



Language Centre Professional Interpretation Services

*- enhance communication using our
professional interpreters*



Settlement • Language • Interpretation • Employment
westmanimmigrantservices.ca

Westman Immigrant Services Language Centre

Quality Assurance:

Westman Immigrant Services Language Centre (WISLC) has a commitment to providing excellent customer service and client satisfaction. Interpreters have been tested in a national interpreter language test for accuracy and are bound by the interpreter code of ethics and standards of practice.

For more information or questions or complaints, please contact:

Abigail, Language Centre Facilitator by phone:
204-727-6031 Ext. # 2237 or by email:
Abigaile@westmanimmigrantservices.ca



1001 Pacific Avenue
Brandon, MB R7A 0J2
Phone: 204 727-6031
Fax: 204 725-4786
www.westmanimmigrantservices.ca

Canada 



We provide services in the available languages for:

- Medical Situations
- Legal Proceedings
- Assessments
- Public consultations
- Business negotiations

Any type of situations or appointment where businesses and individual need to communicate in English and a required language.



About our Interpreters



WISLC interpreters have been tested as to language proficiency, certified, and highly trained to provide professional interpretation services. They undergo an intensive training program that provides them with the skills, ethics, confidence, and qualifications needed to become a professional community interpreter. We are committed to maintaining confidentiality, impartiality, respect, and professionalism.

Interpretation Services offered:

- Consecutive Interpreting
- Simultaneous Interpreting
- Telephone Interpreting / Message Relay
- Telephone Conference Interpreting

Available Languages:

Arabic	Gujarati	Somali
Amharic	Indonesian	Spanish
Bilen	Korean	Swahili
Cantonese	Hindi	Taishanese
Dutch	Mandarin	Tagalog
French	Punjabi	Tigrinya
German	Russian	Ukrainian
		Urdu

How to book an interpreter

- Call: 204-727-2276
- Email: ilcem@westmanimmigrantservices.ca
- Fax: 204-725-4786
- In person: Westman Immigrant Services, 1001 Pacific Avenue, Brandon, MB, R7A 0J2

You will be required to fill out an Interpreter Request Form with the Booking Coordinator.

Language Centre Office hours:
Monday-Thursday.....8am – 4:30pm
Friday.....8am – 4:00pm

Cancellation Policy

Should there be any changes or cancellations to pre-booked services, it is important to immediately advise the Language Center's Booking Coordinator at least 24 hours or more in advance to enable cancellation of the interpreter.

If an appointment is cancelled with one or more full business day notice/more than 24 hours notice, there will be no charge.

If an appointment is cancelled with less than one full business day notice / less than 24 hours notice, you will be billed the fee(s) of the booked time.

Please notify the Language Centre of cancellations by emailing ilcem@westmanimmigrantservices.ca or calling 204-727-2276.

Billing information

In person service within Brandon:

Hourly rate: \$31.50* (*subject to change)

- All bookings are billed in a one-hour block. Therefore, if you have an appointment that runs for 1 hour and 30 minutes, you will be billed for 2 hours.

Above charges also apply to:

- Cancellation notices of 24hours or less
- Client or service provider non-attendance

In person service outside Brandon

- Hourly rate: \$31.50
- Mileage: .50¢ per km

Telephone interpreting/ Message relays:

\$12.50* (*subject to change)

In addition to the standard fee of \$31.50:

- After hours interpreting service
\$30.00 (5:01pm – 7:01am)

What our clients are saying about our Service:

"The service and quality of interpretation is very good. Thank you"

"Your office very quickly sent an interpreter in an emergency situation. Both interpreters were very professional. Thank you"

"Very professional and efficient"

"We are very satisfied with the quality and professionalism shown by "WISLC" and your employees"