

Translation Bureau

Guide to services

Sign language interpretation

Services provided

The Translation Bureau provides Parliament and federal departments and agencies with the following conference level interpretation services:

- American Sign Language (ASL)
- *Langue des signes québécoise* (LSQ)

Useful advice

It is important to plan the event well before the scheduled date, as it is not always possible to respond to last-minute requests. To facilitate and speed up the processing of their service request, clients are asked to provide the required documentation and information.

Additional information can be found on the [Sign language interpretation services](#) web page.

Costs (professional services, cancellation, travel, accommodation)

Agencies listed in [Schedules I and II of the Financial Administration Act \(FAA\)](#):

The Translation Bureau provides professional services free of charge to federal departments and agencies listed in Schedules I and II of the FAA. Interpreters' travel and accommodation expenses are recoverable. An administrative fee of 15% is applicable to the travel and accommodation expenses. In order to keep costs charged to clients to a minimum, the Bureau has access to rosters of interpreters in cities where the demand is strongest and makes every effort to retain the services of local interpreters throughout Canada. However, it cannot always guarantee their availability.

If all or part of the event is cancelled or the dates or times are changed, the Bureau will invoice the client for the interpreters' fees (and travel time, if applicable) unless it has been given notice of the change or cancellation at least **two full working days** before the set date. An administrative fee of 15% applies to late cancellations.

Also, should an event end earlier than expected and the interpreters' services are no longer required, the Department will be billed for the unused portion. An administrative fee of 15% applies.

Agencies listed in other Schedules of the Financial Administration Act and agencies not listed:

If the Bureau is able to provide the requested services, agencies listed in other Schedules of the FAA must defray all costs: interpreters' professional services, travel time, travel fees and accommodation. An administrative fee of 15% is applicable. If the Bureau is unable to meet a client's request, it will advise the client on how to obtain such services from the private sector.

Service standards

Translation Bureau service standards for the provision of interpretation services require the following number of interpreters:

- Up to one hour: one interpreter
- From one hour to four hours: two interpreters
- More than four hours: three interpreters

In order to ensure optimal interpretation quality, the Translation Bureau also considers the workload, the work environment (working conditions), the nature of the event, specific needs, the terminology, etc., and assigns the appropriate number of interpreters.

Specific needs, requirements or particular details regarding an event should be noted on the Service Request Form.



Service request

To submit a request or for any questions pertaining to the services provided, please contact us by email at tpsgc.btinterpretationimca-tbinterpretationmiac.pwgsc@tpsgc-pwgsc.gc.ca.