TO: Leanne Adams Customer Services email: leanne.adams@riverwoodcenter.org

DATE:

RE: **Requesting** or **Used** Interpreter Services (CIRCLE CHOICE)

|  |  |
| --- | --- |
| Consumer Name: | IRIS # |
| Person Requesting Interpreter:  Department: | Language: |

I **USED** a **PHONE** Interpreter:

The date I used an Interpreter was: \_\_\_\_\_\_\_\_\_\_\_\_\_ The time used: \_\_\_\_\_\_\_until \_\_\_\_\_\_\_\_

I am requesting Interpreter Services be provided by:

\_\_\_\_\_\_\_**Zoom** \_\_\_\_\_\_\_**In Person** (Supervisor Approval Needed)

**The date I need an Interpreter is:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**The time I need an Interpreter is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**The location I need an Interpreter is:**

\_\_\_\_\_\_\_Riverwood Building 1 \_\_\_\_\_\_\_Riverwood 1613

1485 M-139 Benton Harbor, MI 49022 1613 M-139 Benton Harbor, MI 49022

\_\_\_\_\_\_\_Riverwood St. Joseph \_\_\_\_\_\_\_Courthouse

3950 Hollywood Road Suite 245 811 Port Street St. Joseph, MI 49085

St. Joseph MI 49085

\_\_\_\_\_\_\_Riverwood Niles Location if not listed above:

24 N. St. Joseph Avenue Suite G.

Niles, MI 49120

Interpreter Services Available to Riverwood Consumers

1. **Zoom Interpreter** **7 day advance scheduling required**

Contact Christine or Crystal Mahon [Languages@lang-int.com](mailto:Languages@lang-int.com) at Languages International

* Which language is needed?
* Date of Service
* Time of Service
* Brief description of what the meeting is about so translator knows what to expect

\*\*You must request this in advance as Languages International will need to check availability of interpreters

**Phone Interpreter \*\*This is available 24/7 with no advanced notice required**

1. **Languages International**

* Call 1-877-405-9511
* Customer Access code: 3261
* Location code: #13

\*\* If you want Languages International to place the 3-way call, you must inform the representative at the beginning of the call and provide the consumers contact information. Once you have connected to the interpreter and given specifics of needed services, when ready to call the consumer you then press # and the call will be made.

1. **LSA Video Interpreter 7 day advance scheduling required**

* Download their “IRIS” application
* Call 1-800-305-9673

1. **In person Interpreter 7 day advance scheduling required**

Contact Customer Services to arrange.