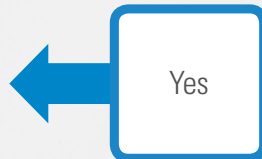My departmental language access coordinator _____ (name) _____ (telephone)

HOW TO ASSIST A PERSON WITH LIMITED ENGLISH PROFICIENCY

STEP 1 Does your customer have an iSpeak wallet card?

Yes

No → Use iSpeak desktop display card (see other side of this card), or iSpeak brochure (beyondlanguage.bloomfire.com/posts/langID). Help them point to their language. Are you able to identify their language?

STEP 2 Use your departmental procedure to access your over-the-phone interpretation provider

← Yes

No

Use your departmental procedure to access your over the phone interpretation provider language identification services. When you have identified customer's language, proceed to step 3.

STEP 3

When connected to interpreter:

1. Introduce yourself

2. Explain the context (for example, "I'm at a library information desk")

3. Speak directly to the customer as you would to an English speaker

4. Speak slowly and pause frequently to let the interpreter speak