

Interpreters and Using Language Link

When to use?

- A participant asks for an interpreter. *In many cases a participant will call and immediately ask for an interpreter in the language they speak.*
- If interpreter is documented on the Family Demographics screen in Cascades.
- Bilingual staff aren't available.

How to determine language needed?

- When a language other than English is documented in Cascades for the participant.
- When in person use the [I Speak Statement](#) document.
- When the participant indicates they need an interpreter and the language needed.

How to access the Language Link?

- Each clinic has a Language Link Account number. Please ask your clinic coordinator for your clinic's account number.
 - Contact Policy Support or Cascades Support, if your clinic coordinator is unavailable (*see Additional Resources below*).
- Interpreter services are available 24 hours, seven days a week.

How to Request Interpretation Services with CTS Language Link



Step 1: Call 877-650-8027

Step 2: Give the operator your clinic account number **(#)**

Step 3: Tell operator which Language you need **(Language)**

Step 4: Give the operator your **(First Name)**

Your role – when using an interpreter:

- Speak in first person, talk to the interpreter like you are talking to the participant.
 - *For Example, say, “Can you please spell your last name?” and **not** “Can you ask them how to spell their last name?”.*
- Introduce yourself and explain why you’re calling.
- Pause after 1-2 sentences to allow the interpreter to interpret and provide the participants response.

The interpreter’s role:

- They **will** introduce themselves and share their ID number.
- They **will** relay the conversation.
- They *will not* have a side conversation with you or the participant.
- They *will not* discuss anything unrelated to the conversation.

Additional Resources

- [I Speak Statements](#) document
- Volume 1, [Chapter 11 - Assessment](#), see Use of Interpreter policy.
- Reach out to your clinic coordinator for your clinic account number.
- Policy Support phone – 1-800-841-1410, ext. 3, then 1 or email at wicpolicysupport@doh.wa.gov
- Cascades Support phone - 1-800-841-1410, ext. 3, then 2 or email at cascades.support@doh.wa.gov

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To request this document in another format, call 1-800-841-1410.

Deaf or hard of hearing customers, please call 711 (Washington Relay) or email
WIC@doh.wa.gov.

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