



City-Wide Interpretation Service

Provided by:
Language Services Associates

1. **Determine the preferred language** of the Limited English Speaker (LES)

2. **Dial 866-462-8641** to connect to an interpreter

3. **Use the following Language Codes:**

Press **1** for **Spanish**

Press **2** for **Mandarin**

Press **3** for **Cantonese**

Press **4** for **Arabic**

Press **5** for **Vietnamese**

Press **6** for **Haitian Creole**

Press **7** for **Russian**

Press **8** for **French**

Press **9** for **All Other Languages**

4. Please provide the information requested:

Your Agency

Your Name

5. Upon completion of the call, simply hang up.



Falo!
说 Habló!
말합니다

iSpeakATL Best Practices

Be Welcoming

Smile, be happy to serve and be patient

Communicate

Speak in the first person and speak directly to the Limited English Speaker

Provide Interpretation and Translation

Interpreter will communicate everything you say but will not give you their opinion

Be Prepared

Make a note of the language needed in the Limited English Speaker's file for next time

Simplify Access

Speak clearly, in plain English, avoid jargons and abbreviations

We appreciate your cooperation and encourage you to contact ispeakatl@atlantaga.gov or 404.831.0149 with any questions you may have.

www.welcomingatlanta.com



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