

Talk to me in my own language

The most powerful way to help people in a crisis is to provide support and information in their own language.

Interpreting

Interpreters convey spoken messages from one language to another.

What are your options?



On location

- + Personal contact builds trust in crisis situations.
- Finding the right professionals can be a challenge.



Remotely

- + Technology facilitates flexible interpreting support by phone or via app.
- Remote interpreting has less personal contact.

When do you need a professional interpreter?

When it's **complicated**: legal, medical, etc.

When there's **specialist** terminology

For **sensitive** information

When is it OK to use a volunteer interpreter or an interpreting app?



Simple communication



Everyday messages



Small talk & conversation

Sign language: every country has its own sign language, and deaf people also need an interpreter!

Where can you find an interpreter?

Professional associations for translation and interpreting

Online databases of interpreters

Online search



Understand language support needs



Work with professional language service providers



Budget for professional language support



Incorporate language support in your crisis management plans