

Affordable Line Services

Revised February 2015



Ohio Association of Foodbanks has partnered with Affordable Language Line Services to provide language interpretation services for clients.

To assist your clients needing language interpretation assistance, follow the instructions below.

1. Call: 866-350-2971

2. Password: 4394

3. When they ask for the phone number use: 614-221-4336.

4. Say your last name and then provide the correct spelling of your last name.

5. State the language for which you need interpretation.

If you do not know what language clients are speaking, you can access "I speak Cards" at www.lep.gov/ISpeakCards2004.pdf. The cards list languages of the world written in native script with an English translation. Clients simply point to the language they speak.

6. You will then be connected with an interpreter.

Speak to the customer in the first person DIRECTLY.

Give the interpreter specific questions to relay.

There will always be pauses while the interpreter repeats each statement in the respective language.

7. When you are finished simply thank the interpreter and disconnect the call.

**Mid-Ohio Foodbank
Agency & Program Services Department
3960 Brookham Drive
Grove City, OH 43123
tel +1.614.274.7770
fax +1.614.317.9708**