

Professional interpreters will provide a short introduction in English and the target language each time they provide service.

Appointments with interpreters often require extra time. If possible please allow double the time you would normally allot for the appointment.

Interpreters are paid for their time, whether sitting in a waiting room, court room, or in the actual appointment. Please take this into consideration when scheduling appointments and providing service to clients.

Service providers must be present when interpreters are interpreting information on forms provided during appointments.

Speak directly to the Limited English Speaker – not to the Interpreter. The Interpreter is there to bridge the communication between two or more parties and is not to be involved in the conversation. It is best to think of the interpreter as not being present.

Refrain from using “Tell him” or “Tell her”. Pretend the Interpreter is not present and you are having a direct conversation with the other party. Speak in first person – “I am happy that you could come today.” versus “Tell her I am happy that she could come today.

Do not ask the Interpreter information about the Limited English Speaker. For example, if the Interpreter arrives to the assignment first, do not pose questions such as, “Where does Mrs. Hernandez live? Do you know her phone number?” The Interpreter maintains confidentiality at all times, unless required by law, and in doing so does not share information.

Westman Immigrant Services Language Centre

Quality Assurance:

Westman Immigrant Services Language Centre (WISLC) has a commitment to providing excellent customer service and client satisfaction. Interpreters have been tested in a national interpreter language test for accuracy and are bound by the interpreter code of ethics and standards of practice.

Filing a complaint:

If you are not satisfied with the interpreting service please inform the Language Centre Facilitator, Tolulope Owoeye, by phone: 204-727-6031 Ext.# 2237 or by email: TolulopeO@westmanimmigrantservices.ca

1001 Pacific Avenue
Brandon, MB R7A 0J2
Phone: 204 727-6031
Fax: 204 725-4786
llcem@westmanimmigrantservices.ca
www.westmanimmigrantservices.ca



Westman Immigrant Services Language Centre Professional Interpretation Services



About our Interpreters



All WISLC interpreters have passed several screening processes, have been tested for their language skills by passing the nationally accredited ILSAT language test for community interpreting and have undergone 48 hours of training in the Foundations of Community Interpreting program. WISLC interpreters are impartial, sign and adhere to confidentiality agreements, and have a commitment to accuracy in their interpreting.

What our clients are saying about our Service:

"The service and quality of interpretation is very good. Thank you"

"Your office very quickly sent an interpreter in an emergency situation. Both interpreters were very professional. Thank you"

"Very professional and efficient"

"We are very satisfied with the quality and professionalism shown by "WISLC" and your employees"

Booking an interpreter

- Call: 204-727-2276
- Email: wislc@westmanimmigrantservices.ca
- Fax: 204-725-4786
- In person: Westman Immigrant Services, 1001 Pacific Avenue, Brandon, MB, R7A 0J2

When booking an interpreter we need to know:

- Your name and contact details
- Language required
- The date, time and duration of the appointment
- Nature of the appointment
- Client name
- Location (full address)

Office hours:

Monday-Thursday.....9am – 5:00pm

Friday.....9am – 4:30pm

Available Languages:

Arabic

Amharic

Cantonese

French

German

Mandarin

Punjabi

Russian

Somali

Spanish

Tagalog

Tigrinya

Ukrainian

Urdu

Cancellation Policy

The majority of WISLC interpreters provide interpretation services in addition to being employed elsewhere in the community. Therefore it is critical that the WISLC inform interpreters of any changes to their schedules in a timely manner.

If an appointment is cancelled with one full business day or more notice, there is no charge

If an appointment is cancelled with less than one full business day notice, you will be billed a fee equal to the booked time.

Cost

\$31.50 per hour, all interpreter bookings through the WISLC will be billed in one hour blocks. Therefore, if you have an appointment that runs for 1 ¼ hours, you will be billed for 2 hours.

Other service options:

Phone calls and message relay – \$12.50 per request.

After Hours Call Out:

In addition to standard fee:

\$20.00 5:01 pm - 11:00 pm

\$30.00 11:01 pm - 7:00 am

Please call WISLC – 204-727-2276

or email:

wislc@westmanimmigrantservices.ca for more information and to discuss further options for this service.