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## The Interpreters

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- Trained by specialists from the Ontario Ministry of Citizenship (180 hour program)
- Tested for language and interpreting skill
- Police-checked
- Sworn to confidentiality and impartiality
- Accountable both to the requesting agency and to **Interpreters Niagara – Hamilton**
- Accessible “24/7”

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## The Process

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To book an interpreter, call Information Niagara. You will need to provide the following information:

- Agency Name
- Your Name
- Agency Phone Number
- Language Requested
- Client Name
- Appointment Date, Time, and Location (provide a range of times if possible)

Once the assignment has been scheduled we will call you back to confirm the interpreter availability.

## 10 Reasons to use INTERPRETERS NIAGARA – HAMILTON

1. Accurate information
2. Accountability
3. Confidentiality
4. Impartiality
5. Linguistic Proficiency
6. Professionalism
7. Consistency
8. Liability Issues
9. On-going Training

### **Interpreters Niagara – Hamilton**

*A program of Information Niagara*

905-356-4653

1-800-263-3695

E-mail:

[interpreters@informationniagara.com](mailto:interpreters@informationniagara.com)



**Ontario**  
Funding from the  
Ministry of Citizenship

# Interpreters Niagara Hamilton

**A Program of Information Niagara**



**905-356-4653**

or

**1-800-263-3695**

Come join the many clients  
who use our professional  
interpreters

**MAKE CONNECTIONS  
TODAY!**

**Communicating  
With diverse communities**

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## The **LANGUAGES**

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- Amharic
- Albanian
- Arabic
- Bulgarian
- Cantonese
- Czech
- Croatian
- Czech
- Farsi/Persian
- French
- Greek
- Hungarian
- Italian
- Japanese
- Korean
- Kurdish (Sorani)
- Mandarin
- Polish
- Portuguese
- Punjabi
- Russian
- Serbian
- Somali
- Slovak
- Spanish
- Turkish
- Urdu
- Vietnamese

Additional languages  
available upon request

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## The **SERVICE**

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A point of connection between human service professionals (medical, legal, educational, social welfare) and non-English speakers. Skilled, local interpreters are available for:

### **Brief Message Relays**

- Medical instructions
- Appointment reminders
- Eligibility requirements
- Follow-up information

### **Telephone Interviews**

The voice of a sworn interpreter added to:

- An appointment at a professional office
- A telephone conversation with an off-site client

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### **On-Site Interviews**

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Accurate information verified in your office, at your convenience.

Documents requiring clients' signatures sight-translated to ensure complete comprehension.

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## The **COSTS**

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Services to victims of domestic violence provided AT NO CHARGE to non-profit human service agencies within funding limits.

Services to others offered for nominal fees:

### **All telephone work**

\$20-\$25 (1/2 hr. block)

### **On-site Interviews**

\$60-\$80 (2 hr. block)

#### Notes

- Professionals, not clients, are to book services.
- Travel billed between cities.
- Services to victims of violence defined by a provincial grant.
- Services offered pending interpreter availability.
- Advance booking advised.
- *Fees subject to HST.*
- Cancellation fees apply (less than 24 hours notice).

Language and fees are  
subject to change