

## Language Service Invitation Offer

This is a **NO COST** invitation to access **ON DEMAND** language services in support of **Ukrainian Refugee Families** as they arrive into Manitoba.

We are a reputable and specialized CANADIAN company ([www.cantalk.com](http://www.cantalk.com)) that for 25 years has been providing IMMEDIATE language support services **via phone** for clients across North America.

Using our qualified language specialists, CanTalk's **24/7** services are available for verifiable organizations in order to speak, and translate as needed, with those Ukrainian citizens and refugees arriving in Manitoba, from other areas of Canada, from the Ukraine OR with those in countries surrounding the Ukraine and in languages required.

**CanTalk (Canada) Inc.** as a Manitoba based business provides "REAL TIME" or "IMMEDIATE" over-the-phone interpretation and translation support services in 220 plus languages and dialects 24/7, 365 days. We have an established network of over 2,000 multilingual language specialists, the majority, Canadian language interpreters and translators. Many client types use CanTalk services across North America - all government levels (e.g. Service Canada, O-Canada 1-800), commercial businesses, healthcare, hospitality and travel, legal, immigration and refugee services, education facilities, telecom services, schools and many others.

Service accessibility is based on the convenience of a phone, smart device or laptop.

Language support from the time the request is received, typically takes less than a minute to have a qualified interpreter/translator on the phone line and ready to help.

The scenes of Ukrainian mass refugee movement driven by the despair of an unprovoked war under deplorable conditions, compels our collective humanitarian will, to do something – to help, to raise hope, to go beyond, to not idly watch!



## Offer of Assistance

- CanTalk will provide up to **250 minutes** of Interpretation Over-the-Phone **at no cost.**
- This offer is open for **six** months.
- A specific toll free 1-800 number will be assigned.
- You will be provided with a 6-digit PIN number.

## Language Call Process

- You will already have your party on the phone ready to speak.
- Call the 1-800 number as assigned.
- A CanTalk Language Facilitator will first answer the call with the greeting...

**“...Ukrainian Support Line, how may I help.”**

- You will be asked for your first and last name.
- CanTalk Facilitators will ask for the language you require.
- You will then be connected to a CanTalk interpreter.

## Company Background

CanTalk's centre is located in Winnipeg's Exchange District.

From this hub, CanTalk provides a large variety of over-the-phone interpretation services and customised language applications for clients across North America and internationally.

CanTalk's mission has always been to foster greater understandings between diverse groups, ensuring equitable and easy to access language service support within our common global communities.

Our multi-faceted language delivery platform facilitates up to 200 simultaneous language calls at a time, connecting language specialists to businesses and their customers with “real time” human voice engagement.



All inquiries for this service support offer should be directed to:

✉ [UkrainianSupportLine@cantalk.com](mailto:UkrainianSupportLine@cantalk.com)

**Toll Free ☎ 1-833-215-0586**

**Direct Dial ☎ 1-204-560-5543**

**If the need is more urgent:**

Senior Manager, Operations & Language Service	MARIA	<b>431-887-4314</b>
Manager, HR & Business Strategy	CYNTHIA	<b>204-330-9599</b>
Director, Operations & Client Services	KEITH	<b>204-981-3686</b>

