

## NEED AN INTERPRETER?

1. Dial **1.800.CALL.CLI (1.800.225.5254)** for a telephone interpreter  
Or **1.888.338.5503** to book an in-person interpreter
2. When the operator answers, tell them:
  - a. Your customer code is **AFSCME**
  - b. You are with local 328
  - c. The language that you need
  - d. The member or represented employee's name and dept. name
  - e. Please let the operator know if you would like to connect to multiple parties (call a patient/client at home for example).
3. The operator will connect you with an interpreter promptly.



24 hours a day, 7 days a week  
Direct Dial: 503-484-2425

### Recommendations for Effectively Using the Services of an Over-the-Phone Interpreter

#### For Outbound Calls:

- If you need to call a Limited English Proficient (LEP) party at home or need a third-party dial-out to include an additional party, please *first* inform the CLI Customer Service Representative (CSR) *before* the interpreter is connected.
- Once the interpreter is connected, you may tell the interpreter who to ask for (the LEP's name).
- At this time, you may also tell the interpreter how to proceed if the call goes to an answering machine and what message to leave if desired.

#### For Inbound Calls:

- Explain to the LEP that all information is confidential, and encourage questions.
- Speak clearly.
- Smile and be kind; this helps the LEP feel more comfortable.
- If face-to-face and multiple people are in the room, speak one at a time.
- Short sentences are easiest to interpret.
- Speak freely; all CLI interpreters are sworn to confidentiality and the Interpreter's Code of Ethics.
- Encourage the interpreter to clarify terms with you if necessary.