

On Demand Interpretation



When to use the LCS CommGap Access Code:

- ❖ SHORT, IMMEDIATE NEED phone conversations (no in-person interpreters)
- ❖ Student Enrollment
- ❖ Scheduling Parent Meetings:
 - Call and schedule a time with the family and then use our link to request an in-person/zoom interpreter.
- ❖ Calling Home:
 - Good News Celebration or for an EMERGENCY
- ❖ Educational Decisions during a student meeting (Counselor/Psychologist)

Please do NOT contact Mirsa directly so we can utilize her skills more efficiently.

CommGap Instructions:



This interpreting service is only to be utilized with school Administrator permission!

1. Dial: 888-338-5538
2. Identify your organization as a government entity
3. Provide the Contract Number: **MA 1841**
4. Request a multiple party call
5. Provide the LCS CommGap Access Code: **CG 10026**
6. Provide the school's name & your name
7. Request needed language
8. Over the phone requests will be connected on demand.

Tips:

- ❖ Keep your questions short and clear to make sure you get the answers you need.
- ❖ Don't hesitate to ask our coordinators for help navigating the process.
- ❖ The CommGap staff can assist you in identifying your target language
- ❖ If you leave a message make sure to give them a day and time of when you will try to call them back or ask them to call the school directly.

REMINDER: The LCS code is not for PTC or any scheduled long interpretive appointments. Schools and Departments will be charged if this is used for non-approved calls.

Please contact our office at 801-567-8124 for needed clarification.