

QUICK REFERENCE GUIDE

AgeOptions Funded TeleInterpreter Service

Keep this Quick Reference Guide nearby for easy reference to effectively utilize Teleinterpreters.

INSTRUCTIONS:

1. Place the client on hold.
2. Dial: **1-800-822-5552**
3. Enter on the telephone keypad or provide the representative with your Access Code:
 - **1 1 7 1 5**
 - Provide your: **Location Code** (see below)
An Interpreter will be connected to the call.
4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
5. Add the client to the line.
6. Say “end of call” to the Interpreter when the call is completed.
If you are asked for a 6 Digit Client ID please provide the following: **861500**

IMPORTANT INFORMATION

- Do NOT use the conference call feature of the translation service. It costs more than \$6 each time this option is used. Agencies will be asked to cover the costs if an employee uses this feature.
- If a call will require more than 20 minutes of time, you must e-mail Karen Abee immediately after the call at karen.abee@ageoptions.org indicating the date and time of the call, language requested, and which program is using the service. If you do not do this, your agency will be billed for time spent over the 20 minute limit.

LOCATION CODES

AgeOptions:	111	Palatine Township:	888
Aging Care Connections:	222	PLOWS Council on Aging:	999
Catholic Charities NW:	333	Solutions for Care:	1010
Kenneth Young Center:	444	Catholic Charities SSSS:	1111
Metropolitan Family Services:	555	Stickney Office on Aging:	1212
North Shore Senior Center:	666	West Suburban Senior Services:	1313
Oak Park Township:	777	Other agencies*:	1414

*Agencies using location code 1414 must email Karen Abee for all calls made, regardless of call length