

OVER-THE-PHONE INTERPRETER SERVICES: **DESK AID**

ACCESS AN OVER-THE-PHONE INTERPRETATION
SERVICES IN JUST THREE EASY STEPS!

STEP 1

Dial 1-800-231-0288

STEP 2

Indicate the language you need.

STEP 3

Provide your school's **6-digit District
Borough Number (DBN):**

1. Two-digit District Number = **75**
2. Borough Letter (Q): **7**
3. 3-digit School number: **811**

75Q811 would be 757811

TIPS

1. Brief the Interpreter on what needs to be done
2. Speak directly to the parent / guardian and in a natural (not loud) voice
3. Avoid technical terms / jargon and personal conversations
4. Everything you say will be interpreted
5. If reading a script, go slowly for the interpreter to repeat it all
6. Ask if the parent / guardian understands
7. Do not ask interpreters for their personal opinion about issues discussed
8. Understand interpreters may ask to clarify a point or issue for cultural reasons
9. Initiate the closing of the call - the interpreter will be the last to hang up

PLEASE NOTE:

THESE INSTRUCTIONS ARE FOR DOE SCHOOL-BASED PERSONNEL ONLY
AND MAY NOT BE SHARED WITH PARENTS OR THE GENERAL PUBLIC

For any questions, contact the Translation & Interpretation Unit at (718) 752-7373 or at
Translations@schools.nyc.gov.