

Emergencies

If you have an emergency, the member of staff will talk to you through a telephone interpreter.

Medical emergencies

- Go straight to your nearest hospital **Accident and Emergency** department (**A&E**)

Or

- If you need an ambulance dial **999** or **112** from a mobile telephone

Police emergencies

- Dial **999** or **112** from a mobile telephone.

Comments, compliments or concerns about INTRAN

We want to know what you think about INTRAN. If you have any comments, compliments or concerns based on your use of the service we would like to hear from you. This will help us to continue to improve and develop our service.

It would help us to know your name and how to contact you, so that we can reply to you or ask for further information if we need it. However, you do not need to provide contact details if you do not want to.

Please write to:

**INTRAN
15 Hooper Lane
Norwich
NR3 4ED**

Or email

intran@norfolk.gov.uk

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English



What to do if you
need an interpreter

**The Interpretation and
Translation Agency for the
Eastern Region**

What to do if you need an interpreter


What is INTRAN?

INTRAN is a **free** and **confidential** service. We provide British Sign Language interpreters, lipspeakers and foreign language interpreters in 150 languages.

The role of the interpreter

- All INTRAN interpreters are professional, they have received in depth training and have all been police checked.
- Interpreters allow you and the member of staff to talk to each other.
- Interpreters are not responsible for what is said by the member of staff. If you don't understand what is being said, please say.
- Interpreters will not give advice, but are there to help you talk to the staff member.
- Everything discussed at the meeting will be treated as confidential.

Where is INTRAN available?

Whenever you see this sign  in public reception areas, someone will be able to help you in your language

As an example, here are some of the services that can talk to you through an interpreter:

- Doctors
- Pharmacists
- Housing
- Schools
- Police
- Hospitals
- Social Services
- Library

For other services, if you are not sure if INTRAN is available, please show your INTRAN card or ask the staff if you can have an interpreter.

If you need to use INTRAN this is what to do

- Tell the member of staff the language you speak
- Or
- Show your INTRAN card
- Or
- You will be shown a card/poster where you can point to the language you speak.
- Then
- Wait while they telephone for an interpreter.
 - Explain what you need to the interpreter on the telephone.
 - If you need a small amount of information this can be explained through the telephone interpreter.
 - If you need an appointment you will be given a date and time. An interpreter, usually face-to-face but sometimes on the telephone, will be available at your appointment.