NEW INTERPRETING OPTIONS

Working together to enable you and your service users to keep appointments safely by removing language and technology barriers.
HOW SIS CAN HELP

As a charity, every person and communication need is important to us and in these challenging times we are all adapting to changes in the way we work. Organisations are now contacting service users virtually using telephone and video platforms. Whilst this helps keep everyone safer it does present real issues for those who struggle to use new technology. Add to that a different language and it can become very difficult to deliver your services to those who need them.

As well as face to face interpreting SIS are now offering telephone and video interpreting options.

Details of each service can be found in this booklet.

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FACE TO FACE INTERPRETING

SIS are still offering high quality face to face interpreting where the situation requires a linguist to be physically present.

When booking SIS will ask what PPE you will supply for use by the linguist.

Use your eLangserv account at booking.sussexinterpreting.org.uk or visit sussexinterpreting.org.uk/book to request a linguist.
TELEPHONE INTERPRETING

For when the practitioner and service user are in the same room and the linguist is remotely located. There are three options:

Option 1: 2 way telephone call

When the booking is confirmed SIS will supply you with the telephone number for the linguist for this appointment.

At the time of the appointment you will call the linguist and interpreting can take place.

Use your eLangserv account at booking.sussexinterpreting.org.uk or visit sussexinterpreting.org.uk/book to request a linguist
TELEPHONE INTERPRETING

For when the practitioner, service user and linguist are all in separate locations.

Option 2: Conference call

If your organisation has conference call facilities on your telephone system or your mobile phone you can use this option**.

When the booking is confirmed SIS will supply you with the telephone number for the linguist for this appointment.

**Please check with your telephone or mobile network provider.

Option 3: SIS Group Call

This option is our most popular and allows all three parties to dial in to a group call using a room number and PIN code.

When the booking is confirmed SIS will supply you with a local call rate telephone number, room number and PIN code. With this option SIS can help instruct the service user on how SIS Group Call works and we supply a Freephone (0800) number.

Use your eLangserv account at booking.sussexinterpreting.org.uk or visit sussexinterpreting.org.uk/book to request a linguist
There are multiple options available, all of which are managed by you.

For any of the above options you will need to supply the service user’s telephone number and the link and/or log in details to SIS. SIS will supply the contact details of the linguist to you with full confirmation details of the appointment. You will be responsible for facilitating the meeting and forwarding any links for the appointment on to them directly.

For Skype or WhatsApp, SIS will supply you with the linguist’s mobile number for the appointment.

Use your eLangserv account at booking.sussexinterpreting.org.uk or visit sussexinterpreting.org.uk/book to request a linguist.
CONTACT OPTIONS

Planned interpreting
sussexinterpreting.org.uk/book

Same day/Next day interpreting
sussexinterpreting.org.uk/urgent

Emergency interpreting
For emergencies only, please contact our 24 hour emergency line on 0800 999 1950

Cancellations
sussexinterpreting.org.uk/cancellation

Amendments/Enquiries
sussexinterpreting.org.uk/change-a-booking

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