


Section: Accessibility	Policy: Interpretation for Patients and Clients Policy
Approved Date: January 2017 Revision Date:	Policy Number: AC-2.0
Approved By: Cate Melito	Signature: 

Policy Statement

At Grand Bend Area Community Health Centre, the diversity of persons served is respected and every effort is made to accommodate their uniqueness.

Communication with persons seeking and receiving service ensures that diverse needs, interests, cultural backgrounds, and language and communication skills are accommodated.

Policy Goals

It is essential that health care procedures, instructions, information, etc. are clearly communicated and understood so that individuals can make informed health care decisions.

It is important that any interpreter provides:

- Accuracy - no opinions or advice
- Clarity - clear and concise in both languages
- Confidentiality - information remains between the circle of care
- Objectivity - impartial and objective
- Professional - punctual, courteous and respectful
- Cultural Interpretation - clarify concepts pertaining to cultural issues if requested.

Services are provided through Telehealth for Free at 1.866.797.0000 24 hours a day, 7 days a week. There is a long list of interpreters available including but not limited to: French, German, Dutch, Arabic, Kurdish, Mandarin and Spanish

If interpretation is needed in person, the Cross Cultural Learners Centre in London will provide the service for a fee. The fee will be covered by GBACHC. Call 519.432.1133 to make arrangements.

For those individuals who are deaf or hard of hearing and communication is not possible through written format, fax, email or lip reading, but signing is possible, GBACHC will provide a sign language interpreter. These can be arranged through the Canadian Hearing Society 1.855.656.3748 Monday to Thursday 8 am to 8 pm and Friday 8 am to 5 pm. Emergency after hours 1.866.256.5142.