

Mitel Ignite System and Language Line

Version control:

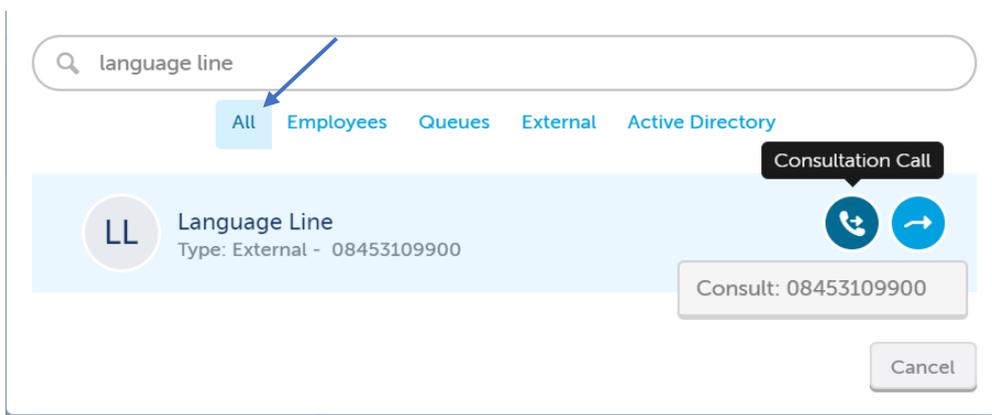
Version	Date	Change(s)	By
1	30/07/2020	Initial release	PK
1.1	20/08/2020	Document Format	NJ
1.2	20/11/2020	Wording revised	PW
1.3	28/06/2021	Guidance on searching for 'Language Line' has been updated. Deleted advice to the translator about the call being recorded before connecting to a three-way call, added a script to read out when on a conference call with a translator and a caller.	PK

Once you receive a call from a service user and it becomes apparent that a translator is required, you can call Language Line to translate for you using the steps below:

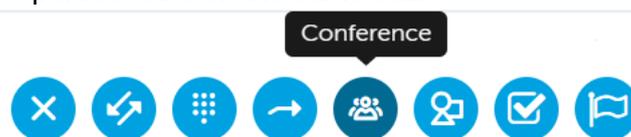
- Ask which language the service user speaks so you can try to get a translator on the line
- Ask the service user to wait on the line whilst you contact Language Line. The call details should be on your screen, if you cannot see them click on 'Inbox' in the main menu on the left of your screen, they should appear then click on the call. You should now see a selection of buttons as on the picture below. Click 'Transfer' button



- Next, search for Language Line: when searching, make sure the 'All' tab under the search bar is highlighted. When the Language Line will come up in your search, choose 'Consultation call'. This will allow you to speak to the service, while the Service User is still on hold.



- When you connect to the service press 1 on your phone twice in succession. You will now be connected with a Language Line operator. The Language Line operator will ask you for:
 - ID Code **412349**
 - Organisation name (and department where appropriate) – BRC COVID-19 response
 - Your initial and surname
 - The language you require*
 - Your client's location, i.e. with you on the phone
- Stay on the line while the operator connects you to a trained interpreter (about 30 seconds).
- The interpreter will provide you with their ID code – make a note of it in your case notes. Introduce yourself and brief the interpreter
 - Explaining where you are calling from (i.e. BRC Covid-19 Support Line)
 - Advise them what phone you are using, e.g. landline / mobile (if asked)
- Take the service user off hold by clicking on 'Conference' button in Mitel. This will allow all three parties to be on the same call.



- You might hear a loud beep – this is to notify you that third person joined the call.
- Once you are on a call with a translator and the caller, please read out this script: *'All calls are recorded for training and monitoring purposes. Calls to this number are confidential and unless there is a potential risk to you or others, or where we are required to by law, your personal data will not be shared without your consent.'*
- Start the conversation as you normally would with a Service User. Make sure your questions are clear for everyone. Remember to give interpreter time to translate your questions and the caller's answers.
- Let the service user and the interpreter know when you have finished and end the call as normal.