

TARJETA DE ACCESO AL IDIOMA

La Ciudad de Richmond le proporciona asistencia de interpretación sin cargo a los clientes que buscan servicios de la Ciudad y que no hablan inglés.

Abajo encontrará una tarjeta "iSpeak RICHMOND", que puede usar para que los empleados de la Ciudad sepan cuál es su idioma de preferencia. Sólo muestre la tarjeta que se encuentra debajo de la línea punteada para recibir asistencia en su idioma.

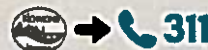
Recorte la tarjeta por las líneas marcadas, dóblela por la mitad y guárdela en su cartera o billetera.

Lleve la tarjeta con usted todo el tiempo.

Para asistencia en caso de emergencias:



Para servicios de la Ciudad:



Para preguntas y sugerencias acerca del programa iSpeak Richmond, contacte a:
Richmond OMA al 804-646-0145



911 es la línea de Emergencia en casos de vida o muerte.

311 es la línea de ayuda de NO-Emergencias para la Ciudad de Richmond.

Richmond OMA: 804-646-0145

Siga los siguientes pasos para obtener asistencia:

- Marque el 311
- Marque la opción para español o cuando le contesten diga: "HABLO ESPAÑOL" y espere.
- Cuando le contesten en su idioma, mencione lo que usted necesita.

iSPEAK RICHMOND

City of Richmond's Language Access Service

CAN YOU PLEASE HELP ME?
I SPEAK SPANISH

The person holding this card
DOES NOT SPEAK ENGLISH

Muestre esta tarjeta al empleado de la Ciudad

To provide Interpretation
Services Call 0145 and ask
for an interpreter (or follow
the directions on How to
Access Interpretation
Services Card)



HOW TO ACCESS OVER-THE-PHONE INTERPRETATION SERVICES

OMA - Interpretation:

1

Dial x0145 or 804-646-0145

OMA Interpretation Line for Spanish Language (for other languages go to Vendor's step 1).

2

Provide background information

Your name, customer's name, Department and service being provided.

3

You will be connected to an interpreter

If our interpreters are assisting other customers, please go to Vendor's step 1.

4

Fill out the Language Access Service Request Report

Go to Starnet and scroll down on 'Useful links' to find the interpretation Services Report, fill out and submit the form.

Vendor - Interpretation (you will need your Dept.'s Access Code) :

1

Dial 844-538-6897

Interpretation Services Vendor Line (for Spanish and other languages).

2

Tell them what language you need

If necessary, use the I Speak Guide to identify the customer's language of preference.

3

Provide your Department's Access Code

If you do not have the code, ask your supervisor to provide it to you.

4

Fill out the Language Access Service Request Report

Go to Starnet and scroll down on 'Useful links' to find the Interpretation Services Report, fill out and submit the form.

The City uses only qualified adults or trained personnel as interpreters; no children under the age of 18 should be used for this purpose.



RICHMOND

City of Richmond's Language Access Service

LANGUAGE IDENTIFICATION GUIDE

Use this card to identify the language of preference of your customers, if needed. Ask them to point to the language they speak. Call OMA at 0145 for assistance in Spanish or to the language service provider (for any language other than Spanish).

أنا أتحدث اللغة العربية

I speak **Arabic**

Ես խոսում եմ հայերեն

I speak **Armenian**

আমী বাংলা কথা বোলতে পারী

I speak **Bengali**

Ja govorim bosanski

I speak **Bosnian**

Аз говоря български

I speak **Bulgarian**

ကျွန်တော်/ကျွန်မ မြန်မာလို ပြောတတ်ပါတယ်

I speak **Burmese**

ខ្ញុំនិយាយភាសាខ្មែរ

I speak **Cambodian**

我講廣東話 (Traditional)

我讲广东话 (Simplified)

I speak **Cantonese**

Parlo català

I speak **Catalan**

Govorim hrvatski

I speak **Croatian**

من درى حرف مى زنم

I speak **Dari**

Mluvim česky

I speak **Czech**

Ik spreek het Nederlands

I speak **Dutch**

من فارسى صحبت مى كنم

I speak **Farsi**

Je parle français

I speak **French**

Ich spreche Deutsch

I speak **German**

Μιλώ τα ελληνικά

I speak **Greek**

હુ ગુજરાતી બોલુ છુ

I speak **Gujarati**

M pale kreyòl ayisyen

I speak **Haitian Creole**

אני מדבר עברית

I speak **Hebrew**

मैं हिंदी बोलता हूँ ।

I speak **Hindi**

Kuv has lug Moob

I speak **Hmong**

Beszélek magyarul

I speak **Hungarian**

Agsaonak ti Ilokano

I speak **Ilocano**

Parlo italiano

I speak **Italian**

私は日本語を話す

I speak **Japanese**

Quin chagüic'ká chabal' ruin' ři
tzújon cakchiquel

I speak **Kackchiquel**

한국어 합니다

I speak **Korean**

man Kurdii zaanim

I speak **Kurdish**

man Kurmaanji zaanim

I speak **Kurmanci**

ຂ້ອຍປາກພາສາລາວ

I speak **Laotian**

Es runāju latviski

I speak **Lavian**

Að kalbu lietuviškai

I speak **Lithuanian**

我講國語 (Traditional)

我讲国语/普通话 (Simplified)

I speak **Mandarin**

Bán chiyola tuj kiyol mam

I speak **Mam**

အဲဟို အကုင်မုခ်

I speak **Mon**

Jeg snakker norsk

I speak **Norwegian**

من فارسی صحبت می کنم.

I speak **Persian**

Mówię po polsku

I speak **Polish**

Eu falo português do Brasil
(for Brazil)

Eu falo português de Portugal
(for Portugal)

I speak **Portuguese**

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।

I speak **Punjabi**

Ayin tí chí wal q'anjob'al

I speak **Qanjobal**

In kinch'aw k'uin ch'e quiche

I speak **Quiche**

Vorbesc românește

I speak **Romanian**

Я говорю по-русски

I speak **Russian**

Ja govorim srpski

I speak **Serbian**



I speak **Sign Language**

Hovorím po slovensky

I speak **Slovak**

Waxaan ku hadlaa af-Soomaali

I speak **Somali**

Yo hablo español

I speak **Spanish**

Ninaongea Kiswahili

I speak **Swahili**

Jag talar svenska

I speak **Swedish**

Marunong akong mag-Tagalog

I speak **Tagalog**

พูดภาษาไทย

I speak **Thai**

Türkçe konuşurum

I speak **Turkish**

Я розмовляю українською мовою

I speak **Ukrainian**

میں اردو بولتا ہوں

I speak **Urdu**

Tôi nói tiếng Việt

I speak **Vietnamese**

Dwi'n siarad

I speak **Welsh**

Ndithetha isiXhosa

I speak **Xhosa**

איך רעד יידיש

I speak **Yiddish**

Mo nso Yooba

I speak **Yoruba**

Ngiyasikhuluma isiZulu

I speak **Zulu**



Office of Multicultural Affairs