

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 the 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
138A Hall Road
Norwich
NR1 2PU

What to do if you need an interpreter



What is INTRAN?

INTRAN is a free and confidential service. It provides British Sign Language interpreters, lipspeakers and interpreters in 150 languages.

The role of the interpreter

- To 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.
- The interpreter will not give advice, but is there to help you talk to the staff member.
- Everything discussed at the meeting will be treated as confidential.

Where is INTRAN available?

The interpreting service is organised by the service provider and is available where you see this INTRAN symbol.



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

- Social Services
- Housing
- Police
- Doctor's surgeries
- Hospitals
- Dentists
- Pharmacists
- Opticians
- Schools
- Environmental Health
- Libraries

For other services, if you are not sure whether 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 which 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.