



Keep this Quick Reference Guide (QRG) nearby as a reference to effectively utilize over-the-phone interpreter services.

WHEN PLACING A CALL (OR IF LEP IS PRESENT):

1. Dial: **1-434-333-7470**
 2. Enter on your telephone keypad or provide the representative:
 - Press 1 for Spanish
 - Press 2 for all other languages and speak the name of the language you need or enter the language ID found on page 2 at the prompt.
- ENTER ACCESS CODE: SEE PAGE 4**
An Interpreter will be connected to the call.
3. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
 4. ADD THE LEP (limited English proficient) individual to the line.
 5. Say “End of Call” to the Interpreter when the call is completed.

WHEN RECEIVING A CALL:

1. Use Conference Hold to place the Limited English speaker on hold
2. Follow Steps 1 through 4 as outlined above

IMPORTANT TIPS:

UNKNOWN LANGUAGE - If you do not know which language to request, our representative will help you.

LINE QUALITY PROBLEMS - If you have problems before reaching a representative, press “0” to be transferred to a representative. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality.

WORKING WITH AN INTERPRETER - Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALL - Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

INTERPRETER IDENTIFICATION - Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

ON-SITE & VIDEO INTERPRETATION - We also provide interpreter services on-site and through video platforms. For more information please email info@volatia.com.

CUSTOMER SERVICE - To provide feedback, commend an Interpreter, or report any service concerns, please call Customer Service at 1-877-VOLATIA (865-2842) or email customerservice@volatia.com.

LANGUAGE	LANGUAGE ID
Afrikaans	1
Akan	2
Albanian	3
Amharic	5
Arabic	6
Armenian	7
Adele (Gidire)	8
Assyrian	9
Azerbaijani	10
Azeri	11
Bajuni	12
Bambara	13
Basque	14
Tonga (Chitonga)	15
Belarusian (Belorussian)	16
Bengali	17
Berber	18
Bosnian	19
Bulgarian	20
Burmese	21
Otomi	22
Cantonese	23
Catalan	24
Chaldean	25
Chamorro	26
Teochew (Chaochow)	27
Chavacano (Chabacano)	28
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Facility	Access Code
Sheriff's Department (Police)	229202
Gladstone Volunteer Fire and Rescue	229203
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Lovingston Volunteer Fire Department	229205
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Piney River Auxiliary	229207
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Rockfish River Volunteer, Rescue, & Auxiliary	229209
Roseland Rescue Squad	229210
Wintergreen Station 1 – Mountain Village	229211
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