

**CHAPTER VII        REPORTS AND COMMUNICATION**  
**SUBJECT 6         AT&T LANGUAGE LINE SERVICE**  
**TOPIC 1**

**POLICY**

A. Dispatch can access the AT&T Language Line which is a translation service that can be used by the dispatcher and field units.

B. When a unit is on the scene of an incident where there is a language barrier and need for a translator, the unit must contact dispatch by telephone. The dispatchers will then conference your call to the AT&T Language Line. At that time, *you will be asked to identify what language you need to be translated.* You will then be connected to the translator.

C. The Language Line offers translations from English into 140 languages anytime, anywhere.