



WWLHIN Funded Interpretation Services

WWLHIN funded interpretation services are available to primary care physicians, medical specialists, mental health counselling, and midwifery practices.

For the city of Guelph, Wellington County and Puslinch Township, the service is coordinated by Translation & Interpretation Program Services (TIPS) at Immigrant Services Guelph-Wellington (ISGW). For information about these services contact:

Jean Chow

E: jchow@is-gw.ca

P: 519-836-2222, ext. 226

To access this service your office must have a client ID and an access code. An authorized representative of your office must contact the Kitchener Waterloo Multicultural Centre (KWMC) to set up an account:

Ohayla Al-Khatib

ohayla@kwmc-on.com

The KWMC is ISGW's partner agency for this program and is the only agency able to issue access codes.

After confirming your eligibility, your office will be assigned a client ID and an access code. An interpretation request form that contains your codes and detailed instructions on how to access interpreters will be emailed to you. Once you have your client ID and access code you are ready to access interpretation services through TIPS at Immigrant Services.

To request an interpreter please email a completed interpreter request form to jchow@is-gw.ca. If this is not possible, please connect with Jean by email or by telephone at 519-836-2222 ext. 226. In order to process the request we need to know:

- **language** required
- **date** of appointment
- **time** of appointment
- **location** of appointment