



September 2003

Hello;

The after-hours emergency interpreter service was introduced to a number of regions across Ontario on August 6, 2002.

If you, or someone you know, is having a health or mental health emergency, you can now call a toll free TTY number or a toll free voice number from anywhere in Ontario and ask for a sign language interpreter.

The emergency interpreter service is available on weeknights from 5:00 p.m. to 9:00 a.m. and 24 hours a day on weekends and holidays.

Wallet cards that have the toll free numbers printed on them are available. You can carry the card with you at all times so you don't have to remember the number to call for an interpreter. Contact your local OIS office or OIS Provincial - Head Office in Toronto to get wallet cards.

Right now limited emergency interpreter service is available in Belleville, Campbellford, Chatham/Leamington/Wallaceburg, Durham-Oshawa, Hamilton, Kingston, Kitchener-Waterloo, Halton-Peel, London, Niagara Falls, Ottawa, Peterborough, Sarnia, Sault Ste. Marie, Sudbury, Thunder Bay, Toronto, Windsor and York.

Limited service means that on some evenings there will be an on-call interpreter available and on other evenings there may be no interpreter at all.

The operators that answer the TTY and voice toll free numbers will have the interpreter schedules and the list of regions that are or are not covered. When you call and ask for an interpreter, the operator will be able to quickly tell you if one is available.

We understand that some of you may be disappointed, and even frustrated, by the limited amount of emergency coverage. But please be patient with us. This is a new service and it will take time to grow and operate efficiently. We need your support and help as this develops.

Let us know if you have any problems using the service. Tell us how we could do this better. If there is anything you want us to know contact Sally Palusci at TTY 416-928-2510 or email at spalusci@chs.ca.

Keep in touch!

Sally Palusci
Services Co-ordinator
OIS After-Hours Emergency Interpreter Service
Ontario Interpreter Services