



INTERPRETING OPTIONS

Working together to enable full access, for people with language needs, to publicly funded services in order to improve health, education and quality of life.



sussexinterpreting**services**



HOW SIS CAN HELP

As a charity, every person and communication need is important to us. As well as Face to Face appointments, organisations now use telephone and video platforms. Whilst technology can reduce waiting times and 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.

SIS offer in-person and remote interpreting options.

Details of each service can be found in this booklet.

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FACE TO FACE INTERPRETING

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

Interpreting is the act of facilitating spoken language communication between two or more parties who do not share a common language by delivering, as faithfully as possible, the original message from source into target language.

to book

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



SCAN ME



TELEPHONE INTERPRETING

When the practitioner, service user and linguist are in several locations.

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.

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. You will be given a Standard Call Rate number (0333) and we supply a Freephone (0800) telephone number for the service user.

With this option, SIS can help instruct the service user on how SIS Group Call works..

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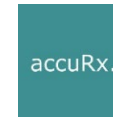




to book

VIDEO INTERPRETING

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 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

SIS is a Social Enterprise, a Company Limited by Guarantee (reg. n. 3893084) and a Registered Charity (reg. n. 1081284).

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SCAN ME