

*In response to Christ's love,  
Lutheran Social Services  
serves and cares for  
people in need.*

# LanguageBank

 A Program of Lutheran Social Services

*A professional interpretation service designed to  
meet the needs of professionals...*

Lutheran Social Services (LSS) is a social ministry organization of the Lutheran church that has been serving people in need in New England since 1872, regardless of their background or belief. LSS administers 65 programs throughout New England, serving more than 5,000 people every day.

LanguageBank Spoken Language Interpretation Services is part of a suite of services that also includes LanguageBank Sign Language Interpretation Services and LanguageBank Translation Services.

To learn more see [www.thelanguagebank.org](http://www.thelanguagebank.org) or contact us at:

**In Maine:** 207-347-3042

**In Massachusetts:** 508-459-7822

**In New Hampshire:** 603-410-6183

**In Vermont:** 802-652-1148

Toll free (all locations): 800-244-8119

E-mail: [info@thelanguagebank.org](mailto:info@thelanguagebank.org)

On call: 24-hour answering service

## LSS LanguageBank



A Program of Lutheran Social Services



- **Physicians, Dentists, and other Medical Personnel**
- **Law Enforcement Officials**
- **Attorneys and Court Officials**
- **Public School Administrators and Teachers**
- **Public Health Workers**
- **Social Service Workers**
- **Other Public Officials**
- **Employers**
- **Business Communicators (seminars, conferences, job fairs, etc.)**

## Spoken Language Interpretation Services



# Understand... and be understood.



LanguageBank Spoken Language Interpretation Services is a high quality, face-to-face interpretation service that works with a wide range of New England professionals and the people they serve, who have limited English proficiency.

LanguageBank interpreters are prepared to assist both parties to not only understand the meaning of words in the other's language, but also understand the meaning of critical concepts in each other's culture.

## Why LanguageBank?

- **Professional:** LanguageBank interpreters are trained professionals. Their training includes professional standards of practice, triadic communication, medical and/or legal terminology, and interpretation techniques.

- **Individualized:** LanguageBank makes every effort to match an interpreter with both the client's and facility's needs and preferences. Whenever possible, the same interpreter is made available to assist with ongoing services.
- **Convenient:** LanguageBank saves you time and money by increasing your efficiency. One call is all it takes. When you call, we identify and send the most appropriate interpreter available to meet your needs, notify the client/consumer of the appointment in their own language, *and send one consolidated bill to your facility.*

## Services

LanguageBank services are available when and where you and your clients need them.

- **In person services:** The LanguageBank interpreter can meet with you and your client at your convenience. Routine (non-emergency) services should be scheduled 48 hours ahead of time, during our regular office hours (8:30 a.m.–5:00 p.m., Monday–Friday).
- **Telephone services:** LanguageBank also offers interpretation over the phone 24 hours a day, seven days a week. Telephone services are available in a greater range of languages and dialects than face-to-face interpretation.
- **Emergency services:** LanguageBank is available to New Hampshire professionals 24 hours a day, seven days a week, and we will make every effort to meet your needs in an emergency.

- **Ongoing services:** For some LanguageBank customers, ongoing interpretation services are necessary to meet the needs of your client(s) over several weeks or months. We make every effort to provide the same interpreter to you and your client throughout the process or procedure involved. Also see “Package Services” (below).

## Getting Started

If you wish to explore the benefits of LanguageBank Spoken Language Interpretation Services further, and/or have an immediate need for interpretation services, please call us today. You can also visit our website: [www.thelanguagebank.org](http://www.thelanguagebank.org).

**Languages:** LanguageBank can provide trained professional interpreters in over 60 languages and dialects. Additional languages are being added as needed. Call or visit our website for our current list.

**Rates:** Our rates are competitive with other interpretation services. Contact us for our current rates.

**Package services:** This option provides significant cost savings over our fee-for-service rates for organizations with ongoing needs. Please contact us to discuss our package options. We can also show you how LanguageBank services are cost competitive with phone interpretation services.

## It's the law

All organizations and agencies that receive federal funding—either directly or indirectly—must comply with Title VI of the Civil Rights Act of 1964. As part of Title VI requirements, services provided by an organization receiving federal funds must not discriminate based on national origin. This means that “meaningful access” must be provided to all federally funded services.

We will be happy to meet with you to discuss how to most efficiently and cost-effectively comply with this legislation.

