

Waterloo Wellington LHIN & Kitchener-Waterloo Multicultural Centre Launch Interpretation Services for Patients

Residents across Waterloo and Wellington who have a limited ability to speak English or French will now have access to professional interpretation services when they require specific health care services. Interpretation services will be available at no cost when residents go to their family physician, or when they access mental health and community support services anywhere in Waterloo Wellington. Health care providers will have fast, easy access to interpreters who can provide interpretation services either in-person or over the phone.

Below you will find an updated list of which physicians and others have already registered for the LHIN interpretation service. This can help you when you are working with newcomers accessing the health system and needing interpretation.

If your medical care provider is not registered, at the very bottom of this email is instructions you can give them to register for free! Share the how-to-register information (below the list of physicians) with a specialist or health professional that isn't registered yet, when they are working with a limited-English newcomer with an upcoming medical appointment. Note that the Guelph-Wellington contacts in the list below are in red.

The groups and individuals below have registered for the WWLHIN Interpretation Service and are able to provide professional in-person or over-the-phone language interpretation to patients (as of Jan 21, 2020).

Groups Registered for Interpretation Service (Mental Health & Addictions)	Programs Eligible for Service
Canadian Mental Health Association Waterloo (80 Waterloo Ave., Guelph)	Administration and Support Services; CMH&A Centralized Access; Case Management - Mental Health; Clinics Programs - MH Counseling and Treatment; MH Early Intervention; MH Eating Disorders; Other MH Services not elsewhere identified; Crisis Intervention - Mental Health; Res. Mental Health - Support within Housing; Health Prom. /Educ & Dev - Psycho-Geriatric; Consumer Survivor Initiatives - Peer/Self Help; Consumer Survivor Initiatives - Family Initiatives; CSS IH - Case Management; Undistributed Accounting Centres
Cambridge Memorial Hospital (CMHA)	COM Medical Resources; Clinics Programs - MH Counselling and Treatment; MH Community Clinic; MH Psycho-geriatric; Day/Night Care Mental Health General
St. Mary's General Hospital (CMHA)	Administrative and Support Services; Addictions Treatment - Substance Abuse; Addictions Treatment - Problem Gambling

Grand River Hospital (CMHA)	Case Management - Mental Health; MH Assertive Community Treatment Teams; Day/Night Care Mental Health General; MH Home Care - Psychiatric Follow-Up; COM Residential Addiction - Withdrawal Management Centres.
Carizon Family and Community Services (400 Queen Street South, Kitchener)	Administration and Support Services; MH Abuse Services
House of Friendship (51 Charles St E, Kitchener)	Administration and Support Services; Case Management/Supportive Counselling & Services - Addictions Supportive Housing; Case Management; Addictions - Substance Abuse; Combined Clinic; Addictions Treatment - Problem Gambling; Day/Evening Addictions Treatment; COM Residential Addiction - Treatment Services-Substance Abuse; COM Residential Addiction - Supportive Treatment
Ray of Hope (230-659 King St E, Kitchener)	Administration and Support Services; Addictions Treatment - Substance Abuse; Day/Evening Addictions Treatment; COM Residential Addiction - Treatment Services-Substance Abuse; Undistributed Accounting Centres
Threshold Homes and Supports Inc. (236 Victoria Street N, Unit 2A, Kitchener)	Administration and Support Services; Case Management - Mental Health; MH Assertive Community Treatment Teams; Other MH Services not elsewhere identified; Res. Mental Health - Support within Housing; Res. Mental Health - Short Term Crisis Support Beds
Canadian Mental Health Association Wellington (80 Waterloo Ave., Guelph)	Administration and Support Services; CMH&A Centralized Access; Case Management - Mental Health; Clinics Programs - MH Counseling and Treatment; MH Early Intervention; MH Eating Disorders; Other MH Services not elsewhere identified; Crisis Intervention - Mental Health; Res. Mental Health - Support within Housing; Health Prom. /Educ & Dev - Psycho-Geriatric; Consumer Survivor Initiatives - Peer/Self Help; Consumer Survivor Initiatives - Family Initiatives; CSS IH - Case Management; Undistributed Accounting Centres
Dunara Homes For Recovery (329 Gordon Street, Guelph)	Administration and Support Services; Res. Mental Health -Support within Housing; Undistributed Accounting Centres
Family Counselling and Support Services for Guelph Wellington (109 Surrey St E, Guelph)	Administration and Support Services; MH Abuse Services
Homewood Health Centre Inc. (CMHA)	Administration and Support Services; COM Medical Resources; Case Management - Mental Health; MH Assertive Community Treatment Team; Addictions Treatment - Substance Abuse; Addictions Treatment - Problem Gambling; Health Prom. / Education MH - Awareness
Portage Program for Drug Dependencies (6681 Irvine St, Elora)	Administration and Support Services; COM Clinical Management; COM Residential Addiction - Treatment Services-Substance Abuse
Stonehenge Therapeutic Community (60 Westwood Rd, Guelph)	Administration and Support Services; Case Management/Supportive Counselling & Services - Addictions Supportive Housing; Case Management; Addictions - Substance Abuse; Combined Clinic; Addictions Treatment - Substance Abuse; Res. Mental Health - Support within Housing; COM Residential Addiction - Treatment Services-Substance Abuse

Groups Registered for Interpretation Service (Community Support Services)	Programs Eligible for Service
Alzheimer Society, Waterloo Wellington (831 Frederick Street, Kitchener)	Health Prom/Educ & dev - General Geriatric; CSS IH - Caregiver Support; CSS IH - Visiting; - Social And Safety;
Canadian National Institute for the Blind - Waterloo Wellington (Suite 201, 151 Frederick Street, Kitchener)	Administration and Support Services; CSS IH - Vision Impaired Care Services
Centre for Sight Enhancement, University of Waterloo (School of Optometry & Vision Science, 200 University Ave. W., Waterloo)	Administration and Support Services; CSS IH - Vision Impaired Care Services; Undistributed Accounting Centres
Community Care Concepts of Woolwich, Wellesley and Wilmot Townships (929 Arthur Street South, Elmira)	Administration and Support Services; CSS IH - Service Arrangement/Coordination; CSS IH - Meals Delivery; CSS IH - Transportation - Client; CSS IH - Crisis Intervention and Support; CSS IH - Day Services; CSS IH - Visiting - Social and Safety
Community Support Connections - Meals on Wheels and More (Box 29, 61 Woolwich St. N., Breslau)	Administration and Support Services; CSS IH - Service Arrangement/Coordination; CSS IH - Meals Delivery; CSS IH - Transportation - Client; CSS IH - Crisis Intervention and Support; CSS IH - Caregiver Support; CSS IH - Visiting - Social and Safety
Fairview Mennonite Home Residential and Long-Term Care (515 Langs Drive, Cambridge)	Administration and Support Services; CSS IH - Social and Congregate Dining
Hospice of Waterloo Region (298 Lawrence Ave, Kitchener)	Administration and Support Services; COM Health Prom/Educ. & Com. Dev. - Community Engagement and Capacity Building; Health Prom./Educ - Palliative Care Interdisciplinary; Health Prom./Educ - Palliative Care Pain and Symptom Management; CSS IH - Visiting - Hospice Services
Independent Living Centre of Waterloo Region (127 Victoria St S, Kitchener)	Administration and Support Services; CSS IH - Personal Support / Independence Training; CSS IH - Assisted Living Services
K-W Seniors Day Program Inc. (247 Franklin St N, Kitchener)	Administration and Support Services; CSS IH - Day Services
K-W Working Centre for the Unemployed (58 Queen St S, Kitchener)	Administration and Support Services; Clinics / Programs - General Clinic; CSS IH - Assisted Living Services
Nurse Practitioner Led Clinic, Kitchener (123 Pioneer Drive, Kitchener)	
Nurse Practitioner Led Clinic, Cambridge (13 Water Street North, Cambridge)	
Region of Waterloo Paramedic Services: Karen Totzke, Carrie Schneider, Ann Bettles, Dawne Stevenson (120 Maple Grove Road, Cambridge)	Community Paramedicine Program
Regional Municipality of Waterloo - Sunnyside Home (247 Franklin St N, Kitchener)	Administration and Support Services; Community Paramedicine; CSS IH - Day Services; CSS IH - Overnight Stay Care; CSS IH - Assisted Living Services
Shore Centre, Kitchener, Cambridge (130-235 King Street East,)	
The Corporation of the City of Cambridge (50 Dickson Street, P.O. Box 669, Cambridge)	Administration and Support Services; CSS IH - Day Services; CSS IH - Visiting - Social and Safety;
The Corporation of the City of Kitchener (200 King St. W., Kitchener)	Administration and Support Services; CSS IH - Day Services; CSS IH - Caregiver Support;

The Corporation of the City of Waterloo Adult Recreation Centre (2001 University Ave E, Waterloo)	Administration and Support Services; CSS IH - Service Arrangement/Coordination; CSS IH - Meals Delivery; CSS IH - Transportation - Client; CSS IH - Day Services; CSS IH - Caregiver support; CSS IH - Visiting - Social and Safety
Traverse Independence Not-For-Profit (1-382 Weber St E, Kitchener)	Administration and Support Services; CSS IH - Case Management; CSS IH - Assisted Living Services; CSS IH - Caregiver Support; CSS ABI - Day Services; CSS ABI - Vocational Training and Education Services; CSS ABI - Personal Support / Independence Training; CSS ABI - Assisted Living Services
Trinity Village Care Centre Residential and Long-Term Care (2727 Kingsway Drive, Kitchener)	Administration and Support Services; CSS IH - Day Services;
Alzheimer Society, Waterloo Wellington (831 Frederick Street, Kitchener)	Health Prom/Educ & dev - General Geriatric; CSS IH - Caregiver Support; CSS IH - Visiting;- Social And Safety;
Canadian National Institute for the Blind - Waterloo Wellington (Suite 201, 151 Frederick Street, Kitchener)	Administration and Support Services; CSS IH - Vision Impaired Care Services
East Wellington Community Services (45 Main Street, Erin)	Administration and Support Services; CSS IH - Transportation;- Client; CSS IH - Day Services;
Guelph Independent Living (207-255 Woodlawn Rd W, Guelph)	Administration and Support Services; CSS IH - Crisis Intervention and Support; CSS IH - Homemaking; CSS IH - Personal Support / Independence Training; CSS IH - Assisted Living Services
Hospice Wellington (795 Scottsdale Drive, Guelph)	Administration and Support Services; CSS IH - Visiting - Hospice Services
St. Joseph's Health Centre, Guelph (100 Westmount Rd, Guelph)	Administration and Support Services (Therapy Clinic; COM Health Prom/Educ. & Com. Dev. - Community Engagement and Capacity Building; Health Prom/Educ. Dev - Psycho-Geriatric; CSS IH - Day Services; CSS IH - Overnight Stay Care; CSS IH Caregiver Support; CSS ABI - Day Services)
The Corporation of the Township of Mapleton (11 Andrews Dr W, Drayton)	Administration and Support Services; CSS IH - Service Arrangement/Coordination
Victorian Order of Nurses, Ontario Branch, WWD Site (392 Main Street North, Unit 4, Mount Forest)	Administration and Support Services; CSS IH; Meals Delivery; CSS IH - Transportation - Client; CSS IH - Crisis Intervention and Support; CSS IH - Day Services; CSS IH - Visiting - Social and Safety

Groups Registered for Interpretation Service (Physicians)

Only groups that were active and had enrolled patients on March 31, 2017 are included. Individuals not enrolled to a primary care enrolment model have been assigned as fee-for-service in their LHIN/sub-region of residence.

Physician Name

Grandview Medical Centre FHO (Cambridge-North Dumfries)

Main, Jeffrey Scott

Dissanayake, Chaminda

Davis, Randolph John

Bennett, Kathryn Marie

	Yakoub, Emad Iskander Alavi, Shazia Arora, Shefali Dhindsa Arora, Harpreet Singh Maheshwari, Anil Kumar Gupta, Sunjay Sefin, Ashraf Akromen Morcos Walker, Kathryn Craigen Mcmurrich, James Hamilton Roy Monkhouse, Alan Keith Young, Alix Marie Shoop, Rebecca Rachel
Heritage FHO (Cambridge-North Dumfries)	Holling, Tamara
Two Rivers FHO (Cambridge-North Dumfries)	Ashton, Russell William Hughes, Tracy Elynn Whan, Deborah Elaine Klomfass, Matthias Thorsten Attalla, Amany Adel Youssef Kolk, Sarah Janine Costin, Ioana Ruxandra Geddes, Jay Andrew Mazerolle, Maryse Fleur Williams, Taryn Melissa Kumanan, Mekalai Siddall, Laura Syrene Schurter, Melissa Lynne Benjamin, Prabhu Morgan, Kathryn Rachel Smith, Camala Aponte Delorme, Alison Clare Chantry Hankinson, Keith Campbell Skillman, Jean Lillian Springate, Russell Peter George, Susan
03-CCM (K-W-Wellesley-Wilmot-Woolwich)	Stephenson, Michael Colin
03-FFS (K-W-Wellesley-Wilmot-Woolwich)	Stewart, John Macinnis
Dr. Nadia Husein (K-W-Wellesley-Wilmot-Woolwich)	Husein, Nadia
Blue Heron Midwives (K-W-Wellesley-Wilmot-Woolwich)	Blue Heron Midwives
Andrew Street FHO (K-W-Wellesley-Wilmot-Woolwich)	Remington, Jeffrey Stephen Dusseault, Laurie Ellen

	Tapp, Carly Ann Lubitz, Rebecca Jean Winter, Arthur John Bednarska, Elzbieta Inez Wang, Xu Varano, Kristopher Tak, Auzair Ahmed El-Assar, Dalia Shaban Dawoud Mctavish, Wyatt Ross
Andrew Street Pediatrics (K-W-Wellesley-Wilmot-Woolwich)	Hutzel, Carolyn Linkletter, Martha
Benton Medical Centre (K-W-Wellesley-Wilmot-Woolwich)	Hafuth, Falah Jaber, Ziad Hassan, Osama
Frederick Street Medical ()	Welsh, Melissa
Lancaster Medical (K-W-Wellesley-Wilmot-Woolwich)	Maidment, Julie Lynne Yeung, Alison Rebecca Nartey, Michael
New Vision FHO (K-W-Wellesley-Wilmot-Woolwich)	Cameron, Karen Ann Bausmer, Tracy Ann Kane, Martin David Gebeyehu, Yidersal Mellese Chan, Steven Yat Tung Mensah, Albert Kwesi Zorzitto, Joanna O'Brien, Thomas James Korsheed, Shvan Gimbel, Sarah Anne Cescon, Amelio Orlando Findlay, Douglas Edward Pope, John David Adler, Ruth Isobel Hickman, Donald Norman
Nith Valley Family Practice FHO (K-W-Wellesley-Wilmot-Woolwich)	Mcmillan, Aimee Lydia May Cameron, David James Erling, Thomas Martin, David Keating, Patrick

	Schnore, Stephen Karl
Senguen Health Centre (K-W-Wellesley-Wilmot-Woolwich)	Steingart, Chris Liu, Theresa Chittle, Andrea
South Kitchener Family Medicine (K-W-Wellesley-Wilmot-Woolwich)	Tan, Luke Delaney, Keri Barnes, Matt
The Centre for Family Medicine FHO (K-W-Wellesley-Wilmot-Woolwich)	Yee, John Dixon, Heather Lynn Pefanis, John Kolbasnik, Alexandr Moore, Kimberly Anne Lee-Poy, Michael Frank Sawyer, Marc Robert Fuss, Carolyn Lee Milligan, James Duncan Alarakhia, Mohamed Mckee, Ryan William Charles Jones, Jennifer Lynne Beilhartz, Natallia Louella Arya, Akshaya Neil Finn, Brian Robert Mehan, Upender Kumar Lee, Linda Li-Wen Lee, Frederick Joseph Whitby, Peter Lyndall
MD Care FHO (K-W-Wellesley-Wilmot-Woolwich)	Bruce, Rodney Robert Mayer, Kevin David
Belmont Family Medicine FHO (K-W-Wellesley-Wilmot-Woolwich)	Pearce, Glenn
Kitchener-Waterloo FHO (K-W-Wellesley-Wilmot-Woolwich)	Mather, John Fredrick
Greenbrook Family Medical Centre - Waterloo Region FHO (K-W-Wellesley-Wilmot-Woolwich)	Gingell-Potts, Ruth Margaret Taylor, Martha Lynn Luce, Kiersten Anna Seyler, Susan Joy Steinmann Turner, Frances Norma Earl, Samantha

Waterloo Region FHO (K-W-Wellesley-Wilmot-Woolwich)	Patel-Christopher, Abha Reimer, Wendy Janine
Arch Clinic (Guelph-Puslinch)	Armstrong, Ian Lund, Christopher
Diabetes Care Guelph (Guelph-Puslinch)	
Guelph Family Health Team (Guelph-Puslinch)	Mathew Mendez, Clinic Coordinator
Minto Rural Health Centre (Wellington)	Chu, Tamara Tracy Wielgosz, Joanna
Mapelton Health Centre (Wellington)	Deacon, Philip Michael
Palmerston Health Centre (Wellington)	Semelhago, Gavin Rupert
Harriston Heath Centre (Wellington)	Calarco, Mary Jo
Clifford Medical Centre (Wellington)	Norman, Tanya Lynne
Phoenix FHO 1 (Guelph-Puslinch)	Alexopoulos, Karen Natalie Austin, Monica Louise Beland, Renee Loretta Chan, Joan Mackenzie Little, Kyrie Anne Thomson, Carol Ann
Phoenix FHO 2 (Guelph-Puslinch)	Helyar, Richard Geoffrey Pasion, Stella Rodriguez
Guelph North End Family Medical Phoenix FHO 3 (Guelph-Puslinch)	Rahil, Preetinder Singh Talukdar, Momtaz Helal Tudor, Manuela Georgeta
Arbour Family Medical Centre Phoenix FHO 4 (Guelph-Puslinch)	Thomas, Shira Mackie, Carl Clarence Kizior-Hajduk, Anna Jadwiga St. Amant, Krista Michelle Maclean, Trudy Lynn Ting, Gabriel Tjun-Jiat Deol, Mandeep Kaur Chaytor, Julie Chaudry, Urooj
Dr. Norma Chan (Guelph-Puslinch)	Dr. Norma Chan
Dawson Road Family Medical Clinic 03-FFS (Guelph-Puslinch)	Hamilton, Rachel Kay Albrecht, Gaylord Dale Charlton, Scott Thomas Choi, Ellen Hon-May Danielli, Rosemary Paula

	Dason, Jeyapandy Thangaiah Friars, Douglas Gerald Gawron, Stephen Jeffrey Gibson, Malcolm Albert Stirling Iftikhar, Furheen Librach, Kevin Stuart Naidoo, Denisha Nairn, Janet Cecilia Pavanel, Mary Ellen Schieck, David Orrin Schuurman, Joy Christina Tobin, Thomas Edward Turvey, Erin Anne Vogel, Christine Patricia Wallace, Garry Edward
Arkell Medical Centre Speed River FHO (Guelph-Puslinch)	Stephenson, Susan Lesley Song, Helen Bo
Senguen Health Centre (Guelph-Puslinch)	Steingart, Chris Liu, Theresa Chittle, Andrea
Speed River FHO 1 (Guelph-Puslinch)	Spadafora, Peter Joseph
Speed River FHO 2 (Guelph-Puslinch)	Issakoff-Meller, Anna Marica Traplin, Steven John
Upper Grand FHO (Wellington)	Anderson, Marion Catherine

Any eligible physicians or other health professionals in Waterloo Wellington can access free language interpretation services by registering for the WWLHIN interpretation service. Please share the following information with any that are not on the above list to encourage them to sign up, and to clarify who is eligible and how they can register.

Dear Health Service Provider,

We all know that clear communication with your patients is foundational to being able to provide excellent care. However, this can be challenging for health providers when speaking with patients that do not know English well.

In order to help you deliver the highest quality care, the Waterloo-Wellington Local Health Integration Network (WWLHIN) offers **free interpretation services** provided through the Kitchener-Waterloo Multicultural Centre (KWMC).

Registering for this free service is as simple as emailing KWMC at interpreters@kwmc-on.com to confirm that you are eligible and get instructions on how you and your team can use this service.

This professional, medical interpretation service is **available to primary care providers** in the WWLHIN as well as **other members of the primary health care team** (including social workers, diabetic educators, pharmacists, and other roles within your practice). This service is **available to all specialists** practicing in the community, as deemed appropriate by the referring primary care provider. It is also available to WWLHIN-funded community mental health and addictions and community support service agencies.

This interpretation service includes **both in-person professional interpreters in 50 languages as well as over-the-phone interpreters in more than 240 languages**. You can book an in-person or over-the-phone interpreter in advance, or with phone interpretation can be connected to an interpreter in less than a minute. In-person interpretation is often preferable for longer, pre-planned appointments, whereas over-the-phone interpretation is ideal for very short or emergency interactions.

There are many **benefits of using trained interpreters**, including: reducing unnecessary medical testing or incorrect treatment, ensuring there is informed consent for services, increasing client understanding and service usage, ensuring validity of contractual agreements and decreasing service providers' exposure to risk and liability.
