

COVID-19 Planning and Support

Here at Translate UK, the health and wellbeing of both our clients and linguists is of the upmost importance. Therefore, in the light of the current global health situation, we'd like to take the time to reassure you that we are doing everything we can to protect your business and support you through this difficult time.

All of our interpreters have been made aware of current government advice before attending any face-to-face appointments and we have made clear the importance of an increased vigilance surrounding hygiene. We have stressed to our interpreters that if they have any concern that they may be infected, no matter how mild their symptoms, that they must self-isolate in order to protect themselves and those around them.

We do expect a higher number of interpreter cancellations due to self-isolation over the following weeks but please rest assured that we have made provisions to supply alternative interpreters or to provide interpreters by other non-face-to-face means.

Alternatives to face-to-face appointments:

In addition to telephone interpreting, we can offer a number of ways by which three-way conversation with your clients can continue. These include:

- WhatsApp
- Skype
- Zoom
- Whereby

Translation work:

Another alternative to face-to-face appointments is communication via email or letter. We will continue to offer translation work and if you wish to communicate your company's current advice concerning COVID-19 to your clients prior to their appointments, please do get in touch.

BSL interpreting:

Again, all of our BSL interpreters have been made aware of current government advice before attending face-to-face appointments. However, we are also fully equipped to be able to offer BSL interpreting via video conferencing should the need arise.

Please rest assured that we are doing everything we can to support you during this time. We have put into place business contingency plans which will allow us to work from home and continue to cater to all your language needs, with as little disruption as possible.

Thank you for your continued support and understanding during this difficult time.

Kind regards,

Translate UK