

## **Interpretation Services Available to NDOR Employees**

Suppose you are on the phone trying to help an individual seeking assistance, but they are speaking in an unfamiliar language. Or someone walks into your office and language is a barrier to communicating. Or you walk into the home or business of a non-English speaking person. What can you do? The Language Line Service was developed with these types of scenarios in mind.

Available since 1992, the Language Line Service is offered through the Department of Administrative Services' Division of Communications. For a fee, charged to the division or district requesting the service, the Language Line Identification Service provides choices grouped by regions of the world with 140 languages available. The Language Identification Card lists 94 of the most commonly requested languages.

For additional information about the Language Line Service and to obtain Language Identification Cards, contact NDOR's Communication Office at 479-4512 or the Transportation Resources Librarian at 479-4316.