

**WRHA Language Access Interpreter Services – Third-Party Billing Rates  
Effective January 1, 2021 (subject to change)**

**In-person Interpreter Services within Winnipeg:**

- Hourly rate = \$55.00
- Minimum\*\* duration = 2 hours
  - Additional hours are calculated in 15 minute increments
  - Each additional hour over 7.5 hours or portion thereof calculated at 15 min increments = \$82.50/hour
  - For encounters with a scheduled duration of 3 hours or more, a 3-hour minimum\*\* applies if the encounter ends sooner than anticipated and the interpreter works less than 3 hours
- Above charges also apply to:
  - Cancellation notices of 24 business hours or less (3-hour maximum duration will apply)
  - Client or service provider non-attendance (3-hour maximum duration will apply)
- The following shift premiums also apply:
  - **Evening premium** – additional \$1.00/hour
  - **Night premium** – additional \$2.05/hour (effective October 1, 2016)
  - **Weekend premium** – additional \$1.65/hour (effective October 1, 2016)

**In-person Interpreter Services outside Winnipeg:**

For encounters outside the Winnipeg Health Region, additional in-person charges as applicable may include the following:

- Daily minimum of 7.5 hours x 2 days or more for overnight stays:
  - Subject to change as determined on a case-by-case basis
- Travel time: e.g. Winnipeg - Altona - Winnipeg = approx 3 hrs x hourly rate indicated above
- Return mileage: (rate = \$ 0.41/km), e.g. Winnipeg to Altona = 111 km x 2 x 0.41 = \$91.02
- Return airfare and taxi fare
- Premiums and overtime rates as indicated above
- Meals, incidentals, and per diem rates as indicated in table below

Meals / Incidentals	Hours (Claim only if traveling during noted times)	Canada (Below 53rd Parallel)	Canada (Above 53rd Parallel)
Breakfast	7 – 9 a.m.	\$10	\$12
Lunch	11 a.m. – 1 p.m.	\$13	\$14
Dinner	5 – 7 p.m.	\$27	\$29
Incidentals*	For every 24 hour period away*	\$10*	\$10*
<b>Per Diem (no receipts required)</b>		<b>\$50 / \$60*</b>	<b>\$55 / \$65*</b>

### **Remote Interpretation (Conference Call or Video Conference) with Language Access Interpreter:**

- Hourly rate = \$55.00
- Minimum\*\* duration = 30 minutes
  - Additional time is calculated in 15 minute increments
  - For encounters with a scheduled duration of 3 hours or more, a 3-hour minimum\*\* applies if the encounter ends sooner than anticipated and the interpreter works less than 3 hours
- Above charges also apply to:
  - Cancellation notices of 24 business hours or less (3-hour maximum duration will apply)
  - Client or service provider non-attendance (3-hour maximum duration will apply)
- The following shift premiums also apply:
  - **Evening premium** – additional \$1.00/hour
  - **Night premium** – additional \$2.05/hour (effective October 1, 2016)
  - **Weekend premium** – additional \$1.65/hour (effective October 1, 2016)

### **Over-the-phone Interpreter Services with External Contracted Provider:**

Fees for over-the-phone interpreter services (as provided by the external contracted provider: *MCIS Language Solutions*) are based on the following:

- Duration of the call(s) rounded up to the next minute as indicated on the invoice from the over-the-phone service provider *MCIS Language Solutions* (invoice available for review upon request)
- Current rate = \$1.22/minute
- Support costs fee of \$10.00 for coordination of the over-the-phone encounter (as applicable)
- For pre-booked over-the-phone interpreter encounters a “no show” or late cancellation fee (≤ 24 hours’ notice) will be charged for the scheduled duration of the appointment (or a 30 minute minimum), as invoiced by *MCIS Language Solutions*)
- Some languages of lesser-diffusion may need to be arranged through an alternate external contracted provider due to limited capacity across North America. These requests will be addressed on a case-by-case basis, depending on the language in need. Billing rates will be provided by Language Access and approved by the requester in writing (by email) prior to interpreter services being scheduled.

**If questions please contact:**

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