

State of New York
Supreme Court, Appellate Division
Third Judicial Department
Office of Attorneys for Children
286 Washington Avenue Extension
Suite 202
Albany, NY 12203

Robert D. Mayberger
Clerk of the Court

(518) 471-4825
Fax: (518) 471-4757
<http://www.nycourts.gov/ad3/oac>
ad3oac@nycourts.gov

John W. Kraigenow
Director

MEMO

To: AFC Panel Members
From: John W. Kraigenow
Re: Language Line Interpreter Service
Date: January, 2023

In an effort to address the need for language access, the court system has a contract account with New York State vendor, Language Line Services, Inc., to provide telephonic interpretation services to AFCs for **out-of-court communications**. If you need interpreter services for proceedings in court, you should notify the court as soon as possible.

Prior to engaging the services of Language Line, a court order is required to authorize such services. A sample order may be found on our web page at:
<http://www.nycourts.gov/ad3/OAC/AdministrativeForms.html>
Once the judge has signed the order, please email it to our office at ad3oac@nycourts.gov with a request for the Client ID and we will provide that to you.

Below are reference materials to assist you with accessing this service:
Quick Reference Guide, which provides step by step instructions
Partnering with an Interpreter
Language ID Guide

If you have any questions, please feel free to contact our office.

Appellate Division 3rd Department

TO ACCESS AN INTERPRETER

1. DIAL: **1-866-874-3972**

2. ENTER CLIENT ID:

Contact Office of Attorneys for Children at
ad3oac@nycourts.gov

3. INDICATE LANGUAGE:

1 - FOR SPANISH

2 - FOR ALL OTHERS AND CLEARLY STATE THE LANGUAGE

0 - IF YOU DON'T KNOW THE LANGUAGE YOU NEED

BEST PRACTICES FOR DOCUMENTATION:

- **Document** the Preferred Language
- **Document** professional language services offered & client's response
- **Document** the linguist name & number
- **Document** the client's understanding using a "Teach Back" method

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-WAY CALL – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

LANGUAGELINE DUAL HANDSET PHONE – If you have a LanguageLine Dual handset phone, lift the handset and press the pre-programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

CUSTOMER SERVICE – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.

Partnering with Your LanguageLine Solutions® Interpreter to Ensure Effective Communication

1

STARTING THE SESSION

- Allow the interpreter to start the session by giving you their name and Interpreter ID. Document this information for reference.
- Introduce yourself to the interpreter.
- Brief the interpreter and state the goal of the session and provide any specific instructions.
- Introduce yourself and the interpreter to the limited English proficient, Deaf, or Hard-of-Hearing individual.

2

DURING THE SESSION

- Address the limited English proficient, Deaf, or Hard-of-Hearing individual, not the interpreter. The interpreter will be your voice. Keep in mind that everything stated will be interpreted.
- State information in short, concise sentences. When stating complicated or detailed information, speak at a slow pace and pause often. This allows the interpreter to note, retain, and relay the information. The interpreter may sometimes ask for repetitions or clarification.
- Avoid technical jargon and try to explain specialized terms or concepts.
- Avoid interrupting the interpreter or talking at the same time.
- Do not ask interpreters for their opinion.

3

ENDING THE SESSION

- Ask the limited English proficient, Deaf or Hard-of-Hearing individual if they understood, or if they have any questions or concerns.
- Allow the interpreter to interpret everything before ending the session.

FOR MORE INFORMATION

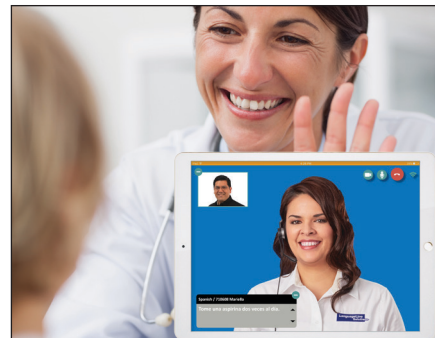
www.LanguageLine.com / 1-800-752-6096



Onsite Interpreters



Phone Interpreters



Video Interpreters

Europe	
Albanian Tregoni me gisht gjuhën tuaj. Do të thërrasim një përkthyes. Përkthyesi ofrohet falas për ju.	Shqip 🗣️
Armenian Նշեք, թե որ լեզվով եք խոսում: Թարգմանիչ կկանչենք: Թարգմանիչ ծառայությունները սրամատերով են առկա:	Հայերեն 🗣️
Basque Zure hizkuntza aukeratu. Jarraian interprete bati deituko diogu. Zerbitzu hau doakoa da.	Euskara 🗣️
Bosnian Pokažite svoj jezik. Pozvat ćemo tumača. Uslugu tumača su besplatne za vas.	Bosanski 🗣️
Bulgarian Посочете вашия език. Ще бъде извикан преводач. Преводачът е осигурен безплатно за вас.	Български 🗣️
Croatian Pokažite svoj jezik. Prevoditelj će biti pozvan. Prevoditelj/a ćete dobiti besplatno.	Hrvatski 🗣️
Czech Ukažte na váš jazyk. Bude zavlán tlumočník. Tlumočení je pro vás bezplatné.	Čeština 🗣️
Danish Peg på dit sprog. En tolk vil blive tilkaldt. Tolken tilbydes uden omkostninger for dig.	Dansk 🗣️
Dutch Wijs uw taal aan. Er zal contact worden opgenomen met een tolk. De service van de tolk is geheel gratis.	Nederlands 🗣️
Estonian Osutage oma keelel. Vastava tõlgiga võetakse ühendust. Tõlketeenus on teie jaoks tasuta.	Eesti keel 🗣️
Finnish Osoita maasi kieltä. Kutsomme tulkin paikalle. Tulkin käyttö on sinulle ilmaista.	Suomi 🗣️
French Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	Français 🗣️
German Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird angefordert. Der Dolmetscher ist für Sie kostenlos.	Deutsch 🗣️
Greek Δείξτε τη γλώσσα σας και θα καλέσουμε ένα διερμηνέα. Ο διερμηνέας σας παρέχεται δωρεάν.	Ελληνικά 🗣️
Hungarian Válassza ki a nyelvet. Tolmácsot fogunk hívni. A tolmács az Ön számára díjtalan.	Magyar 🗣️

Europe - continued	
Icelandic Bentu á þitt tungumál. Það verður hringt í túlk. Túlkurinn er þér að kostnaðarlausu.	Íslenska 🗣️
Italian Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	Italiano 🗣️
Lithuanian Nurodykite savo kalbą. Bus pakviestas vertėjas. Vertėjas jums bus suteiktas nemokamai.	Lietuvių 🗣️
Macedonian Покажете на јазикот на кој зборувате. Ќе повикаме преведувач. Услугите на преведувачот се бесплатни.	Македонски 🗣️
Norwegian Pek på språket dit. En tolk vil bli tilkalt. Tolken tilbys kostnadsfritt for deg.	Norsk 🗣️
Polish Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.	Polski 🗣️
Portuguese Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.	Português 🗣️
Romanian Indicați limba pe care o vorbiți. Vi se va face legătura cu un interpret caare vă este asigurat gratuit.	Română 🗣️
Russian Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.	Русский 🗣️
Serbian Покажите свој језик. Превођилац ће бити позван. Превођилац је за вас обезбеђен бесплатно.	Српски 🗣️
Slovak Ukažte na svoj jazyk. Zavoláme tlmočníka. Tlmočenie je pre vás bezplatné.	Slovenčina 🗣️
Spanish Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.	Español 🗣️
Swedish Peka på ditt språk. En tolk kommer att tillkallas. Tolken erbjuds utan kostnad för dig.	Svenska 🗣️
Ukrainian Вкажіть вашу мову. Вам викличуть перекладача. Послуги перекладача надаються безкоштовно.	Українська 🗣️
Yiddish ווייזט אן אויף אייער שפראך און מען וועט רופן אן איבערזעצער. איר דארפט גארניט באצאלן פאר דער איבערזעצונג.	יידיש 🗣️

Pacific Islands	
Fijian Dusia na nomu vosa. Ni na Vakaraotaki mai e dua na dau vakadewa vosa. Na dau vakadewa vosa e sega ni saumi.	Vosa Vakaviti 🗣️
Ilocano Itudo yo ti sao yo. Ag awag da ti maysa nga mangipatpatarus nga tumulong kadakayo nga awan ti bayad na.	Ilokano 🗣️
Indonesian Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.	Bahasa Indonesia 🗣️
Malay Tunjukkan bahasa anda. Jurubahasa akan dihubungi. Jurubahasa akan disediakan tanpa anda dikenakan bayaran.	Bahasa Melayu 🗣️
Marshallese Kelet kajin eo am. Im renaaj kúr juón am Ri-Ukok. Ri-Ukok eo enaaj jibañ eok ilo ejjelok wóneen.	Kajin Majól 🗣️
Samoan Fa'asino lau gagana. Ole a vala'au se fa'amatala'upu. Ua saunia se fa'amatala'upu e aunoa ma se tau e te tologiina.	Fa'asamoa 🗣️
Tagalog Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.	Tagalog 🗣️
Tongan Tuhu' I mai ho`o lea fakafonua. `E ui ha fakatonulea. `Oki ta`etotongi kia `a e fakatonulea.	Lea Faka-Tonga 🗣️

North America, South America, and Caribbean	
French Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	Français 🗣️
Haitian Creole Lonje dwèt ou sou lang ou pale a epi nap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.	Kreyòl 🗣️
Navajo Nizaad biká'ígíí bich'í' dah diilnííh. Ata' halne' é la' hágo bi' d'í' dooniiit. Ata' halne' é éí doo haida yit' éego bik' é ní' diilííéé da. T'áájiik' e ná ata' hodoolnih.	Diné k'ehjí 🗣️
Portuguese Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.	Português 🗣️
Spanish Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.	Español 🗣️



Language Identification Card

As a LanguageLine Solutions client you have access to over-the-phone interpretation 24 hours a day, 7 days a week. Use this Language Identification Card in a face-to-face situation to determine which language a person speaks. The Language ID Card lists the languages most frequently encountered in North America, grouped by the geographical region where they are commonly spoken.

- To use the Language ID Card efficiently, locate the geographical region where you believe the speaker may be from. (Pacific Islands, Europe, etc.)
- Show the person the languages listed for that region. The message underneath each language says: “Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.”

English	English 🗣️
Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.	

- Refer to your Quick Reference Guide (QRG) to access an interpreter through LanguageLine Solutions. In most cases, an interpreter is available within seconds.
- If you are unable to identify the language, our representative will help you.

Please note: LanguageLine Solutions interprets from English into more than 200 languages. Only the most requested languages are listed here. This list is subject to change based upon client demand.

From North America call **1800 752-6096** for more information about our service.



India, Pakistan, and Southwest Asia	
Bengali <p>আপনার ভাষার দিকে নির্দেশ করল্ন। একজন দোভাষীকে ডাকা হবে। দোভাষী আপনি নিখরচায় পাবেন।</p>	বাংলা 👉
Gujarati <p>તમારી ભાષાનો ઉલ્લેખ કરે. દુભાષિયાને બોલાવી શકાશે. દોભાષિયાને બોલવવામાં તમારે ખર્ચ આપવો નહિ પડે</p>	ગુજરાતી 👉
Hindi <p>अपनी भाषा को इंगित करें। जिसके अनुसार आपको लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।</p>	हिंदी 👉
Malayalam <p>നിങ്ങളുടെ ഭാഷയിലേക്ക് ചുണ്ടുക. ഒരു വ്യാഖ്യാതാവിന്റെ സേവനം ലഭ്യമാക്കും. ഈ വ്യാഖ്യാതാവിന്റെ സേവനം നിങ്ങൾക്ക് സൗജന്യമായാണ് നൽകുന്നത്.</p>	മലയാളം 👉
Nepali <p>आफ्नो भाषातर्फ आँल्याउनुहोस्। एक दोभाषेलाई बोलाइनेछ। तपाईंको विना कुनै खर्चको, एकजना दोभाषे उपलब्ध गराइनेछ।</p>	नेपाली 👉
Punjabi <p>ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਬਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਬਾਸ਼ੀਆ ਦੀ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।</p>	ਪੰਜਾਬੀ 👉
Sinhalese <p>ඔබේ භෂම පෙන්නන්න. භෂ පරිවර්තකයෙකු කැඳවෙනු ඇත. භෂ පරිවර්තකය ඔබ වෙත නෙමිලේ සැපයෙනු ඇත.</p>	සිංහල 👉
Tamil <p>உங்கள் மொழியைச் சுட்டிக்காட்டுங்கள். மொழிபெயர்ப்பாளர் ஒருவர் அழைக்கப்படுவார். மொழிபெயர்ப்பாளருக்காக நீங்கள் செலவு செய்யத்தேவையில்லை.</p>	தமிழ் 👉
Telugu <p>మీ భాషను గుర్తించండి. మీ భాషనువారకులను పిలువబడును. మీకు ఎటువంటి ఖర్చు లేకుండా భాషనువారకులను సమకూర్చబడును.</p>	తెలుగు 👉
Urdu <p>اپنی زبان پر اشارہ کریں۔ ایک ترجمان کو بلاجائے گا۔ ترجمان کا انتظام آپ پر بغیر کسی خرچ کے کیا جائے گا۔</p>	اُردو 👉

Africa

Acholi <p>Siem thok ma iyae. Ja loko ibiro luongi. Jaloko no ochiuni ma onge chudo.</p>	Acoli 👉
Amharic <p>ቋንቋዎትን ያመልክቱ። አስተርጓሚ ይጠራል። አስተርጓሚው በነጻ ይቀርብልዎሊታል።</p>	አማርኛ 👉
Arabic <p>أشتر إلى لغتكم. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.</p>	عربي 👉

Africa - continued

Dinka <p>Weet ten thoungdie. Raan weetgeryc a col. Agerwelyic ku a cin aroop biyik yen.</p>	Thok monyjang 👉
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French <p>Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.</p>	Français 👉
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Hausa <p>Nuna zuwa ga yarenka. Za a kira tafinta. An samar maka da tafintan ne ba tare da sai an biya kuɗi ba.</p>	Hausa 👉
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Italian <p>Indicare la propia lingua. Un interprete sarà chiamato. Il servizio è gratuito.</p>	Italiano 👉
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Nuer <p>Ku tilmään luqäddäädä. Turjubään äyää looyëëri-doonää. Turjubäänkä läguḡu yëëräyo wää bilääsh.</p>	Mägäcä luqäddä 👉
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Oromo <p>Gara afaan keetti eeri. Turjumaanni ni waamama. Turjumaanni beesee takka malee siif qophaawa.</p>	Oromo 👉
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Portuguese <p>Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.</p>	Português 👉
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Portuguese Creole <p>Nho pontá pa lingu qui nho ta papiá. No ta arranja um interprete pa nho. No ta rranja um interprete e nho ca ta pagá nada pa el.</p>	Crioulo Portugues 👉
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Somali <p>Farta ku fiiqluqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.</p>	Af-Soomaali 👉
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Swahili <p>Onyeshā lugha yako. Mkalimani ataitwa. Utapewa mkalimani bila gharama yoyote.</p>	Kiswahili 👉
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Tigrinya <p>ቋንቋኹም አመልክቱ። አተርጓሚ ከጽዋላ ይኸክል እዩ። ንአተርጓሚ ኢትክፍልዎ ዝኾነ ክፍሊት የለን።</p>	ትግርኛ 👉
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Wolof <p>Taannal sa lakk ngir fiou bolela ak kou degg sa lakk mou dimbeuli leu. Ndimbeul bi do ci fey dara.</p>	Wolof 👉
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Yoruba <p>Tọka sí èdè rẹ. A ó pe ògbùfọ̀ kan. Ọ̀fẹ́ ní a ó pe ògbùfọ̀ yìí fún ọ.</p>	Yorubá 👉
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LanguageLine Solutions logo

LanguageLine Solutions also offers Document Translation

For more information contact us:
Phone: 1 888 763-3364 • Fax: 1 800 648-0170
E-mail: translation@languageline.com
Web: www.LanguageLine.com

Middle East	
Arabic <p>أشتر إلى لغتكم. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.</p>	عربي 👉
Armenian <p>Նշեք, թե որ լեզուով եք խոսում: Թարգմանիչ կկանչենք: Թարգմանիչ ծառայությունները սրբանադրվում են անվճար:</p>	Հայերէն 👉
Azerbaijani <p>Danişdığınız dili bildirin. Sizin üçün tərcüməçi dəvət olunacaq.Tərcümə xidməti üçün ödəniş tələb olunmur.</p>	Azərbaycan dili 👉
Dari <p>زبان مورد نظر را نشانی کنید. یک ترجمان فراخوانده خواهد شد. این برای شما کدام هزینه در پی نخواهد داشت.</p>	داری 👉
Farsi <p>زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.</p>	فارسی 👉
Hebrew <p>הצבע לעבר השפה שלך, ואנחנו נתקשר למתרגמן. שירותו של המתרגמן ניתן ללא תשלום.</p>	עברית 👉
Kurdish <p>نماژه به زمانهکمتان. وەرگیرێک بانگ دهکرێت. بۆ نامادهکردنی وەرگیر ههچ پارهیەک له تو وەرناگیردریئت.</p>	کوردی 👉
Pashto <p>خپلې ژبې ته اشاره وکړئ. یو ژباړونکی به راوبلل شي. ستاسو له پاره د ژباړونکي انتظام په وړیا توگه کېږي.</p>	پښتو 👉
Turkish <p>Konuştduğunuz dili gösterin. Sizin için bir çevirmen aranacaktır. Bu çevirmen size ücretsiz sağlanır.</p>	Türkçe 👉

Asia

China <p>請指認您的語言，以便為您提供免費的口譯服務。</p>	請指认您的语言，以便為您提供免费的口译服务。	
Cantonese <p>廣東話</p>	广东话	👉
Chaochow <p>潮州話</p>	潮州话	👉
Fukienese <p>福建話</p>	福建话	👉
Mandarin <p>國語</p>	普通话	👉
Shanghai <p>上海話</p>	上海话	👉
Taiwanese <p>台灣話</p>	台湾话	👉
Toishanese <p>台山話</p>	台山话	👉

Asia- continued	
Burmese <p>သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ခေါ်ပေးပါမည်။ သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမည်။</p>	မြန်မာ 👉
Hmong <p>Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.</p>	Hmoob 👉
Indonesian <p>Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.</p>	Bahasa Indonesia 👉
Japanese <p>あなたの話す言語を指してください。無料で通訳サービスを提供します。</p>	日本語 👉
Karen <p>နန့်လိဆုန့ိုဝ်.တၢ်ကတိးဂ့ုတ့ိုဝ်ထံတၢ်.တၢ်ဟ့ုဂ့ုတ့ိုဝ်ထံတၢ်လတဆိဂ်ဒီးဆဂ့ုဆကလံာ်တၢ်.</p>	ကညီကိုဝ် 👉
Khmer (Cambodian) <p>សូមចម្លែងភាសាអ្នក។ បើមិនហៅអ្នកបកប្រែភាសាមកជូន។ អ្នកបកប្រែភាសាមិនជួយអ្នកដោយមិនគិតថ្លៃ។</p>	ខ្មែរ (កម្ពុជា) 👉
Korean <p>귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.</p>	한국어 👉
Laotian <p>ຂູ້້ປອກພາສາທີ່ເຈົ້າເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້. ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍແປພາສາ.</p>	ພາສາລາວ 👉
Malay <p>Tunjukkan bahasa anda. Jurubahasa akan dihubungi. Jurubahasa akan disediakan tanpa anda dikenakan bayaran.</p>	Bahasa Melayu 👉
Mien <p>Nuqy longc meih nyei waac fngx. Ninh mbuo porv waac mienh oix zuqc heuc daaih lorx meih. Ninh mbuo porv waac mienh tengx nyei jiauv louc yaac baeqc thenx maiv zuqc cuotv zinh nyaahn faan-liuc.</p>	Mien 👉
Mongolian <p>Танай хэлээ заа. Орчуулагч дуудагдана. Орчуулагчийн тусламж танд үнэгүй байх болно.</p>	Монгол 👉
Thai <p>ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาลำมาให้ท่าน การใช้สามไม้ต้องเสียค่าใช้จ่าย</p>	ไทย 👉
Vietnamese <p>Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.</p>	Tiếng Việt 👉