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| Policy | Interpretation and Translation Services | Number | 5.10.20 |
| Refer to | Procedure – Interpretation and Translation Services 5.10.20.P1 | Original Revised Revised | March 11, 2015 |
| Written by | Executive Committee | Approved by | Board of Health |

In accordance with the Ontario Public Health Standards (2008) and the Ontario Public Health Organizational Standards (2011), the Board of Health must ensure that barriers to accessing public health programs and services are minimized. As a means of facilitating access to Health Unit programs and services where communication including hearing impairment has been identified as a barrier, every effort will be made to obtain interpretation and/or translation services as required.

In order to ensure accuracy of interpretation/translation and to avoid personal bias, Health Unit employees will only use professional interpretation and translation services. All translators and interpreters are required to maintain client confidentiality under the terms of the service agreement with the contracted provider.