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Introduction to the interpreter service for the disabled

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In the following you find information on how to use the interpreter service for the disabled.

More detailed information is available on Kela's website at www.kela.fi/vatu.

The pages are also available in Finnish sign language and Finnish-Swedish sign language.

The videos on the pages can be viewed with the programs Media Player and Real Player.

The programs are free of charge.

All forms that relate to the interpreter service are available on Kela's website and from Kela's local offices.

1. Introduction to the interpreter service

For new customers, Kela provides introduction to the interpreter service.

It is possible to receive introduction even if you have already used the interpreter service.

The introduction is voluntary.

You can also say that you do not want any introduction.

Kela's Centre for Interpreting Services for the Disabled assigns the interpreters that will provide introduction to you on how to use the interpreter service.

During the introduction you and the interpreters will get to know each other.

Preferably a person close to the you who knows your communication methods will also participate in the introduction.

During the introduction you will receive information about the interpreter service.

You will also be given advice on how to use the interpreter service.

Your customer registration form has been sent to Kela with the application for the right to interpreter service.

The customer registration form is reviewed in connection with the introduction.

At the end of the introduction session you will make a test booking to the Centre for Interpreting Services for the Disabled.

Afterwards, the Centre will monitor your use of the interpreter service.

If you have not booked interpreter service within three months of the introduction, the Centre will contact you and suggest further introduction.

2. What is the interpreter service for the disabled?

The interpreter service for the disabled is intended for persons who have a place of domicile in Finland.

The interpreter service can be used by persons who have a hearing impairment, a hearing and vision impairment or speech impairment.

A further requirement is that the user can express himself or herself through interpretation and uses a functioning communication method.

Such communication methods include for example

- Finnish sign language or Finnish-Swedish sign language
- sign-supported speech in Finnish or Swedish
- speech interpretation

- written interpretation in Finnish, Swedish or Sami
- communication with pictures
- Bliss symbols.

Using the interpreter service is free of charge.

3. For which types of situation can the interpreter service be used?

You can use the interpreter service in situations where you need interpretation.

Such situations include:

- errands (post, bank, public authorities, hairdresser's, shopping etc.)
- reading mail
- filling in forms and understanding the contents of the forms
- phone interpretation
- video remote interpreter service for users of sign language
- situations related to health care

- training
- courses
- leisure activities (e.g. excursions)
- hobbies and cultural events (e.g. sports, theatre)
- festive occasions
- work-related situations
- spiritual gatherings
- studies (a separate decision is needed)
- travels abroad (a separate decision is needed)

3.1 Interpreter service in emergencies

In case of a sudden emergency that poses a threat to your or a close relative's life, property or safety, you can contact the interpreter or the service provider directly at all hours.

4. The interpreter's role

What does the interpreter do?

- the interpreter conveys messages between the customer and other persons.
- the interpreter only acts as interpreter.

- the interpreter acts in accordance with the customer's interpretation needs.
- the interpreter respects the customer's self-determination.
- the interpreter is subject to an obligation of confidentiality.
- the interpreter describes the surroundings to a customer with a hearing and vision impairment and guides the customer.

The interpreter service aims to promote the ability of the customer to function independently.

What does the interpreter not do?

- the interpreter does not run errands on behalf of the customer.
- the interpreter does not decide on the customer's matters.
- the interpreter does not assist the customer.
- the interpreter must not talk about or agree on the customer's matters without the customer requesting this and without the customer being present.
- the interpreter does not transport the customer in his or her own car.

- the interpreter does not decide the time for the following interpreter assignment, the customer decides.

5. The customer's role

You must behave yourself appropriately during the interpretation.

The interpreter can refuse to act as interpreter if you misbehave or if you for instance are intoxicated.

Book an interpreter only when you need interpretation.

You must not book an interpreter as escort for instance for a walk.

6. Number of hours of interpreter service

You can use the interpreter service at least 180 hours or 360 hours per year.

You can be granted additional hours of interpreter service if you have a well-motivated reason for this.

Additional hours of interpreter service must be applied for separately.

You can also be granted interpreter service for studies after basic education.

Student interpreter service must be applied for separately.

During foreign travel, interpretation is usually available for a maximum period of two weeks.

Interpreter service for travels abroad must be applied for separately.

7. Interpreter list for the interpreter service

You can compile a personal interpreter list.

The interpreter list is a list of interpreters to whom your bookings are primarily assigned.

You can compile the list together with the Centre for Interpreting Services for the Disabled.

You can suggest suitable interpreters for your list who work near you or the locality where you need interpretation.

You can separately name an interpreter for instance for hobbies, work-related situations or religious services.

Information about interpreters who work near you is available at www.kela.fi/vatu.

When you have made your own suggestions for the interpreter list

Kela checks that the interpreters you have suggested can be added to your list.

Kela also asks the interpreters if they give their consent to being added to your list.

If you wish, you can change your interpreter list.

You can remove or add interpreters.

An interpreter can also request to be removed from the list.

Report changes to the interpreter list on the customer registration form or by contacting the Centre for Interpreting Services for the Disabled.

Read more about the interpreter list at www.kela.fi/vatu.

7.1 Compiling an interpreter list is voluntary.

If you do not want to compile an interpreter list for you, your booking will be assigned to a suitable interpreter who works near the locality where you need interpretation.

However, you can suggest a specific interpreter in the following situations:

- especially close family occasion
- your own or a close relative's wedding
- a close relative's funeral
- your child's christening
- child-birth or examinations preceding child-birth.

Interpreter service can also be booked by the expectant mother's spouse/partner.

8. Booking interpreter service

When you know that you will need interpreter service, you should without delay make a booking to the Centre for Interpreting Services for the Disabled.

8.1 Information in the booking

State the following in your booking:

- your name, personal identity code or customer number
- date for the interpretation assignment and start time and end time for the assignment
- place for the interpretation assignment: name, exact address and municipality
- place for meeting the interpreter
- for what type of situation you need an interpreter:
 - is it for instance a meeting of your hobby group, bank errands or a visit to the doctor
- where can the interpreter request background material for the assignment, if such material is available
- other details regarding the booking
 - for instance possible foreign languages used at the event and whether there will be other persons present who use interpreter service.

The Centre for Interpreting Services for the Disabled may also ask you for further information if necessary.

8.2 Changing the booking

Inform the Centre for Interpreting Services for the Disabled if the details regarding your booking change, for instance subject, time or date.

8.3 Cancelling the booking

If it turns out that you do not need an interpreter for the time you have booked, you should cancel the booking to the Centre for Interpreting Services for the Disabled.

If the matter is urgent and the Centre is not open, you can contact the interpreter or the service provider directly.

8.4 Changes in your details

If your e-mail address or phone number changes, you should immediately report this to the Centre for Interpreting Services for the Disabled.

Also inform the Centre if your life situation changes in a way that affects the use of the interpreter service.

Report changes in your communication methods on the customer registration form or by contacting the Centre for Interpreting Services for the Disabled.

If you move abroad you should report this to the Centre.

If you move within Finland you need not report the change of address.

The Centre gets your new address from the Population Register Centre.

9. Who will be assigned as interpreter?

When you have made an interpreter booking, the Centre for Interpreting Services for the Disabled starts looking for an interpreter for your booking.

If you have an interpreter list, an interpreter from the list will be assigned to the booking.

If there is no interpreter available, the Centre for Interpreting Services for the Disabled can suggest a new time for you when there is an interpreter from the list available.

If you wish, a suitable interpreter who is not on your interpreter list can also be assigned to your booking, provided that he or she works near the locality where you need interpretation.

If you do not have an interpreter list, the Centre for Interpreting Services for the Disabled looks for a suitable interpreter who works near the locality where you need interpretation.

It is also possible that two or more interpreters are needed for the assignment at the same time if the event lasts a long time or if the subject is demanding.

The Centre for Interpreting Services for the Disabled assesses in which cases two interpreters are needed.

10. Role of the Centre for Interpreting Services for the Disabled

The Centre for Interpreting Services for the Disabled helps you in all matters related to the interpreter service.

The Centre decides on applications for the right to interpreter service and issues decisions.

The Centre assigns interpreters to the interpreter bookings.

The Centre also compiles an interpreter list together with you if you want to use an interpreter list.

The Centre further monitors how your use of the interpreter service works and, when needed, can for instance suggest new interpreters for your interpreter list.

The Centre sends you messages regarding your booking at different stages of the processing.

You will receive from the Centre for Interpreting Services for the Disabled

- a message when your booking has been received.
- a message when your cancellation has been received if you have to cancel a booking.
- a confirmation message when an interpreter has been assigned to your booking.
- information on the name of the interpreter at 16:00 on the day before the assignment.

The Centre will send you the messages in the manner that you have stated on the customer registration form.

If you indicate someone else as the recipient of the messages, all messages will be sent to this person.

The Centre looks for an interpreter for your booking as long as possible.

The Centre may also ask you when you need to know if an interpreter has been assigned to your booking.

Until then, the Centre will look for an interpreter.

The Centre will forward details about your booking to the interpreter, such as information about the subject of the assignment (bank errands, club meeting).

11. Feedback

You can give feedback about

- Kela's operations
- the interpreter
- the interpreter service

Complete the feedback form at kela.fi.

You can also send feedback to the Centre for Interpreting Services for the Disabled.

You can also give feedback directly to the interpreter or the service provider.

12. Centre for Interpreting Services for the Disabled: contact information and opening hours

The contact information when booking an interpreter is arranged by region.

Northern region

Text message and telephone 020 6344815

E-mail vatu.pohjoinen@kela.fi

Region of Ostrobothnia

Text message and telephone 020 6344812

E-mail vatu.pohjanmaa@kela.fi

Central region

Text message and telephone 020 6344813

E-mail vatu.keskinen@kela.fi

Eastern region

Text message and telephone 020 6344814

E-mail vatu.itainen@kela.fi

Region of Uusimaa

Text message and telephone 020 6344810

E-mail vatu.uusimaa@kela.fi

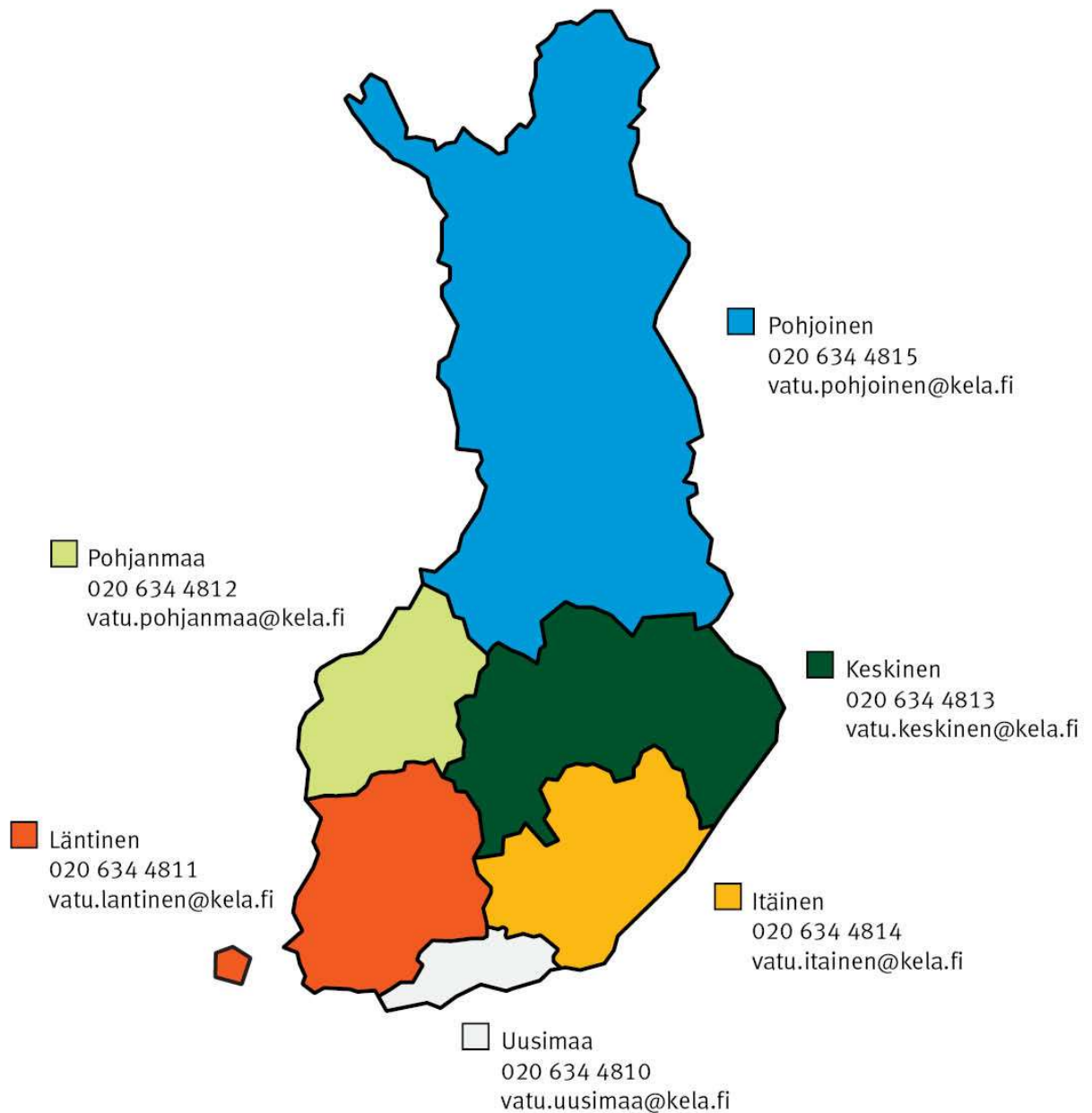
Western region

Text message and telephone 020 6344811

E-mail vatu.lantinen@kela.fi

VAMMAISTEN TULKKAUSPALVELUKESKUS

Alueet ja yhteystiedot 1.1.2018 alkaen



13. The Centre for Interpreting Services for the Disabled is open

Monday to Friday 07:30 to 20:00

Saturday 8:00 to 15:00

Inquiries and guidance

e-mail vat@kela.fi

Remote service in Finnish sign language

[The remote service](#) is open Monday to Friday 8:00 to 16:00

Address for customer mail

KELA

PO BOX 10

00056 KELA

Kartta tekstinä

CENTRE FOR INTERPRETING SERVICES FOR THE DISABLED

Regions and contact information from 1 January 2018

Northern

+358 (0)20 634 4815

vatu.pohjoinen@kela.fi

Ostrobothnia

+358 (0)20 634 4812

vatu.pohjanmaa@kela.fi

Central

+358 (0)20 634 4813

vatu.keskinen@kela.fi

Eastern

+358 (0)20 634 4814

vatu.itainen@kela.fi

Uusimaa

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Western

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