

OVER-THE-PHONE INTERPRETER SERVICES: DESK AID

STEP 1

Dial 1-800-231-0288

STEP 2

Indicate the language you need.

STEP 3

Provide your school's **6-digit District Borough Number (DBN)**:

1. Start with your two-digit District Number (i.e. 01-32 or 75)
2. For borough letter:
 - Brooklyn (K) = 5
 - Manhattan (M) = 6
 - Queens (Q) = 7
 - Staten Island (R) = 8
 - Bronx (X) = 9
2. End with your 3-digit School number: (i.e. 028)

10~~X~~023 would be 109023

TIPS

1. Brief the Interpreter on what needs to be done
2. Speak directly to the parent / guardian and in a natural (not loud) voice
3. Avoid technical terms / jargon and personal conversations
4. Everything you say will be interpreted
5. If reading a script, go slowly for the interpreter to repeat it all
6. Ask if the parent / guardian understands
7. Do not ask interpreters for their personal opinion about issues discussed
8. Understand interpreters may ask to clarify a point or issue for cultural reasons
9. Initiate the closing of the call - the interpreter will be the last to hang up

PLEASE NOTE:

THESE INSTRUCTIONS ARE FOR SCHOOL-BASED PERSONNEL ONLY AND MAY NOT BE SHARED WITH PARENTS OR THE GENERAL PUBLIC

For any questions, contact the NYC DOE Translation & Interpretation unit at (718) 752-7373