



### LANGUAGE INTERPRETER SERVICES AVAILABLE FOR WRHA & PROVINCIALY-FUNDED SITES QUICK REFERENCE GUIDE



To reduce the risks associated with language barriers, WRHA employs or contracts with trained, accredited interpreters who provide in-person and remote interpretation services in many languages. Service that is needed on an urgent basis may best be accessed by phone. It is available to patients in any WRHA health care facility/program, including COVID-19 testing sites and Alternative Isolation Accommodation sites (AIAs, includes Main Street Project AIA). WRHA has agreements in place with other RHAs to facilitate billing to that region.

If there is an urgent need for staff to access over-the-phone interpreter services, **call WRHA Language Access to be routed to the department/agency responsible for the language constituency required if interpretation services are not available in your region:**

- Cree, Oji-Cree and Ojibway language interpretation by:
  - WRHA Indigenous Health Mon-Fri 8am-7pm and Sat/Sun 9am-5pm (no stats)
  - WRHA Language Access Interpreter Services outside of these hours
- Inuktitut language interpretation by:
  - Kivalliq Inuit Services 24 hours/7 days a week
  - WRHA Language Access Interpreter Services, if Kivalliq not available
- American Sign Language interpretation by ECCOE
- Over 200 languages interpreted by WRHA Language Access

**WRHA Language Access Interpreter Services  
204-788-8585 (24/7)**

For Indigenous languages, you may also call directly:

**WRHA Indigenous Health  
204-940-8880 or 1-877-940-8880**

**Kivalliq Inuit Services  
1-867-222-3896**