

Dear OW Hamilton staff,

**Please have the following information provided when making a request for an Interpreter:**

- Date and Time of the appointment.
- Language.
- Type of the interview (face to face / Conference Call/ message relay)
- Client's First and Surname and Client's ID **Number**
- If you need the client to be confirmed then please indicate client's phone number
- Location of the Assignment and a contact name for the appointment.
- In case of an off-site assignment, Name and Phone Number of the Contact Person.
- All requests and cancellations should be made through ITS-Hamilton Intake Coordinator at least 24 hours prior to the appointment date or as soon as you are aware of the cancellation, whichever comes first.
- In order for us to be able to maintain the high quality of our service, please fill out the User Feedback Form provided to you by the Interpreter at the appointment or download from our website.
- Bring all concerns about the delivery of the Interpretation services to the immediate attention of the ITS-Hamilton Intake Coordinator or the Program Manager.
- For emergency booking please call the office during working hours at 905-527-7045 or our emergency line (24/7) at 289-689-1440