

## VISION

Improved access to services across languages and cultures

## MISSION

To strengthen organizations to provide services to the linguistically and culturally diverse public through quality interpreting, translation, consulting and training services



## TIPS FOR WORKING WITH INTERPRETERS

- Brief the interpreter on your role and the context of the appointment prior to starting
- Allow the interpreter to introduce themselves and clarify their role prior to the start of the appointment
- Remember the interpreter has been trained to interpret everything that is said in an impartial and confidential manner
- Speak in your usual manner using clear, concise sentences
- Allow time every few sentences for the interpreter to interpret
- Speak directly to the client, not the interpreter
- Avoid the use of jargon or acronyms
- Try not to interrupt
- Ask questions if you don't understand and allow the interpreter and client to do the same
- Be patient – interpreted sessions will take longer

For more information about our services, please call **604-675-4099**

# Interpreter Services

1. Call **604-675-4099**
2. Provide your name & phone number
3. Specify the name of your organization, department/program & service area
4. Identify the language required



## To connect to a Phone Interpreter:

- Wait for the interpreter to come on the line
- Conference in the client or use speakerphone
- Once connected, introduce yourself, your role & the context of your call for the interpreter
- Proceed with the conversation
- At the end of the conversation, announce the end of the call to all parties



## To request an On-site Interpreter:

- Provide the date, time and location of the appointment
- State the name of the attending service provider
- Provide the client's name and contact number(s) if required
- Add our Reference Number to your files
- Inform us of any changes to the appointment as soon as possible (change fees may apply)

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THE  
**Provincial Language Service**

*One call* ❖ *More than 100 languages*  
for your interpreting and translation needs