



HAPPY TO TRANSLATE

Do you know someone who has difficulty communicating in English? Does this prevent them from getting the information or services they need? Perhaps they are uncomfortable relying on family or friends to help them communicate? **If so, the “Happy to Translate” Logo Initiative aims to help!**

WHAT IS THE “HAPPY TO TRANSLATE” LOGO ?

The “Happy to Translate” Logo symbolises successful communication between two people who do not share a common language. The design was selected by different communities in Scotland by a majority vote survey. This initiative is being developed to help improve the quality of life of people in Scotland who speak or read little or no English or who use a non-verbal language. Organisations that display the Logo will provide language assistance in the form of confidential translation and interpretation.

WHAT IS TRANSLATION AND INTERPRETATION ?

Translation - written words are changed from one language into another.

Interpretation - two or more people who do not use the same language communicate with the help of a third person who is fluent in both languages. Professional translators and interpreters are language experts with special training. They are bound to a code of ethics and quality standards that ensure their work is accurate, neutral, accountable and confidential. Some also specialise in technical language used in fields such as law or medicine.

HOW CAN THE “HAPPY TO TRANSLATE” LOGO HELP ?

When a customer who speaks or reads little or no English visits a “Happy to Translate” Logo organisation, a member of staff will follow a few simple steps to determine what language the customer prefers to use, and what information or services they require. This may include asking the customer to point to their language on a language chart, or the use of a telephone language service.

ENGLISH

Once language and need are determined, an appointment will be made on the customer's behalf with a professional interpreter, or for documents to be translated into the appropriate language (delays will be minimised if emergency help is required).

WHEN & WHERE ARE THESE SERVICES AVAILABLE ?

Several public organisations are piloting the "Happy to Translate" Logo in 2005-07. The first group includes selected departments within **The City of Edinburgh Council, Lothian and Borders Police, The Moray Council, NHS Lothian and Trust, Hanover (Scotland) & Bield Housing Associations** (additional pilot organisations will be announced). At the conclusion of the pilot phase, other organisations will be encouraged to apply for membership to use the "Happy to Translate" Logo. It is hoped that over time, the Logo will be widely used by public and private organisations in Scotland to improve access to information and services.

ADDITIONAL INFORMATION

If you know someone who could benefit from the "Happy to Translate" Logo, please share this information with them. For translations in additional languages or alternative formats (such as Braille, audiotape or large print) please call 0131 444 4951 or write to: "Happy to Translate" Logo Initiative, 12 New Mart Road, Edinburgh EH14 1RL. This booklet can also be viewed online at www.happytotranslate.com.

Promoting equal access by overcoming language barriers