

## GLOBAL VILLAGE INTERPRETATION AND TRANSLATION DEPARTMENT

### CONTACTS:

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ASSISTANCE

Global Village Language and Cultural Solutions, a service offered by the Alliance for African Assistance, stands out as a leading provider of interpretation services that make bridging cultural and linguistic divides a seamless experience. Here's a comprehensive look at what sets our interpretation services apart:

### Professional and Experienced Interpreters

- Our interpretation services feature highly experienced in-person interpreters who excel in facilitating communication across diverse cultures and languages.
- We take pride in offering the most professional, affordable, and flexible interpretation services in the industry.
- Our interpreters are well-equipped to assist in a variety of contexts, from medical appointments and educational assessments to legal hearings, special events, classes, and conferences.

### Service Coverage

- We provide in-person interpretation services across all of San Diego County, ensuring that individuals and organizations in the area have access to high-quality interpretation.
- Our over-the-phone interpretation services extend throughout the entire United States, offering nationwide coverage for those who need remote assistance.

### Decades of Experience

- With over two decades of experience, the Alliance for African Assistance has been a trusted provider of interpretation services to a wide range of clients, including hospitals, health insurance companies, school districts, law offices, governmental agencies, and community-based organizations.
- Over the years, our services have expanded, and we now take pride in delivering exceptional customer service and top-notch interpretation quality within the county.

### Cultural Insights and Community Involvement:

- Our unique position within the "new American" community allows us to possess deep cultural insights and dialectical knowledge that set us apart from less immersed interpretation companies.
- We actively engage with our clients and consider their unique needs. Customer feedback is implemented regularly, and we consistently strive to meet quality improvement goals.

## Interpreter Recruitment and Training

- We recruit interpreters from diverse interpreting backgrounds and specialties to ensure we can match the perfect interpreter for each appointment.
- Each interpreter undergoes a comprehensive one-on-one orientation and extensive testing when joining us, guaranteeing their competence and compliance with national interpreting ethics and standards.
- Exceptional professionalism is maintained between interpreters and the clients they assist.

## Affordability

- Being a 501(c)3 non-profit organization allows us to keep costs down and offer highly competitive rates in the industry.
- We understand the importance of cost-effectiveness, especially in light of the growing limited English-speaking population and changes in healthcare reform.

## Flexibility

- Our flexibility shines through in our ability to accommodate last-minute requests. We require only a one-hour minimum appointment duration, compared to the 2 to 3-hour minimums imposed by most other companies.
- Our interpretation services are available 24/7, with no additional charges for weekend or evening appointments. Our responsive staff is adept at handling late requests, understanding the unpredictable nature of business today.

In conclusion, Global Village Language and Cultural Solutions, operated by the Alliance for African Assistance, is your trusted partner for professional, affordable, and flexible interpretation services that prioritize excellence, cultural understanding, and client satisfaction. We are here to ensure that communication barriers are overcome, regardless of the context or location. Contact us today for a free quote and experience the difference our services can make.