 <p>Halton Healthcare GEORGETOWN · MILTON · OAKVILLE</p>	Interpretation & Translation Services Policy and Procedure			
	Program/Dept.:	Quality & Patient Relations	Document Category:	Patient Care
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1.0 Purpose

Halton Healthcare must ensure our patients and families can communicate with the care team effectively, regardless of their preferred language. Interpretation and translation services must be used when indicated in all patient care settings, arranged by the hospital and at no cost to the patient, to promote effective communication, ensure quality and safety in patient care, ensure accurate consent conversations, and to minimize potential adverse events. The purpose of this Policy and Procedure is to outline the process and guidelines for the use of interpretation and translation services, including available options.

2.0 Scope

All staff, physicians, and volunteers.

3.0 Policy

- 3.1 Staff will ensure that a patient's preferred language is identified and documented.
- 3.2 Patients and families should be offered the use of professional interpretation services whenever the need is identified, particularly whenever clinical information is being discussed and regardless of setting (i.e. group sessions) (see options on Page 2-3).
- 3.3 Family/friends should only act as interpreters if the patient declines a professional interpreter and if appropriate based on the healthcare provider's clinical judgment.
- 3.4 Alternative interpretation services (i.e. Google translate) are not permitted to be utilized on hospital-owned devices.
- 3.5 Patients and families may choose to use their own devices to access alternative interpretation services, however, they should be cautioned about the potential privacy, security and accuracy risks. This discussion should also be documented in the patient's health record.
- 3.6 Consent must be obtained from the patient or their substitute decision maker prior to initiating any conversations that involve personal health information (PHI) and confidentiality must be upheld throughout the conversation in accordance with the [Privacy Policy](#).
- 3.7 Professional translation services should be utilized when developing any patient/family materials in languages other than English (see options on Page 2-3).
- 3.8 Healthcare providers must ensure documentation reflects the use of interpretation services within the health record.
- 3.9 Staff must make all reasonable efforts to provide an interpreter if requested/indicated, in accordance with the [Accessibility for Ontarians with Disabilities Act, 2005](#), [Canadian Multiculturalism Act, 1985](#), and the [Ontario Human Rights Code, 1990](#). Efforts should also be documented in the patient's health record.

4.0 Procedure

- 4.1 If a patient and/or family member has been identified (either by themselves or a staff member) as needing interpretation services, staff should accurately determine the preferred language. Staff can utilize the Preferred Language Selection Sheet (**Appendix A**) if assistance is needed to identify the patient's preferred language.

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- 4.2 Staff should ensure the health record is updated to include the patient's preferred language, utilizing a Patient Registration Order (if using Meditech).
- 4.3 When utilizing interpretation services, employ the following tips for effective communication (see **Appendix B** for more details):
 - 4.3.1 Speak to the patient directly in the 1st person
 - 4.3.2 Speak in short segments and pause
 - 4.3.3 Take turns when speaking.
- 4.4 Upon completion of the interpretation session, the interaction must be documented in the patient's health record in a timely fashion and in an appropriate location (i.e. "Interpreter/Language Assessment" or other applicable location). Documentation must include the type of interpretation service utilized and any additional relevant details (i.e. name/ID number of the interpreter, other family members present during the discussion, etc.).
- 4.5 Staff must document attempts to provide/locate an interpreter in the patient's health record. Documentation should include agencies contacted, date/time of requests for interpretation, and any identified barriers to accessing an interpreter.

PROFESSIONAL INTERPRETATION & TRANSLATION SERVICE OPTIONS

VOYCE Global Interpretation Services*

This online/application-based interpretation service provides on-demand access to medically trained interpreters in an audiovisual format and can be used to ensure appropriate review of clinical information, clinical procedures, and patient consent. VOYCE offers interpretation in >240 languages including American Sign Language, Trilingual (Spanish-English-ASL), Certified Deaf (ASL CDIs) and Quebec Sign Language (LSQ) interpretation. Services can be accessed 365 days/year, 24/7** on any internal landline phone, tablet, desktop, or mobile device (including Spectralink phones).

To access a VOYCE telephone interpreter (See **Appendix C** for more details):

1. Dial CHAT (Ext. 2428) from any internal phone.
2. Select the desired language. You will be connected to an operator.
3. Provide your hospital site, unit name and staff name.
4. You will then be connected to the appropriate interpreter. Use the "speakerphone" function on the phone to include the patient and/or family in the conversation.

To access a VOYCE video interpreter (See **Appendix C** for more details):

1. Obtain a designated tablet or device that has the VOYCE Global application available.
2. Open the VOYCE application and select the desired language.
3. Provide your hospital site, unit name and staff name.
4. Tap "Additional Options" to choose Interpreter Gender Preferences (optional).
5. Tap "Next" to be connected to an interpreter. If additional parties need to be added, this can be done once the call is connected.
6. Ensure the patient and/or family can see/hear the interpreter on the screen.

Halton Healthcare will be billed directly by VOYCE Global Interpretation Services.

*For Professional/Credentialed Staff wishing to use the VOYCE Global application for the purposes of providing care to current Halton Healthcare patients on a personal device, please contact Quality & Patient Relations at Ext. 4138.

Less common/low-diffusion languages may require pre-booking. Refer to **Appendix D for the VOYCE List of Languages and **Appendix E** for the VOYCE Appointment Request Tip Sheet.

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PROFESSIONAL INTERPRETATION & TRANSLATION SERVICE OPTIONS CONT'D

Halton Multicultural Council Connections Interpretation and Translation Services (HMCIT)

This interpretation service is available for in depth, in person sessions, such as patient assessments (e.g. Occupational Therapy/Physiotherapy, Social Work/Discharge Planning, family meetings, etc.) in >130 languages. The interpreters have been approved by Citizenship and Immigration Canada and have police clearance. Many have completed specialized medical terminology interpretation training. While available 24/7, the service often needs to be booked in advance. HMC also offers translation services.

To book the requested interpreter or for translation services, contact HMCIT:

Phone: 1 (877) 844-4179

(905) 842-4179

(905) 842-2486 Ext. 256

For Urgent/Emergency Requests Only: (647) 223-0087

Website: <http://hmconnections.com/interpretation-translation/>

You will need to provide the desired language, date, time, duration, and location of the appointment you require an interpreter for, as well as the name and title of the attending healthcare professional.

The unit/program/department requesting this service will be billed directly by HMC Connections.

Canadian Hearing Society (CHS)

This service provides on site and in-person American Sign Language (ASL)-English interpretation services for appointments or meetings that are scheduled in advance.

To access an in-person ASL Interpreter:

Pre-book a Sign Language interpreter for scheduled meetings and appointments:

Use Ontario Interpreting Services (through Canadian Hearing Society):

- Please make your request a minimum of 3 business days in advance
- Interpreters are available during business hours, evenings, weekends and over holidays
- Anyone can request the service
 - Monday to Thursday – 8:00am to 8:00pm, Friday – 8:00am to 5:00pm

Phone: 1 (866) 518-0000

Email: interpreting@chs.ca

Fax: 1 (855) 259-7557

Website: <https://www.chs.ca/service/chs-interpreting-services>

The unit/program/department requesting this service will be billed by CHS.

For urgent access to an ASL Interpreter, utilize the process noted above to access a VOYCE Video Interpreter. In the unlikely event an ASL Interpreter is unavailable through either means, you must obtain agreement from the patient and/or family member to use an alternative communication method. Efforts to locate an interpreter must be documented on the patient's health record along with the request to use an alternative communication method (i.e. family, written) as well as the patient and/or family agreement to use this alternative.

The unit/program/department requesting this service will be billed directly by CHS.

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5.0 Safety Precautions

Devices should be cleaned in accordance with the [Cleaning/Disinfection of Mobile Patient Care Equipment including Portable ICT Equipment in Clinical Areas Policy](#).

6.0 Roles/Responsibilities

Registration Staff:

- Ensure patient's health record accurately reflects their preferred language at the time of registration.

All Staff, Physicians, and Volunteers:

- Ensure patient's health record reflects patient's preferred language.
- Ensure interpretation services are utilized as appropriate for patients or families whose preferred language is not English.

All Staff and Physicians:

- Document the use of interpretation services in the patient's health record.

7.0 Definitions

Interpreting: the process of understanding and analyzing a spoken or signed message and re-expressing that message faithfully, accurately and objectively in another language, taking the cultural and social context into account. The purpose of interpreting is to enable communication between two or more individuals who do not speak each other's languages. (See References)

Translation: the conversion of a written text into a corresponding written text in a different language. Within the language professions, translation is distinguished from interpreting according to whether the message is produced orally (or manually) or in writing. (See References)

8.0 Related Documents

8.1 [Privacy Policy](#)

8.2 [Cleaning/Disinfection of Mobile Patient Care Equipment including Portable ICT Equipment in Clinical Areas Policy](#)

9.0 Key Words

Interpretation, interpretation service, interpreter, translation, translator, preferred language, language, hearing, communication, Voice, voice, language line.

10.0 Reviewed by/Consultation with

Refer to engagement/stakeholders/approvals table.

11.0 References

ASTM, Standard Guide for Language Interpretation Services (F 2089-01 (reapproved 2007).

The Terminology of Health Care Interpreting: A glossary of terms, The National Council of Interpreting in Health Care Working Papers Series

<https://www.ncihc.org/assets/documents/NCIHC%20Terms%20Final080408.pdf>

[Accessibility for Ontarians with Disabilities Act, 2005](#)

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[Canadian Multiculturalism Act, 1985](#)

[Health Care Consent Act, 1996](#)

[Ontario Human Rights Code, 1990](#)

[Personal Health Information Protection Act, 2004](#)

12.0 Appendices

Appendix A – Preferred Language Selection Sheet

Appendix B – VOYCE Global Tips for Effective Communication

Appendix C – VOYCE Global User Guide

Appendix D – VOYCE List of Languages

Appendix E – VOYCE Appointment Request Tip Sheet

Interpretation & Translation Services Policy and Procedure

Appendix A – Preferred Language Selection Sheet

Preferred Language Selection Sheet

Please use this list to assist patients/families who do not speak English to identify their preferred language.



	<p>English</p> <p>Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.</p>	<p>English</p>	
		<p>Farsi</p> <p>برای شما مترجم می آوریم. این کار هیچ هزینه ای برای شما نخواهد داشت. به زبان مورد نظر اشاره کنید. ما</p>	
	<p>French</p> <p>Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.</p>	<p>Français</p>	
		<p>German</p> <p>Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen. Dieser Service wird Ihnen kostenlos zur Verfügung gestellt.</p>	
	<p>Albanian</p> <p>Tregoni me gisht gjuhën tuaj. Do të thërrasim një përkthyes. Përkthyesi do të merret falas për ju.</p>	<p>Shqip</p>	
		<p>Greek</p> <p>Δείξτε τη γλώσσα σας. Θα κληθεί ένας διερμηνέας. Ο διερμηνέας παρέχεται χωρίς χρέωση για εσάς.</p>	
	<p>Arabic</p> <p>وسوف يتم جلب مترجم فوري لك. سيتم تأمين الترجمة الفورية مجاناً. اشر إلى لغتك</p>	<p>عربي</p>	
		<p>Gujarati</p> <p>તમારી ભાષા તરફ ઇશારો કરો, અનુવાદક ને બોલવામા આવશે. કોઈપણ અર્થ વિના તમને અનુવાદક આપવામાં આવશે</p>	
	<p>Bengali</p> <p>আপনার নিজের ভাষাটি বেছে নিন। আপনাকে সাহায্য করার জন্য একজন দোভাষীকে ডাকা হবে। দোভাষী আপনি নিঃস্বার্থে পাবেন।</p>	<p>বাংলা</p>	
		<p>Hindi</p> <p>कृपया अपनी भाषा बताएं, आपके लिए एक अनुवादक नि:शुल्क बुलाया जाएगा</p>	
	<p>Bosnian</p> <p>Pokažite svoj jezik. Pozvaćemo prevodioca. Troškovi prevodioca Vam se ne naplaćuju.</p>	<p>Bosanski</p>	
		<p>Punjabi</p> <p>ਆਪਣੀ ਭਾਸ਼ਾ ਦੱਲ ਦਿਸਾਓ ਕਰੋ, ਇੱਕ ਦੁਬਾਰੀਏ ਨੂੰ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਦੁਬਾਰੀਏ ਤੁਹਾਨੂੰ ਬਿਨਾਂ ਖਿੱਚੇ ਕੀਮਤ ਦੇ ਪ੍ਰਦਾਨ ਕੀਤੇ ਜਾਣਗੇ।</p>	
	<p>Burmese</p> <p>သင့်ဘာသာစကားကိုညွှန်ပြပါ။ စကားပြန် ခေါ်ပေးပါမယ်။ သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမယ်။</p>	<p>Kreyòl</p>	
		<p>Haitian Creole</p> <p>Lonje dwèt ou sou lang ou pale a epi nap rele yon entepret pou ou. Nou ba ou sèvis entèprèt la gratis.</p>	
	<p>Cantonese Traditional</p> <p>精指認您嘅語言，以便為您提供免費嘅口譯服務。</p>	<p>廣東話</p>	
	<p>Cantonese Simplified</p> <p>请指认您的语言，以便为您提供免费的口译服务。</p>	<p>广东话</p>	
	<p>Chaowchow</p> <p>精指認您的語言，以便為您提供免費的口譯服務。</p>	<p>潮州話</p>	
	<p>Fukienese</p> <p>精指認您的語言，以便為您提供免費的口譯服務。</p>	<p>福建話</p>	
	<p>Mandarin Traditional</p> <p>精指認您的語言，以便為您提供免費的口譯服務。</p>	<p>普通話</p>	
	<p>Mandarin Simplified</p> <p>请指认您的语言，以便为您提供免费的口译服务。</p>	<p>普通話</p>	
	<p>Shanghai Traditional</p> <p>精指認您的語言，以便為您提供免費的口譯服務。</p>	<p>上海話</p>	
	<p>Shanghai Simplified</p> <p>请指认依的语言，以便为依提供免费的口译服务。</p>	<p>上海話</p>	
	<p>Taiwanese Traditional</p> <p>精指認您的語言，以便為您提供免費的口譯服務。</p>	<p>台灣話</p>	
		<p>Karen</p> <p>ဒုးနီၣ်ဆူန့ၣ်တက့ၢ် တၢ်ကတိးန့ၢ်ပုၤတဲက့ၢ်တံၢ်. ပုၤတဲက့ၢ်တံၢ်အံၤတလၢန့ၢ်အပူၤတဲက့ၢ်.</p>	
		<p>Hebrew</p> <p>נא לבחור את השפה שלך, מתקשרים למתרגם חה ללא עלות</p>	
		<p>Yiddish</p> <p>בוטע אָנױַזן דיין שפּראַך. מיר װעלן רופן אַן יטערפּרעטער. אַ יבערזעצער װעט זײַן זוגעשטעלט צו איר פֿון אָפּפּאַל</p>	
	<p>Italian</p> <p>Selezionare la propria lingua. Un interprete verrà chiamato. Il servizio è gratuito.</p>	<p>Italiano</p>	
	<p>Japanese</p> <p>あなたの言語を指してください。通訳をお呼びします。通訳は無料で提供されます。</p>	<p>日本</p>	



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Appendix A Cont'd – Preferred Language Selection Sheet

Preferred Language Selection Sheet

Please use this list to assist patients/families who do not speak English to identify their preferred language.



Korean 한국어
귀하께서 사용하시는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.

Somali Farta ku fiig luuqadaada... Waxaa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.

Afsoomaali



Marshallese Marshallese
Jitoñe kajin eo am im jenij call e juön Rūkok, ejelok onen ad call e im kajitok jibañ jen Rūkok eo.

Spanish Español
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.



Nepali नेपाली
आपनो भाषामा संकेत गर्नुहोस्। एक दोभाने बोलाइनेछ। दोभाने तपाईंलाई निःशुल्क उपलब्ध हुनेछ।

Swahili Kiswahili
Onyesha lugha yako. Ataitishwa mkalimani. Utapewa mkalimani bila ya gharama yoyote kwako.



Ojibwe Ojibwe
Inno'han ka'ishi'keeshoo'we'yan
Ka'anna'kano'ta'makech ta'kano'na'gunneh
Ka'anna'kano'ta'makech ka'meen'ni'goo
Kawin keen ka'dib'bey'ee'kay'seen

Tagalog Tagalog
Ituro po ang inyong wika. Isang tagapagsalin ang ipagkakaloob sa inyo nang walang kabayaran.



Pashto پښتو
شمی او تاسو ته په په وړیا توګه ژباړه وکړی،
خپلی ژبی ته اشاره وکړی. یو ژباړونکی به راوبلی

Ukrainian українська
ВКАЖІТЬ ВАШУ МОВУ, ВАМ ВИКЛИЧУТЬ ПЕРЕКЛАДАЧА, ПОСЛУГИ ПЕРЕКЛАДАЧА НАДІАЮТЬСЯ БЕЗКОШТОВНО.



Urdu اردو
اپنی زبان کا انتخاب کریں، ایک ترجمان کو کال ملائی جائے گی،
یہ ترجمان آپ کیلئے مفت مدعو کیا جائے گا۔



Polish Polski
Proszę wskazać swój język! wezwjemy tłumacza. Tłumacza zapewnimy bezpłatnie.

Vietnamese Tiếng Việt
Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, các dịch vụ sẽ được cung cấp cho bạn miễn phí.



Portuguese Português
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.

American Sign Language (ASL)



Russian Русский
Укажите свой язык. Вам вызовут переводчика, Услуги переводчика будут предоставляться бесплатно.

Langue des signes Québécoise (LSQ)



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Appendix B – VOYCE Global Tips for Effective Communication



Effective Communication

Introduction

Allow the interpreters to introduce themselves to the provider and patient. This will establish a professional connection and promote effective communication.

Speak to the Patient Directly in 1st Person



When communicating through an interpreter, it is important to address the patient directly as if they spoke the same language.

Instead of saying
"Interpreter, tell my patient to please open his eyes."

You can directly address the patient by saying
"Please open your eyes."

Speak in Short Segments and Pause



To ensure clear and accurate interpretation, it is highly recommended to speak in short segments and allow the interpreter to convey the information. Long segments can potentially impact the quality of interpretation.



The interpreter will provide the message in the target language to your patient.

"Are you experiencing any sharp or dull pain in your chest that radiates to your left arm or jaw? Additionally, have you noticed any shortness of breath, rapid heartbeat, or excessive sweating, especially during physical activity? Lastly, have you observed any sudden changes in your appetite, weight, or energy levels recently?"

It is recommended to break down the message into shorter segments. You can ask the following questions, allowing for interpretation between each segment:

1. **"Are you experiencing any sharp or dull pain in your chest that radiates to your left arm or jaw?"**
(Pause for the interpretation)
2. **"Have you noticed any shortness of breath, rapid heartbeat, or excessive sweating, especially during physical activity?"**
(Pause for the interpretation)
3. **"Lastly, have you observed any sudden changes in your appetite, weight, or energy levels recently?"**
(Pause for the interpretation)

By pausing and waiting for the interpretation after each segment, you contribute to accuracy and to a good flow of communication between the provider, interpreter, and patient.

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Appendix B Cont'd – VOYCE Global Tips for Effective Communication

Take turns When Speaking

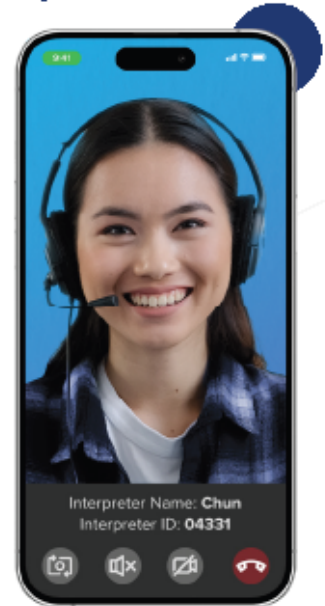
In situations where there are several patients or family members/caretakers present, it is important to take turns when speaking, to avoid overlapping conversations. It is imperative that the interpreter is the one to assist with interpretation to prevent any misunderstandings. Clear instructions can be given to the parties present: to take turns when speaking and to only interrupt if needed, remaining patient and respectful at all times.

Necessary tools for Accurate Interpretation

Interpreters play a crucial role in facilitating communication between individuals who speak different languages. To ensure accurate and complete interpretation, interpreters may occasionally request certain accommodations during the conversation. Here are some examples of what interpreters may request:

- **Shorter Segments:** Interpreters may ask speakers to break their statements into shorter segments. This allows them to accurately interpret each segment before moving on to the next one.
- **Repetitions:** Interpreters may ask for repetitions of certain phrases or sentences. This allows them to capture the information accurately and ensure that nothing is missed during interpretation.
- **Clarifications:** Interpreters may seek clarifications on specific terms or concepts that may be unclear or unfamiliar to them. This is important to ensure accurate interpretation and avoid any misinterpretation or confusion.
- **Brief Moments to Verify Terms:** In some cases, interpreters may request a brief pause to verify specific terms or terminology. This can involve consulting reference materials or seeking confirmation from the speaker.

This collaborative approach helps maintain accuracy, clarity, and completeness in communication, ultimately benefiting all parties involved.



Position of the Device

If using Voyage devices, ensure they are facing the speaker for optimal audio reception. Speak clearly and at an understandable pace into the device to prevent delays in service and improve audio quality.

If you have any questions or need assistance, feel free to ask the interpreter. They are there to support effective communication and address any concerns or confusion.

Remember, effective communication through an interpreter is crucial for providing quality care and ensuring understanding between all parties involved. By following these guidelines, we can enhance the interpretation experience and facilitate meaningful interactions.

For any issues with a Voyage Interpreter, please follow the processes outlined:

- | | | | |
|----------|--|----------|--|
| 1 | Record the date, time, and language of the call. | 3 | If time allows, please supply your comments using the 'additional comment feedback' section box at the end of the call and type a few words about the issue. |
| 2 | If possible, the name and ID of the interpreter. | 4 | Notify Service Desk as soon as possible so that the vendor can start an investigation. |

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Appendix C – VOYCE Global User Guide

Interpretation Services: User Guide

VOYCE Global provides 24/7 access to medically-trained interpreters in over 240 languages.*
Use this step by step guide to access the audio or video interpretation services.

Audio:

Dial “CHAT” (Ext. 2428) Select a language. Answer the intake questions.
You will then be connected with an interpreter once available.

Video: Obtain an appropriate device (i.e. Spectralink phone, assigned tablet) and follow the steps below:

1 Find the VOYCE Mobile Application on the home screen or by searching “Voyce” in the application list.

2 Open the application. Press this icon to initiate a call.

3 Select a language. (Additional Options: can specify gender of interpreter if desired.)

4 Complete the intake questions and select “Next”. You will then be connected with an interpreter once available.

5 Optional: Add up to 9 parties to the session. Once connected, tap this button to add users via text or email.

6 Conclude the call. The same interpreter will remain available for up to 60 seconds in the event you need to reconnect.

Ensure devices are not left unattended with the patient/family.

Be sure to document the use of interpretation services in the patient’s medical record.

***Appointment Bookings:**

Low diffusion/less common languages may require an appointment. Bookings must be made at least 3 business days in advance by emailing appointments@voyceglobal.com (all spoken languages) or aslappointments@voyceglobal.com (for combined American Sign Language/Certified Deaf interpretation/Trilingual interpretation).

If urgent/emergent appointments are required, contact Voyce’s Language Assistance Line at (954) 686-6822. If you are having difficulties connecting with an interpreter or require support with bookings, please contact: Patient Relations at Ext. 4138 or patientrelations@haltonhealthcare.com.

Technical Support:

If you are experiencing issues with the application or devices, contact the ICT Help Desk at Ext. 7777

(Note: ICT Help Desk may direct you to contact Voyce Technical Support if further escalation is required)

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A printed copy of this document may not reflect the current, electronic version. Prior to use, paper versions must be cross - checked with the electronic versions

Appendix D – VOYCE List of Languages



Everyone Deserves a Voice
www.voyceglobal.com

List of Languages

Communicate confidently with your patients.

Our professional and qualified medical language interpreters connect on average in less than 30 seconds and collectively service over 240 languages and dialects, including American Sign Language (ASL), Spanish, Mandarin, and Arabic.

AUDIO (OPI)

*Appointments required for low-diffusion languages

Acehnese*	Danish*	Kirundi
Afrikaans*	Dari	Korean
Akateco*	Dinka*	Krahn*
Albanian	Estonian*	Krio*
Amharic	Ewe*	Kunama*
Arabic	Farsi	Kurdish
Arabic (Egyptian)	Filipino/Tagalog	Kurdish (Bahdini)
Arabic (Iraqi)	Finnish*	Kurdish (Kurmanji)
Arabic (Sudanese)	French	Kurdish (Sorani)
Arabic (Yemeni)	French Creole	Latvian
Armenian	Fukienese*	Lingala
Ashanti*	Ga*	Lithuanian
Assyrian*	Garre*	Low German*
Azerbaijani/Azeri*	Georgian	Luba-Kasai*
Bambara	Greek	Luganda*
Basque*	Gujarati	Macedonian*
Bengali	Haitian Creole	Malay
Bilen*	Hausa*	Malayalam
Bosnian	Hebrew	Mam*
Bulgarian	Hindi	Mandinka
Burmese	Hmong	Marathi
Cambodian (Khmer)	Hungarian	Marshallese
Cape Verde Creole	Ilocano*	Masalit*
Cebuano*	Indonesian	Mien*
Chaldean*	Inuktitut*	Mixteco*
Chin (Falam)	Italian	Mixteco (Alto)*
Chin (Lai, Hakha)	Ixil*	Mixteco (Bajo)*
Chin (Tedim)*	Jakartanese	Mongolian
Chinese Cantonese	Japanese	Montenegrin*
Chinese Mandarin	K'iche' (Quiche)	Nepali
Chuukese*	Karen	Nuer*
Cree	Karenni (Kayah)*	Oromo
Czech	Kinyarwanda	Oromo/Oromifa

Interpretation & Translation Services Policy and Procedure

Appendix D Cont'd – VOYCE List of Languages



Everyone Deserves a Voice
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Palauan*
Pashto
Persian
Polish
Portuguese
Portuguese (Brazilian)
Portuguese (European)
Pulaar*
Punjabi
Q'anjob'al*
Q'eqchi'*
Rohingya
Romanian
Russian

Samoan*
Serbian
Shanghainese
Shona*
Sicilian*
Slovak
Somali
Soninke
Spanish
Swahili
Swedish
Sylheti
Taiwanese*
Tamil

Thai
Tibetan*
Tigrinya
Tongan*
Turkish
Twi*
Ukrainian
Urdu
Uzbek
Vietnamese
Wolof
Yiddish*
Yoruba

VIDEO (VRI)

Acehnese
Albanian
American Sign Language (ASL)
Amharic
Arabic
Arabic (Egyptian)
Arabic (Iraqi)
Arabic (Sudanese)
Arabic (Yemeni)
Armenian
Bambara
Bengali
Bosnian
Bulgarian
Burmese
Cambodian (Khmer)
Cape Verde Creole
Chin (Lai, Hakha)
Chinese Cantonese
Chinese Mandarin
Cree
Czech
Dari
Farsi
Filipino/Tagalog
French
French Creole

Georgian
Greek
Gujarati
Haitian Creole
Hebrew
Hindi
Hmong
Hungarian
Indonesian
Italian
Japanese
K'iche' (Quiche)
Karen
Kinyarwanda
Kirundi
Korean
Kurdish (Sorani)
Lingala
Lithuanian
Malayalam
Marshallese
Mongolian
Nepali
Oromo
Oromo/Oromifa
Pashto
Persian

Polish
Portuguese
Portuguese (Brazilian)
Portuguese (European)
Punjabi
Quebec Sign Language (LSQ)
Rohingya
Romanian
Russian
Serbian
Slovak
Somali
Soninke
Spanish
Swahili
Tamil
Thai
Tigrinya
Turkish
Ukrainian
Urdu
Uzbek
Vietnamese
Wolof
Yoruba

Appendix E – VOYCE Appointment Request Tip Sheet



Appointment Request Tip Sheet

Voyce's Special Projects (SP) team (appointments@voyceglobal.com) is your main contact for appointment coordination. Appointments are best suited for calls requiring low-diffusion languages. Regardless of the urgency, client, or language needed, all requests need to be sent to appointments@voyceglobal.com for registration and follow-up. The exception is for appointments that require American Sign Language (ASL), Certified Deaf Interpreters (CDI), and Trilingual Interpretation (Spanish, English, ASL). Please email aslappointments@voyceglobal.com and follow the same procedure outlined below.

When requesting an appointment, you must provide Special Projects (SP) with the following information to ensure every aspect of your request is met:

Company Information:	Appointment Information:
<ul style="list-style-type: none">• Company Name• Contact Name• Contact Phone• Contact Email	<ul style="list-style-type: none">• Target language• Date & Time (EST)• Estimated duration• OPI or VRI• Platform for the meeting• Platform Invitation

Clients may add any comments to these requests, such as preferred interpreter gender or if the appointment will be recurrent. Once your request is received and reviewed, you will receive a response acknowledging receipt of the request.

-  **Appointment Lead Time**
Voyce requires a minimum of three (3) business days to coordinate an appointment with an interpreter, especially if a low diffusion (rare) language is requested.
-  **Modifying your Appointment**
Requests to reschedule or cancel your appointment must be received no less than 24 hours prior to the scheduled appointment time.
-  **Urgent Appointments and Emergencies**
Urgent appointments can be requested with less than three (3) business days notice. While Voyce does its best to coordinate urgent appointments, we Voyce cannot guarantee availability.
If there is an emergency outside business hours, please contact Voyce's Language Assistance Line at (954) 686-6822.