



**Winnipeg Regional Health Authority** **Office régional de la santé de Winnipeg**  
*Caring for Health* *À l'écoute de notre santé*

**WRHA Language Access**  
**204-940-8563**  
**languageaccess@wrha.mb.ca**

## **LANGUAGE ACCESS – Translation Guidelines**

### **QUICK REFERENCE GUIDE**

To reduce risks associated with language barriers and working with untrained interpreters (family members, friends, visitors, staff, or volunteers), WRHA Language Access employs trained interpreters who provide interpreter services in a variety of languages.

**Interpreter services** involve the conversion of an *oral message* from one language to another. This is distinct from **translation services** which involve the conversion of a *written message* in one language to a *written message* in another language.

WRHA Language Access is unable to provide translation services at this time but offers the following guidelines:

For French/English or English/French translation services, the WRHA French Language Services policy requires that you contact:

- WRHA French Language Services at 204-258-1081 for all translation requests

For translation to/from an Indigenous language, contact:

- WRHA Indigenous Health at 204-926-7151 for further information

For translation to/from an Inuit language, contact:

- Kivalliq Inuit Services at 204-944-7110 for further information

For translation in any other language, contact a certified translator:

- The Canadian Translators, Terminologists and Interpreters Council (CTTIC) offers a website at [www.cttic.org](http://www.cttic.org) with links to provincial/territorial member associations. Most provinces/territories have their own association of certified translators and each association provides a directory of certified translators in different language combinations. Click on 'Member Associations' to access links to provincial and territorial associations, e.g. British Columbia, Manitoba, and Ontario. You can also contact CTTC at 613-562-0379 or by e-mail at [info@cttic.org](mailto:info@cttic.org).

**Caution:** The use of machine or computer-aided translation tools, e.g. Yahoo Babel Fish, is particularly risky, can lead to serious misunderstandings and adverse consequences, and is therefore not recommended.

For further information contact: [languageaccess@wrha.mb.ca](mailto:languageaccess@wrha.mb.ca).