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.

sussexinterpretingservices

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 IMS account at
ims.sussexinterpreting.org.uk
or visit sussexinterpreting.org.uk/book
to request a linguist

SCAN ME

TELEPHONE INTERPRETING

When the practitioner and service user are in one location and the linguist is in another location.

2-way telephone call

After 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.

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

3-way telephone 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.

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 Freephone (0800) telephone number for you and the service user to dial into. With this option, SIS can help instruct the service user on how SIS Group Call works..

to book

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SCAN ME

VIDEO INTERPRETING

There are multiple options available, all of which are managed by you.

accuRx. attendanywhere® GoToMeeting by LogMeIn

Microsoft Teams zoom

For any of the above options you can select the platform and supply the meeting link in the booking form.

After the booking is confirmed, SIS will supply the contact details of the linguist to you.

WhatsApp

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

to book

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to request a linguist

SCAN ME

CONTACT OPTIONS

Planned interpreting
Log into ims.sussexinterpreting.org.uk

Same day before 4pm/Next day interpreting
sussexinterpreting.org.uk/urgent

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

Cancellations and Amendments with more than 24 hour's notice
Log into ims.sussexinterpreting.org.uk and cancel or amend the booking.

Cancellations with less than 24 hour's notice
sussexinterpreting.org.uk/cancellation

Amendments with less than 24 hour's notice
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).

to book

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SCAN ME