



INTERPRETATION SERVICES GUIDE

This quick guide provides information to help you understand what type of interpretation you may need and what your options are

Although currently there is a small percentage of the Elgin County and St. Thomas population whose first language is not English or French, this number is increasing every year. Language interpretation is critical to provide services equally to all clients, including immigrants, refugees and citizens who may not be confident understanding or communicating in either of Canada's official languages.

It is the **responsibility of the organization** to provide an interpretation service to ensure that the client understands what is being shared, discussed or agreed upon. It is important to ask your client if they would like to have interpretation available. Service providers have a duty of care to ensure that there is clear communication in a language that is understood by the client and that there is informed consent with respect to both the provision and acceptance of services. It is also important that service providers fully understand what the client is communicating.

Trained interpreters should be used for all medical, legal and other situations that require informed consent, confidentiality, specialized terminology or impartiality. Trained interpreters are covered by Errors and Omission insurance and adhere to a strict code of conduct and industry approved Standards of Practice.

For critical or sensitive issues (i.e. health/medical, legal, etc.) **it is important for the client and the service provider to fully understand what is being agreed to or being shared.** Misunderstanding could result in negative outcomes, higher risks or costs. Accuracy is vital.



RIO Phone Interpretation

1-888-278-8007 www.accessalliance.ca

Language Line

1-800-752-6096 www.language.com

- RIO supports 180 languages and Language Line phone interpretation supports 240 languages.
- Phone interpretation is available within minutes, 24/7/365 and can also be pre-scheduled for longer appointments.
- Ideal for **short or some medium-length** conversations.
- RIO costs approximately \$1.65/minute for unscheduled requests and \$0.60/min for prebooked appointments (30 minute minimum). Language Line phone interpretation costs approximately \$4 USD/minute.
- The interpreter is the only person added to the conversation and they are often located in another city/country which provides anonymity. Trained interpreters are required to maintain confidentiality.



Across Languages Translation & Interpretation

Unit 3 515 Richmond ST
London, ON , N6A 5N4
(519) 642-7247

- Primary provider of trained in-person interpreters in London-Elgin Region and can provide interpreters for 50 languages.
- Scheduling time can take anywhere from from a **few hours, to a day or two in advance**, depending on interpreter availability.
- Works better for **medium or longer conversations**.
- In-person (trained) interpretation costs vary, often between \$30-35/hour.
- Individual in-person interpreters are the only person added to the conversation, so that confidentiality can be guaranteed.

Informal interpreters may be used for less critical assignments such as orientation to bus services, shopping, building neighbourhood friendships, etc. Accuracy of the message is not guaranteed with informal interpretation using untrained interpreters or machine translation. It is never appropriate to use a child to provide interpretation for critical or sensitive conversations.



The following options are suitable for informal interpretation and are not appropriate for sensitive or high-risk issues (e.g. medical or legal). Accuracy is not guaranteed.

Google Translate

Download the app from  or  or access online at www.translate.google.ca



Tarjimly

Access online through Messenger  or Facebook  by searching for Tarjimly and clicking 'Get Started' or going to www.tarjim.ly

- Google Translate machine interpretation supports more than 100 languages via text, can translate 37 languages via photo, 32 languages in audio, and 27 languages via real-time video.
- Tarjimly provides informal interpretation and translation by connecting with real people through a texting app. You are matched with the highest rated interpreter available at the time of your request. Tarjimly supports Arabic, Farsi, Pashto, Bengali, Turkish, Somali, Spanish, French, Italian, and Greek.
- Google Translate is available instantly, 24/7/365. With Tarjimly, it takes approximately 2 minutes to be matched with an interpreter.
- Google Translate is often more appropriate for shorter casual conversations. Tarjimly may be ideal for short or medium-length casual conversations.
- With Google Translate, confidentiality cannot be guaranteed. All data, uploaded images and videos are available to Google. Sensitive personal information should not be translated using Google Translate. With Tarjimly usually the interpreter is in another country so anonymity may be more likely. Interpreters are typically untrained and do not sign confidentiality agreements so confidentiality cannot be guaranteed.