

Which languages are interpreting services available for?

Video interpreter conversations can be requested in consultation with a teacher. This is only possible within the facility's opening hours.

A total of 62 different languages (incl. sign language) are available.

An interpreter can be patched in for Arabic, Albanian, Russian, Turkish, Bosnian/Croatian/Serbian, Dari, Farsi, Bulgarian, Kurdish, Polish, Romanian, Slovakian, Czech and Hungarian within a few minutes.

For other languages, an interpreter can be booked by appointment. Rarely encountered languages are also on offer.

You can find more information at:
www.drk-brandenburg.de/videodolmetschen



DRK-Landesverband
Brandenburg e.V.



Contact

Facility:

This project is carried out by DRK-Landesverband
Brandenburg e.V.

Sponsored by:



Die Beauftragte der Bundesregierung
für Migration, Flüchtlinge und Integration
Die Beauftragte der Bundesregierung für Antirassismus

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Let's talk to each other!

**We can have
video interpreting
conversations with you.**



Information for parents and legal guardians

www.drk-brandenburg.de/videodolmetschen

What is video interpreting and why does it help?

Have you ever felt misunderstood in a conversation with a teacher? Or have you found it difficult to communicate your concerns clearly?

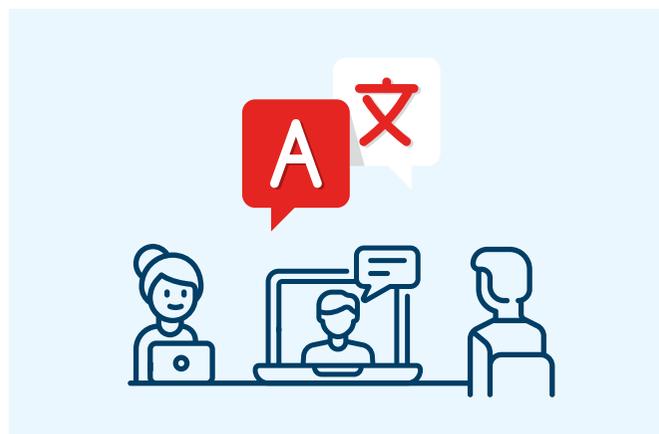
It may be very helpful to have someone interpreting for you when having important conversations about your child's development or enrolling them in school. These people are called interpreters and they ensure that everything is communicated correctly between you and the teacher – from your language into German and back again. In *video interpreting*, an interpreter is patched in on a laptop and is not present in person.

Through interpreting, you and the teachers will be able to understand each better and misunderstandings will be avoided.

How does a video interpreting conversation work?

A conversation with a video interpreter is very simple: go to your nursery/day care centre and ask for the **video interpreter** (“**Videodolmetscher**”). The nursery or day care centre can then patch in an interpreter directly, e.g. if you have questions when collecting your child. Alternatively, an appointment can be arranged if it's a longer conversation. The languages involved also determine whether a spontaneous conversation is possible or if an appointment will have to be made.

During the conversation, you'll sit in a room together with a teacher. The interpreter will be patched in on a



laptop or computer. They will translate everything said in the conversation. However, they are not your point of contact – that is the teacher in question.

Who is the service provider?

We work with the Austrian company SAVD. They only employ qualified and certified interpreters.

If you still have questions, please get in touch with the manager of your child's nursery or day care centre.

Do the conversations remain secret?

Yes! Everything said in the video interpreting conversations remains secret and is not passed on or recorded.

The interpreting is carried out in the context of data protection regulations and is encrypted. Interpreters are subject to confidentiality obligations and sign a data protection declaration to this effect.

How much does it cost?

A video interpreter conversation is **free** for you!

The project is financed by the Federal Migration, Refugees and Integration Commissioner and the Federal Anti-Racism Commissioner. As a result neither you nor the institution will incur any costs.

What can be discussed in terms of content?

Topics for a video interpreter conversation may include: mandatory parent-teacher meetings, development meetings, registration meetings or conversations relating to school enrolment.

What's important is that you can always ask for video interpreting if you have questions, wishes or important information. It may also be the case that the teacher asks you for a conversation using a video interpreter to ensure that all the most important information is exchanged.