Provision of Interpreters

Staff Guidelines

1. **Between 9am - 5pm Monday to Friday (excluding Bank Holidays) contact Support Services on extension 2003.**

2. Support Services will consult the database of Trust employees who can interpret, and provide the requesting department with the names/dept. of appropriate staff on the list.

3. If no one can be identified as suitable, Support Services will refer to the list of interpreters registered with Kingston Council (Community Interpreters). Failing that, an outside side agency will be contacted.
    ! Community Interpreters MUST be issued with a claim form, to be completed before they leave the department. This should be signed by the budget holder and returned to Support Services for their signature before being sent to Finance.

4. For monitoring purposes, Support Services **must** be informed of any request for an interpreter and the action taken.

5. The cost of interpreters is funded by each department's budget

6. Invoices for payment must be dealt with from each department's budget holder.

7. **Between 5pm and 9am; during a weekend or bank holiday, staff should contact switchboard who will have the list of Trust employees who may be contacted to interpret, and also the list of Community Interpreters. If no one suitable can be identified, then "Essential Interpreters & Translators International" (E.I.T.I.) who operate a telephone interpreting service can be used. A Communication Services folder similar to the one held be Support Services is held by Switchboard and can be accessed by the On-site manager and Night Co-ordinators.**

8. If an interpreter is required out of hours, Support Services must be contacted with the information as soon as possible the **next working day** as this is needed for monitoring purposes.

*Please Note:

If the patient has a hearing impairment and wishes to communicate through British Sign Language, it **may** take up to 2 weeks to arrange for an interpreter.