



HOW TO ACCESS OUR SERVICES

911 Interpreters Inc. is pleased to provide Over the Phone Interpreting services to the staff members of the West Virginia Health and Human Resources Department.

Here are the steps to access our services:

For Over the Phone Interpreting services:

When receiving a call:

- Use Conference Hold to place the non-English speaker on hold
- Dial the dedicated toll-free number 1-855-670-2500 (a)
- Provide our agent with your access code
- Provide our agent with the language required
- Our agent will connect you to a qualified interpreter within seconds
- Add the non-English speaker to the line

When placing a call to a non-English speaker:

- Dial the dedicated toll-free number 1-855-670-2500
- Provide our agent with your access code
- Provide our agent with the language required
- Our agent will connect you to a qualified interpreter within seconds

911 Interpreters' Agent can add as many parties to the call as needed.

Access Code: **Contact your site administrator/director or helpdesk for the access code.**

(a) Please note that the dedicated number is for immediate Over the Phone Interpreting services only. No other service or information is provided through this line.

In case of a failure or technical problem with our main line, 911 Interpreters continues to provide the services, without interruption, through our back up line 1-888-856-3766.

All our services are available 24 hours/day, 7 days/week and 365 day per year.

We will be happy to respond to any questions or inquiries by email at liliana@911interpreters.com or info@911interpreters.com, as well as through our office number 1-866-810-0911.

See the complete list of languages for all our services.

9 1 1 interpreters



Languages:

Adari	Chiu Chow	Hareri	Latvian	Pashto Pakistani	Syrian Arabic
Afghani	Cree Creole	Hausa	Ligala	Pangasinan	Tagalog
Afrikaans	Croatian	Hebrew	Lithuanian	Patois	Taiwanese
Akan	Czech	Hindi	Luganda	Persian	Tamil
Albanian	Danish	Hmong	Luxembourgish	Pilipino	Telugu
Algoma	Dari	Hoi Ping	Maay Maay	Polish	Thai
Amharic	Dinka	Hungarian	Macedonian	Portuguese Brazilian	Tibetan
Arabic	Dutch	Ibo	Malay	Portuguese	Tigre
Armenian	Estonian	Icelandic	Malayalam	European	Toishan
Apache	Fanti	Ilocano	Maltese	Portuguese Creole	Tshiluba
Ashanti	Farsi	Indonesian	Mandarin	Punjabi	Turkish
Assyrian	Finnish	Iraqi Arabic	Mandinga	Romanian	Turkmen
Azeri	Flemish	Italian	Marathi	Russian	Twi
Badinani	Frafra	Japanese	Marshallese	Samoan	Uighur
Bambara	French Canadian	Kanata	Melanesian	Serbian	Ukrainian
Behdini	French Creole	Karen	Mien	Shanghai	Urdu
Bengali	Fukienese	Kashmiri	Mohawk	Sicilian	Uzbek
Belarusan	Fulani	Kazakh	Moldovan	Sindhi	Vietnamese
Bosnian	Fu Zhou	Khmer	Mongolian	Sinhalese	Wolof
Bulgarian	Ga	Kinyarwanda	Moroccan Arabic	Slovak	Yiddish
Burmese	Gaelic	Kirundi	Nepalese	Slovenian	Yoruba
Cambodian	Georgian	Kiswahili	Norwegian	Somali	Yupik
Cantonese	German	Korean	Nuer	Sorani	Zaza
Catalan	Greek	Krio	Ojibway	Spanish	Zulu
Cebuano	Gujarati	Kurmanji	Oji-Cree	Sudanese Arabic	
Chaldean	Haitian Creole	Kurdish	Oromiffa	Swahili	...and more
Chin	Hakka	Laotian	Oromo	Swedish	

Thank you for using our services!