



# GENERAL ORDER

Department of Fire and EMS

G.O. 2-1-26

**Subject:** Interpreter Services – Access and Use of ConveyConnect

**Date:** 02/09/2026

**Authority:** Assistant Chief, Eric Zaney/ *EZ*

## Interpreter Services – Access and Use of ConveyConnect

### 1. Purpose

The purpose of this General Order is to establish guidelines for the appropriate access and use of interpreter services through ConveyConnect to ensure effective communication with limited English proficiency (LEP) individuals during Carroll County Department of Fire & EMS operations.

### 2. Scope

This General Order applies to all Carroll County Department of Fire & EMS career/volunteer personnel who may require language interpretation services while performing official departmental duties.

### 3. Policy

Interpreter services provided through ConveyConnect shall be used **only when personnel are functioning in the official capacity of Carroll County Department of Fire & EMS duties**. Use of ConveyConnect for personal, non-departmental, or unauthorized purposes is strictly prohibited.

Personnel shall utilize interpreter services when language barriers may impede effective communication related to emergency response, patient care, public safety, or other official departmental operations.

### 4. Background

Carroll County Department of Fire & EMS utilizes ConveyConnect, provided by Convey911, to offer on-demand access to qualified language interpreters. This service supports accurate

communication with patients, callers, and members of the public who have limited English proficiency, helping ensure compliance with legal, ethical, and patient care standards.

Carroll County Department of Fire & EMS is issued a **unique ConveyConnect phone number**, which may be accessed via a calling card or through a pre-programmed button within approved call-handling software located on County iPad and phones.

## **5. Procedure – Accessing ConveyConnect Interpreter Services**

### **A. Accessing the Service**

1. Dial our **ConveyConnect phone number** provided by Convey911  
**OR**
2. Access ConveyConnect through a **pre-programmed button** in approved call-handling software.

Our unique phone number is printed on your ConveyConnect calling card.

### **B. Connection Process**

1. After dialing, the phone will ring and you will hear “connecting.”
2. The phone may ring once or twice before the service connects.
3. Once connected, the system will enter the **Quick Dial Menu**.

### **C. Language Selection – Quick Dial Menu**

You will hear the prompt:

“Please select the language for interpretation service by speaking or typing the number. You can also speak or type ‘0’ at any time to leave the Quick Dials list and choose another language. ‘1’ for English to Spanish.”

### **Spanish Interpretation**

- Press ‘**1**’ at any time for English-to-Spanish interpretation.
- You will hear:

“Searching for interpreter...” (accompanied by a digital tone)

- You will then be connected to the interpreter.

### **All Other Languages**

1. Press ‘**0**’ to access languages other than Spanish.
2. You will hear the prompt:

“Please speak the language or enter at least the first three letters of the name followed by # (pound).”

**Note:** Use of the **keypad is recommended** instead of voice prompts to avoid background noise.

3. Enter the first three letters of the desired language followed by #.
  - Example: Korean = **K-O-R-#** or **5-6-7-#**
4. You will hear a confirmation prompt:

“You asked for [language]. Press ‘1’ or say ‘Yes’ to confirm. Press ‘2’ or say ‘No’ to cancel.”

5. Upon confirmation, you will hear:

“Searching for interpreter...” (accompanied by a digital tone)

6. You will then be connected to the interpreter.

## **6. Compliance**

Misuse of interpreter services outside of official duties, may result in administrative review and disciplinary action in accordance with department policy.

# ConveyConnect Calling Card

## OVER-THE-PHONE LANGUAGE INTERPRETATION

### Carroll County Fire and EMS

*Dial the phone number below and follow the prompts provided*

**1-443-583-3047**

*Failover Phone Number:*

Phone: 443-331-5185 PIN:46022389#

### Quick Dials

**1** Spanish

**0** All Other Languages



***\*\*For best results, please use the key pad  
instead of voice prompts.\*\****

[252] Albanian	[425] Hakha Chin	[666] Mongolian
[264] Amharic	[432] Hebrew	[632] Neapolitan
[272] Arabic	[446] Hindi	[637] Nepali
[274] Ashanti	[466] Hmong	[676] Oromo
[293] Azerbaijani	[486] Hunan	[727] Pashto
[223] Badini	[486] Hungarian	[737] Persian
[227] Basa Sunda	[456] Ilocano	[765] Polish
[236] Bengali	[472] Iranian Farsi	[767] Portuguese
[267] Bosnian	[482] Italian	[786] Punjabi
[285] Bulgarian	[527] Japanese	[764] Rohingya
[287] Burmese	[565] Jola-Fonyi	[766] Romanian
[226] Cambodian	[522] Kabiye	[787] Russian
[226] Cantonese (Chinese)	[527] Karen	[737] Serbian
[227] Cape Verde Creole	[546] Khmer (Cambodian)	[756] Slovak
[232] Cebuano	[542] Kibajuni	[766] Somali
[242] Chao-Chow	[546] Kinyamulenge	[767] Sorani
[244] Chinese Shanghaiese	[546] Kinyarwanda	[772] Spanish
[276] Croatian	[547] Kirundi	[783] Sudanese Arabic Creole
[293] Czech	[547] Kiswahili	[547] Swahili
[327] Dari	[567] Korean	[825] Tajik
[325] Falam Chin	[587] Kurdish	[835] Telugu
[327] Farsi, Iranian	[587] Kurmanji	[836] Teochew
[345] Filipino (Tagalog)	[526] Laotian	[842] Thai
[373] French	[546] Lingala	[842] Tibetan
[373] French Canadian	[584] Luganda	[844] Tigrinya
[373] French Creole	[586] Luo	[887] Turkish
[387] Fuqing	[622] Maay Maay	[857] Ukrainian
[437] German	[622] Macedonian	[873] Urdu
[473] Greek	[626] Mandarin	[843] Vietnamese
[424] Haitian Creole	[665] Moldovan	[965] Wolof
		[967] Yoruba



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## How to access ConveyConnect

Dial your unique phone number (provided by Convey911) OR access through a pre-programmed button in your call handling software.

Your unique phone number has been provided to you on your ConveyConnect calling card.

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## What to expect when dialing ConveyConnect for language interpretation services:

The phone will ring, then you'll hear "connecting". It may ring once or twice more and the service will connect.

Once connected to the service, it will begin in the Quick Dial menu and you'll hear the prompt:

*"Please select the language for interpretation service by speaking or typing the number. You can also speak or type '0' at any time to leave the Quick Dials list and choose another language. '1' for English to Spanish."*

During or after this prompt, you can enter '1' at any time for quick access to Spanish or '0' for all other languages. Upon entering '1', you'll hear:

*"Searching for interpreter..." (accompanied by a digital tone)*

Then you will be connected to the interpreter. 

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If you enter '0' you'll hear the prompt for all other languages:

*"Please speak the language or enter at least the first three letters of the name followed by # (pound)."*

**\*\*\*We suggest using the key pad instead of voice prompt to avoid background noise\*\*\***



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After this prompt, you can enter the first three letters of the language and press #. (For example, Korean would be K-O-R-# or 5-6-7-# on the number pad.)

Then you'll hear:

*"You asked for [insert language (ie Korean)]. Press '1' or say 'Yes' to confirm. Press '2' or say 'No' to cancel."*

Upon entry, you'll hear:

*"Searching for interpreter..." (accompanied by a digital tone)*

Then you will be connected to the interpreter. 



## Customer Support



[Submit a Support Ticket](#)



24x7 NOC Support (Urgent)  
1-888-805-0911



General Email Support  
[support@convey911.com](mailto:support@convey911.com)



Non-Urgent Phone Support  
Call 410-343-4430



# ConveyConnect Mobile App

## Quick Start Guide



1. Download our InterpretManager App from [Google Play](#) or [App Store](#)
2. Sign into the app with your login credentials
3. Select phone or video option
4. Choose the language you need
5. Press *Call* to be connected to an Interpreter

