Red Deer City Victim Services Unit

CANTALK PROCEDURE

1. **Access CanTalk** by dialing **1-800-240-5778.**
   a. Wait for Language Line operator to answer

2. The CanTalk operator will **require the following information**:
   a. Client Identification Number: **8361**
   b. Organization Name: **Red Deer City Victim Services Unit**
   c. Name: **Your First & Last Name**
   d. **State the Language you are requesting.**

3. When the interpreter is connected**, note the interpreter's name for call back purposes if need be.**

4. Brief the interpreter as to what you require. Be as specific and brief as possible.
   "I'm with the Red Deer City Victim Services Unit. This person was assaulted two days ago, and I'm calling to see how they are doing."

5. Once the interpreter has been briefed, advise them to hold while you make contact with the victim

6. Push the **CONFERENCE (CONF)** button on your phone to get a dial tone.

7. Call the victim by dialing 9 first. When they answer, push the **CONFERENCE (CONF)** button again, to bring the interpreter into the conversation.

8. Stay on the line throughout the duration of the conversation. It is your responsibility to direct the conversation.

9. After the call is completed, you may request for the interpreter to stay on the line for further Debriefing (this will require the victim to hang up first), or simply hang up to complete the interpretation.

Please report any problems or concerns with the interpreter to a staff member immediately.

CanTalk Language List

Romance Languages	Germanic Languages	Slavic Languages
Creole	Danish	Albanian
Flemish	Dutch	Armenian
French	English	Belorussian
Italian	Norwegian	Bosnian
Latin	Flemish	Bulgarian
Moldavian	Frisian	Croatian
Portuguese	Low German	Czech
Romanian	German	Estonian
Spanish	Icelandic	Latvian
Veneto	Swedish	Lithuanian
	Yiddish	Macedonian
Other European Languages	**Middle Eastern Languages**	Polish
Greek	Afghani	Russian
Finnish	Arabic	Serbian
Hungarian	Azerbaijani/Azeri	Serbo-Croatian
	Dari	Slovak
	Farsi	Slovenian
	Hebrew	Ukrainian
	Kurdish	
	Turkish	

African Languages	**Asian Languages**	**East Indian Languages**
Amharic	Bengali	Gujarati
Afrikaans	Bicol	Hindi
Dinka	Cantonese	Nepali
Fante	Cebuano	Pashto
Foar	Formosan	Punjabi
Kakwa	Fuchownese	Sindhi
Kikongo	Hakka	Sinhala
Lugbara	Ilocano	Tamil
Oromo	Indonesian	Urdu
Somali	Japanese	
Swahili	Khmer	
Tigrinya	Korean	
Twi/Asante	Lao	
Yoruba	Malay	
Zulu	Mandarin	
	Min Nan	
	Shanghanese	
	Tagalog	
	Taiwanese	
	Thai	
	Vietnamese	

North American Aboriginal	Inuktitut	Salteaux
Algonquian	Nootka	Slavey
Amerindian	Northern Slavey	Swampy Cree
Carrier	Ojibway	Tsimshian
Chilcotin	Oji-Cree	Wakaskan
Cree	Salish	
Dakota		