



200-One Forks Market Road Winnipeg, MB R3C 4L9  
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## PROCESS TO REQUEST ECCOE INTERPRETING SERVICES FOR DEAF AND DEAF-BLIND PATIENTS

*(NOTE: ECCOE Interpreting Services is a separate entity from the WRHA Language Access Program.)*

### **MONDAY – FRIDAY (0800-1600 HOURS):**

1. Phone: **204.926.3271** or cell **204.292.7151** to reach the Scheduling Coordinator, Candy Badger. Alternate method is to email at [candy.badger@eccoe.ca](mailto:candy.badger@eccoe.ca).
2. Provide the following information on the confidential voicemail or email:
  - Date;
  - Start and end time;
  - Contact name and phone number of the person requesting the booking;
  - Location (e.g. Grace Hospital);
  - Where in hospital the interpreter should meet the medical team and the Deaf or Deaf-Blind patient;
  - Type of booking (e.g. surgery, emergency, urgent, specialist appointment); and,
  - Name of Deaf or Deaf-Blind patient.

### **WEEKDAY EVENINGS (AFTER 1600 HOURS) AND WEEKENDS PROCESS:**

1. Call: 204.475.6332 to connect with the emergency after-hour service. The operator will contact the on-call interpreter.

### **PLEASE NOTE:**

- **ADVANCE BOOK:** When possible, please provide a minimum of one week in advance for a booking to ensure availability of interpreters.
- **CANCELLATIONS:** If having to cancel a booking request, please advise the Scheduling Coordinator 48 hours in advance to waive remuneration to Manitoba Health.