**WebSITE CONTENT**[**sivet.ca**](https://www.sivet.ca/)

**HOME PAGE (CLIENT)**

[Image description: a corporate video explaining the services]

**Emergencies :**

Day (8 AM to 4 PM) – 514 285-8877 (for text messages 514 770-0354)

Evening (after 4 PM) and weekends – 514 285-8555 (for text messages 514 970-8555)

**BE PART OF THE MOVEMENT**

We are one of the largest regional service providers in Quebec Sign Language (LSQ) interpretation. We deliver high-quality services that foster comprehensive social inclusion for people who are deaf, hard of hearing or deaf/blind.

*[Image description: A blue button on which is written "Find out more"; refer to the Contact page ]*

**My client file**

To reserve an interpreter, simply make a request online by logging into your account. If you prefer, you may also use our contact page  *[Text description : hyperlink on the text "our contact page"; refer to the Contact page.]* to make your request. Be sure to mention your name, the date, time, and location of the appointment as well as the name of the contact person with whom the interpreter will meet. Please specify any particular requirements you may have and provide any appropriate documentation: this will help us find and prepare the right interpreter for your needs.

*[Image description: A blue button on which is written "Log in"; Online connection ]*

**Find out more…**

Interpreters: Add your name to the movement and build your career with us! (in French only)

*[Image description: A blue button on which is written "Find out more"; refer to the Interpreters Home page ]*

VRS (Video Relay Services) : Do you have an account?

*[Image description: A blue button on which is written "Find out more"; refer to the VRS Website ]*

FAQ : Questions? (in French only)

*[Image description: A blue button on which is written "Find out more"; refer to the FAQ page ]*

**Satisfied clients**

*“My spouse used the services of an interpreter for her two appointments and she said she was very satisfied. The interpreter’s use of sign language was clear. Her attitude and patience were exemplary.”*

*Yvon Mantha, deaf client*

*“We would like to thank the team at SIVET for the service they delivered and their fine cooperation with our job fair.”*

*Chrystiane Brodeur, Project Manager at the Laval Board of Trade and Industry*

*“I would like to express my satisfaction with the interpretation services we received as part of a presentation delivered at Institut Nazareth et Louis-Braille by a deaf/blind user. First and foremost, I appreciated the fact that SIVET assigned us the lead interpreter we had requested. Also, the two assistant interpreters proved to be highly qualified and extremely punctual. I would also like to underscore the lead interpreter’s professionalism and attention to detail during the half-hour we spent finalizing the presentation. Thank you once again for your excellent and indispensable work.”*

*Sylvie Cantin, M. A., Planning, Programming, and Research Agent, Institut Nazareth et Louis-Braille du CISSS de la Montérégie-Centre*

*“I’ve had several opportunities to meet with my client with the interpreter present. The interpreter was able to adjust to a very complex situation and provide high-quality interpretation services. I understand that the type of work performed by your interpreters requires specific skills that go far beyond simple translation. For these reasons, I wanted to mention my appreciation for, and satisfaction with, your services.”*

*Serge Veilleux, Social Worker, CIUSSS de l’Est-de-l’Île-de-Montréal (Integrated University Health and Social Services Centre for the East End of Montreal)*

**our values**

**Excellent client service.** Above all, we are here for our clients and we aim to provide them with superior-quality service

**Quality of life in the workplace.** We cannot achieve our mission without highly motivated and satisfied personnel

**Collaboration with stakeholders.** To achieve our mission fully, we rely on productive relationships with stakeholders, particularly our funders and organizations in the deaf community

**Efficient resource management.** We do more with less by efficiently managing our limited human, financial, and material resources

**our history**

**1991.** In July, the representatives of the following associations met: Centre québécois de la déficience auditive (CQDA, which has become ReQIS); Association des adultes avec problèmes auditifs (AAPA, which has become CCSMM); Association des devenus sourds et malentendants du Québec (ADSMQ, which has become Audition Québec); and Association du Québec pour enfants avec problèmes auditifs (AQEPA).

All supported the proposal that the interpretation service provider must be a not-for-profit organization and that its creation would be entrusted to Institut Raymond-Dewar (IRD) as part of a two-year mandate.

The first official report produced by IRD for Conseil de la santé et des services sociaux de la région de Montréal Métropolitain (CSSSRMM) was tabled in December.

**1992.** In May, the first meeting of the provisional Board of Directors was held and was attended by government health and social services representatives:

* Pierre-Paul Lachapelle (IRD)
* Marcelle Paulette (OPHQ)
* Mme Anne-Claire Marcotte (CRSSSMM)

And by representatives from organizations championing deaf and hard of hearing people:

* Solange Pitre (RSAQ)
* Liliane Corbeil and Léon Bossé (ADSMQ)
* Jacques Raymond (CAE)
* Jean-Yves Vachon and Gilles Read (CCSMM)
* Valérie Bertin (ASLQ)
* Suzanne Cyr (AQEPA)

**Service d’interprétation visuelle et tactile (SIVET) is established**

The official launch of the organization’s services took place on December 14, 1992, following a year and half of discussion and nineteen meetings by the provisional Board of Directors.

**1999 – 2000.** A change was made in the status of interpreters at SIVET, who were now salaried staff rather than self-employed service providers.

**2001.** In October, the first collective agreement was signed. Five (5) full-time interpreter positions were created.

**2011.** SIVET adopted its first code of ethics.

**2012.** In December, a day of discussion focusing on VRS was held at UQAM. The event, which was organized by Anne-Marie Parisot, Alain Turpin, and Suzanne Villeneuve, brought together key figures from across Canada, including Gary Malkowski, Frank Folino, Daniel Forgues, Ophélie Sylvestre, Louis Houbart, Marion Blondel, Natalie Baril, and Yvon Duteau.

**2013.** CRTC public hearings on launching VRS in Canada

On October 24, 2013, Anne-Marie Parisot, Alain Turpin, and Suzanne Villeneuve took part in the CRTC’s hearings on the feasibility of launching VRS. They made a 20-minute presentation, which was followed by an hour-long question period. They defended a VRS operating model based on specialized social and community interpretation service providers (for example, SIVET, SRIEQ, and so on) that would be responsible for supplying VRS. This model was described in a document submitted to the CRTC in May by SIVET and UQAM.

**2016.** Following a long selection process, SIVET was appointed as the French-language (LSQ) interpretation service provider by the Canadian Administrator of VRS (CAV) on March 18, 2016.  Later, SIVET took part in building two new call centers to welcome VRS interpreters in Montreal and Quebec. SIVET has opened six Team Leader positions to ensure smooth and effective operations.

The call centre was inaugurated in Montreal on September 1, 2016.

The official launch of SRV Canada VRS took place on September 28, 2016.

**2017.** The Sivet inaugurated a third call center in the Laurentides region. The regional interpretation service providers adopted a code of ethics, which is used by all social and community-based interpreters in Quebec.

 *[Image description: A blue button on which is written "Code of ethics"; PDF]*

**2018.** SIVET celebrated 25 years of operations and unveiled a new logo. SIVET selected a new name-sign following a survey conducted in the deaf community.

**our team**

**the board of directors**

**Chantal Turcotte, Chairperson.** Corporate member, École Lucien-Pagé

**Darren Sauders, Vice-Chairman.** Corporate member, Groupe de recherche sur la LSQ et le bilinguisme sourd, Université du Québec à Montréal (UQAM) (Research group on LSQ and deaf bilingualism)

**Caroline Hould, ecretary and Treasurer.** Corporate member, Association sportive des Sourds du Québec (ASSQ) (Quebec’s deaf sports association)

**Brigitte Sabourin.** Corporate member, Association des personnes vivant avec une surdité de Laval (APVSL) (Laval association for people who are deaf or hard of hearing)

**Julie Lafleur.** Individual member.

**Julie Laroche.** Corporate member, École Gadbois

**Louis Desbiens.** Individual member.

**Lyne Noiseux.** Individual member.

**Patrick Beauchamp.** Corporate member, Réseau québécois pour l'inclusion sociale des personnes sourdes et malentendantes (ReQIS) (Quebec network for the social inclusion of people who are deaf or hard of hearing)

**Marie-Josée Richard.** Corporate member, Association du Québec pour enfants avec problème auditif -Montréal régional (AQEPA) (Quebec association for children living with hearing disabilities-Montreal regional)

**Michel Desjardins.** Corporate member, Service régional d’Interprétariat de Lanaudière (SRIL) (Lanaudière regional interpretation service provider)

**Jean-Daniel Grenier.** Corporate member, Association du Syndrome de Usher du Québec (ASUQ) (Quebec’s Usher Syndrome association)

**senior management and administrative personnel**

**Suzanne Laforest.** Executive Director.slaforest@sivet.ca

Suzanne Laforest has a diploma in philanthropic management and more than 15 years of experience in the community-based sector. Since 2017, she has been the Executive Director of SIVET. Accessibility is one of her values, and SIVET’s mission is very important to her. Based on her mandate from the Board of Directors, she plans, organizes, monitors, and coordinates all of SIVET’s activities and ensures that the organization is efficiently managed and well-represented.

**Lynda Paradis.** Director, Operations. administration@sivet.ca

Lynda Paradis, who was appointed Director of Operations in 2016, joined SIVET more than 20 years ago. During her tenure, she has held multiple positions, enabling her to acquire a diverse skill set and become a versatile executive. She supervises and coordinates the task-allocation team’s work. She is also responsible for managing human-resource functions as they relate to the interpreters.

**Francis Roussel**. Director, Call Centres. froussel@sivet.ca

Prior to joining SIVET in June 2017, Francis Roussel has acquired 15 years of administrative experience with multiple organizations in the deaf community and in public administration. He is a former high-level swimmer and has won a total of 21 medals at the Deaflympics. He is in charge of operations management for VRS. He also supervises the call centres, where he ensures the effective application of work processes.

 **Suzanne Villeneuve.** Director, Quality and Ethics. svilleneuve@sivet.ca

In 2008, Suzanne Villeneuve became the first sign-language interpreter certified by OTTIAQ, Quebec’s order of certified translators, terminologists, and interpreters. On September 5, 2017, she was promoted to the position of Director of Quality and Ethics. She provides strategic support and expert advice to ensure that SIVET delivers high-quality services at all times. She also oversees interpreter training, quality assurance, and the complaints process.

**Shanna Sarrazin-Laverdure.** Assistant Director.

 **Isabelle Tremblay.** Task Allocator. reception@sivet.ca

Isabelle Tremblay joined SIVET in June 2004 and has completed college-level training in Communications and Deaf Studies. In her role as a Task Allocator, Isabelle coordinates interpreter-reservation requests, allocates assignments to interpreters, and helps oversee customer service.

**Marie-Claude Dion.** Task Allocator. reception@sivet.ca

Marie-Claude Dion joined SIVET in February 2016. She has a certificate in Visual Interpretation from UQAM as well as a college certificate in Communications and Deaf Studies. In her role as a Task Allocator, Marie-Claude coordinates interpreter-reservation requests, allocates assignments to interpreters, and helps oversee customer service.

**François Ste-Marie.** Task Allocator. reception@sivet.ca

François Ste-Marie joined SIVET in August 2018. In his role as a Task Allocator, François coordinates interpretation requests, allocates assignments to interpreters, and, above all, oversees LSQ-related customer service.

**Sylvaine Normandeau.** Coordinator, Financial Information. snormandeau@sivet.ca

As one of SIVET’s first-ever employees, Sylvaine Normandeau has been present since the organization was founded and has seen it evolve and grow. As the Coordinator of Financial Information, Sylvaine manages payroll, process invoices and ensures their accuracy, oversees payments, manages accounts, and generates statistical and financial data and information.

**Louis Charron.** Accounting Clerk. lcharron@sivet.ca

Louis Charron has a college diploma in Accounting and has been working at SIVET since 2016. His duties include a range of administrative and accounting tasks, which he carries out in compliance with SIVET’s established methods and procedures. He is in charge of orders and provides support to the Coordinator of Financial Information, including monitoring the timesheets submitted by the interpreting staff and preparing, processing, and monitoring invoices.

**staff members**

**Lyne Gargano.** Advisor, Interpretation Services, and Senior Interpreter. lgargano@sivet.ca

Lyne Gargano has been an interpreter for nearly 30 years and has acquired solid experience in several areas in her field. She is in charge of part of SIVET’s mentorship and professional development activities. She also ensures cohesion among interpreters assigned to conferences and participates in initiatives designed to raise awareness about her profession.

**Daphné Bastin**. Intermediate Interpreter

Daphné Bastin joined SIVET in May 2017.

 **Marc-André Beaulieu.** Senior Interpreter

Marc-André Beaulieu has nearly 7 years’ experience in interpretation in schools and the social and community-based sector. He has a college certificate in Communications and Deaf Studies as well as a certificate in Visual Interpretation from UQAM. He has been working at SIVET since 2015.

**Rébecca Bibeau**. LSQT. Intermediate Interpreter

Rébecca Bibeau has a certificate in Visual Interpretation from UQAM and has been on the team since 2016.

 **Mahée Blais-Bernatchez.** Junior Interpreter

Mahée Blais-Bernatchez has been on the teams since July 2019.

**Nancy Boisjoli.** Certified Interpreter

Nancy Boisjoli has been with SIVET since 1996 and has been the Team Leader in VRS since the launch of these services. She was also the first French – LSQ-certified legal interpreter in Quebec. Currently, she chairs the employee union.

**Yvan Boucher.** Certified Interpreter

Yvan Boucher is a Team Leader and has a certificate in Visual Interpretation from UQAM. He has extensive interpretation experience in various fields, including healthcare, VRS, conferences, associations, and more.

**Chantal Bousquet.** Senior Interpreter

Chantal Bousquet began to work as an interpreter at Cégep du Vieux-Montréal in 1986. In 1995, she joined SIVET and, from 2009 onward, has worked in language editing and French-language instruction. She returned to the team of interpreters in 2017.

**Michèle Chabot**. Certified Interpreter

Michèle Chabot earned a certificate in Visual Interpretation from UQAM and has been working at SIVET since January 2008.

**Simon Charron.** Senior Interpreter

Simon Charron earned a certificate in Visual Interpretation from UQAM in 2016 and has been working at SIVET since.

**Farah Chebbab.** Junior Interpreter

Farah Chebbab has been on the teams since May 2019.

**Anne-Mary Côté**. Junior Interpreter

Anne-Mary Côté has been working at SIVET as an interpreter since January 2018. She is also a graduate in Visual Interpretation from UQAM.

**Nathalie De Roy-Bazinet.** LSQT. Senior Interpreter

Nathalie De Roy-Bazinet has worked as an interpreter at SIVET since 2011.

**Michèle Dion.** LSQT. Senior Interpreter

Michèle Dion has a certificate in Visual Interpretation from UQAM. Since 2001, she had been working as an interpreter at SIVET on an on-call basis before she became a permanent staff member in September 2016. She has more than 15 years of experience as an LSQ interpreter in schools in oral mode, sign support, and cued speech.

**Yvon Duteau.** Certified Interpreter

Yvon Duteau is a team leader and has a certificate in visual interpretation from UQAM. Yvon Duteau has been on the team since 2003.

**Joëlle Fortin.** Certified Interpreter

Joëlle Fortin has been employed at SIVET since September 1997. She is the co-founder of Spectacle Interface and has been an instructor in the certificate in Visual Interpretation program at UQAM since 2016.

**Yanick François.** Senior Interpreter

Yanick François has been working at SIVET since 1999. Over the years, she has acquired experience in various interpretation settings and situations.

**Karine Gauthier.** Intermediate Interpreter

**Brigitte Giguère.** Certified Interpreter

Brigitte Giguère has been a passionate practitioner in her field since 2009 and is the CAD-designated trainer in Video Relay Services (VRS).

**Tristan Gratton.** Junior Interpreter

Tristan Gratton earned a certificate in Visual Interpretation from UQAM and has been working at SIVET since November 2017.

**Alison Gravelle**. Intermediate Interpreter

Alison Gravelle began her career with SIVET in 2017 and has a certificate in Visual Interpretation from UQAM.

 **Yvan Hart**. Intermediate Interpreter

**Thierry Labonté.** Senior Interpreter

Thierry Labonté has many years of experience in interpretation. He is a graduate of the Certificate in Interpretation from UQAM. He became a Senior Interpreter in 2014. He is also a Team Leader for Video Relay Services (VRS).

**Jerry Labrecque.** Senior Interpreter

He joined SIVET in May 2017.

**Robin Lachapelle.** LSQT. Certified Interpreter

Robin Lachapelle is a Team Leader for Video Relay Services (VRS) and he interprets in LSQ as well as in oral and tactile mode.

**Magalie Laverdure.** LSQT. Intermediate Interpreter

Magalie Laverdure is a certified interpreter with training in tactile interpretation.

**Antoine Lessard.** Senior Interpreter

Antoine Lessard has been in close contact with the deaf community since 1981 and has been an interpreter since 1986 in the community-based sector and also mainly in the education sector (from elementary schools to universities). He interprets in LSQ, oral pidgin mode, oral mode, tactile mode, and cued speech. He has a Bachelor’s degree in Literary Studies from UQAM and is currently working toward a Master’s degree in Communications at the University of Ottawa.

**Aline Montpetit.** Intermediate Interpreter

Aline Montpetit has been an interpreter for several years, especially in schools. She has been on the team at SIVET since 2013.

**Céline Montpetit.** Intermediate Interpreter

Céline Montpetit is currently completing training toward a certificate in Visual Interpretation program at UQAM. She began working in this field in 2008. She joined our team in September 2016.

**Stéphanie Proulx.** Senior Interpreter

Stéphanie Proulx has been part of the movement since 2019. She has been a French-LSQ interpreter since 2016. She has both a college certificate in Communications (2016) and Deaf Studies as well as a certificate in Visual Interpretation from UQAM (2018). She has been trained in oral mode, oral support-signs, and pidgin.

**Karolane Ratelle.** Junior Interpreter

Karolane Ratelle has a college certificate in Communications and Deaf Studies as well as a certificate in Visual Interpretation from UQAM. She joined SIVET in January 2017. Her end-of-study project was awarded a prize.

**Joël St-Pierre.** LSQT. Intermediate Interpreter

Joël St-Pierre has been working at SIVET as an interpreter since February 2011.

**Sophie Terroir.** Intermediate Interpreter

Sophie Terroir earned a certificate in Visual Interpretation from UQAM in 2018. She joined SIVET in January 2019.

**on call**

**Nathalie Borgia.** Senior Interpreter

Nathalie Borgia is a part-time interpreter in Quebec City.

**Isabelle Cejka.** Junior Interpreter

Isabelle Cejka has a Bachelor’s degree in Communications and has specialized in Visual Interpretation. She joined the ranks of SIVET in August 2017. She has been teaching and interpreting in schools since 2012, working closely with deaf schoolchildren at elementary schools and high schools.

**Alice Comtois-Hubert.** Senior Interpreter

Alice Comtois-Hubert has been working at SIVET since June 2009. With her certificate in Visual Interpretation in hand, she continues to pursue new challenges. She looks forward to working with you!

 **Julie Couvrette.** Senior Interpreter

 **Louise David.** Senior Interpreter in oral mode.

Although Louise David does not have a certificate, Louise David received training in oral mode from Jocelyne Charest and Céline Bergevin in 1988. She has worked as an interpreter in schools and colleges and hopes to work in the translation sector.

**Rosalyne De Roy-Bazinet.** Junior Interpreter

Rosalyne De Roy-Bazinet has worked as an interpreter since 2018.

 **Nathalie Dion.** Junior Interpreter

**Jean-Francois Isabelle**. Intermediate Interpreter

**Simon Labrecque.** LSQT, Senior Interpreter

Simon Labrecque has worked as an interpreter since June 200

**Mervann Lacroix-Bergeron.** LSQT,Senior Interpreter

**Stéphanie Luna.** Intermediate Interpreter

Stéphanie Luna earned a certificate in Visual Interpretation from UQAM in 2018. She is currently working toward a doctorate in Biomedical Science focusing on ageing in deaf people.

 **Zuemy Luna.** Junior Interpréter

**Marie-Joëlle Magnan.** Junior Interpreter

 **Sophie Mousseau.** Senior Interpreter

 **Lina Ouellet.** Senior Interpreter

 **Fal Petit.** Senior Interpreter

**Julie Plamondon.** Senior Interpreter

**Marie-Lou Rochefort.** Intermediate Interpréter

**Christine Rochette.** Senior Interpreter in oral mode.

 **Marc-André Saucier.** Junior Interpréter

 **Natacha Thompson.** Junior Interpreter

Natacha Thompson has been an interpreter in the adult continuing education sector since autumn 2013 and she joined the team at SIVET in May 2017. She is a graduate of the Visual Interpretation program at UQAM.

 **Suzanne Trudeau.** Senior Interpreter

**DOCUMENTATION**

Click on the filename you would like to view; it will open in a new browser window.

**gOUVERNANCE**

* **2018-2021 Strategic plan** *[Text description : hyperlink on the text "2018-2021 Strategic plan"; PDF.]*
* **Politique de satisfactions et de plaintes (in French Only)** *[Text description : hyperlink on the text "* *Politique de satisfactions et de plaintes (in French Only) "; PDF.]*
* **Statuts et règlements (in French Only)** *[Text description: hyperlink on the text "* *Statuts et règlements (in French Only) "; PDF.]*

 **Related information (in French only)**

* **Guide explicatif pour l’interprétation vidéo à distance (IVD)** *[Text description : hyperlink on the text "* *Guide explicatif pour l’interprétation vidéo à distance (IVD) "; PDF.]*
* **Code de déontologie** *[Text description : hyperlink on the text "* *Code de déontologie "; PDF.]*

 **Annual progress reports (in French only)**

* **Rapport annuel 2012-2013** *[Text description : hyperlink on the text "* *Rapport annuel 2012-2013 "; PDF.]*
* **Rapport annuel 2014-2015** *[Text description : hyperlink on the text "* *Rapport annuel 2014-2015"; PDF.]*
* **Rapport annuel 2015-2016** *[Text description : hyperlink on the text "* *Rapport annuel 2015-2016"; PDF.]*
* **Rapport annuel 2016-2017** *[Text description : hyperlink on the text "* *Rapport annuel 2016-2017"; PDF.]*
* **Rapport annuel 2017-2018** *[Text description : hyperlink on the text "* *Rapport annuel 2017-2018"; PDF.]*
* **Rapport annuel 2018-2019** *[Text description : hyperlink on the text "* *Rapport annuel 2018-2019 "; PDF.]*

**make a reservation**

You can make a reservation request for an interpreter directly through your online account [Text description : hyperlink on the text " online account "; Online connection.], or you can contact us [Text description : hyperlink on the text "contact us"; *refer to the Contact page*]. Be sure to mention your name as well as the date, time, and location of the appointment and the name of the person with whom the interpreter will meet. Please specify any particular requirements you may have and provide any appropriate documentation to help us find and prepare the right interpreter for your needs.

There are many ways you can make a reservation request:

* Phone (514) 285-8877 or text message (514) 770-0354 (Monday to Friday from 8 AM to 4 PM)
* Skype : sivet.reception@outlook.com (Monday to Friday from 9 AM to noon and 1 PM to 3 PM)
* Email: info@sivet.ca
* My account[Text description : hyperlink on the text " online account "; Online connection.]
* TTY : (514) 285-2229
* Fax: (514) 285-1443
* Emergencies only : (514) 285-8555 or text message: (514) 970-8555 (after 4 PM from Monday to Friday and on weekends)

**How to register through your client account:**

1. When you first visit our web site, we’ll ask that you create your client account. There is a registration form to complete, and we’ll also ask you to create a username and a password. Once you’ve completed this procedure, you’ll have access to your file and a form to reserve interpreters.
2. Whenever you visit the site, you’ll need to log in to make reservations.
3. To avoid incurring needless costs whenever you need to cancel a reservation, please let us know 24 hours in advance—unless your service contract includes a stipulation specifically regarding cancellations.
4. Service fees are never invoiced to deaf, hard of hearing or deaf/blind users.
5. The number of interpreters required for a particular mandate is determined by the length and context of the mandate.
6. For after-hours emergency healthcare-related requests, please phone (514) 285-8555 or text (514) 970-8555 (after 4 PM from Monday to Friday and on weekends).

 *[Image description: availability calendar]*

**services**

Our mission is to provide interpretation services to people who are deaf, hard of hearing and deaf/blind.

In the following communication modes:

* Quebec Sign Language (LSQ)
* Oral
* Tactile

In the following locations :

- Montréal

- Laval

- Montérégie region

Interpreters can work :

- On-site

- Remotely (Video Remote Interpreting [VRI])

**we are active in the following sectors:**

**Healthcare.** Hospitals, Medical clinics, CLSCs, Dentistry, Optometry, Physiotherapy, Ergotherapy.

You may reserve our interpretation services for all healthcare services covered by Quebec’s Health Insurance Card. Interpreter requests may be made for annual visits to a dentist or optometrist. Interpretation services for assessment appointments with physiotherapists or ergotherapists are also available.

**Social services:** Social Assistance, Director of Youth Protection, Youth Centres.

For all meetings with representatives of social assistance services, youth protection services or youth centres, reservations must be made by social-service professionals.

**Government services:** Federal, Municipal, Provincial.

Service requests may be made for your meetings with any provincial government department or public agency. For meetings involving the federal government, interpreters may be reserved for matters relating to Services Canada with respect to immigration or employment insurance. Requests may be made by yourself or by government-service professionals. When making the reservation, please be sure to mention the name of the professional and the file number.

**Work and union activities:** Businesses, Unions, Emploi-Québec.

Employers who have at least one deaf employee may make an interpreter-reservation request for team meetings, partner meetings, and any other business-related meetings. In such cases, employers are invoiced for all service-related costs. You can reserve an interpreter for your meetings with Emploi-Québec. Requests may be made the deaf person or the professional. When making the reservation, please be sure to mention the name of the professional, his or her phone number, and the file number, as appropriate.

**Legal services:** Civil weddings, Legal Aid Office, Private consultation and legal deeds, Courts, Prisons.

For court appearances, requests must be made at the interpreters’ office at the courthouse. For private consultations or legal aid, requests may be made by the deaf person or the lawyer.

**Parental duties and support:** Daycare centres or nurseries, Schools, Appointment support.

Requests may be made for parents’ meetings at schools or daycares and nurseries. In addition, requests may be made by deaf persons who need to accompany an elderly parent to a medical appointment.

**Financial services and consumer goods:** Banks, Insurance, Notaries, Signing important contracts.

Interpreter-reservation requests may be made for appointments with banks, insurance companies, and notaries. Such requests may also be made for the signing of important contracts, including home or car purchases.

**Associations:** Board-of-director meetings, Workshops and training sessions , Annual general assemblies.

Services are also available to associations and community-based agencies for such functions as general assemblies, board meetings, and executive committee meetings. The organization that makes the request is invoiced for the services.

**Conferences and colloquia:** LSQ accessibility at your conference or colloquium? We have qualified interpreters for these mandates. In such cases, we need to receive your documentation in advance so as to deliver high-quality services. The person or organization that makes the request is invoiced for the services.

*Please feel free to contact us to see if we can meet your request. Please note that interpretation fees are never invoiced to deaf, hard of hearing or deaf/blind persons. Organizations, businesses, and government departments are responsible for providing these services to the population as a whole, including the deaf, hard of hearing and deaf/blind community.*

*[Image description: A blue button on which is written "Contact us"; refer to the Contact page]*

**VIDEO REMOTE INTERPRETING (VRI)**

Current technology now makes this service offer possible. VRI is the perfect technology for meetings involving two or more people\* at a single site or at different sites\*. VRI is an alternative to on-site interpretation and may be used in various social and community-based situations

*\*The number of people and physical locations may vary from one mandate to another. Please contact us to find out if we can provide optimal VRI service for your specific needs.*

*[Image description: A blue button on which is written "You want to know more about VRI? Watch our video! (in French only)"; refer to the Vimeo video ]*

**How does VRI work?**

The interpreter and the deaf person are located at different sites and are connected by a VRI platform. The deaf person is in the presence of one or more hearing people at his or her location. Multisite VRI, where deaf and hearing persons are located at different sites and able to communicate among one another—is also available.

*[Image description: A blue button on which is written "Read our descriptive guide (in French only"; PDF ]*

**To use VRI, you need:**

* High-speed wi-fi access or an internet connection
* A computer (equipped with a video camera, microphone, and speaker), tablet or mobile phone
* A secure link supplied by SIVET to connect to the platform

*[Image description: A blue button on which is written "Watch our tutorial video (in French only)"; refer to the Vimeo video ]*

**The following sectors of activity are ideal for VRI use :**

* Healthcare
* Work and union activities
* Legal services
* Financial services

\*Services may also be provided to other sectors. To find out more, contact SIVET.

Please feel free to contact us to see if we can meet your request. Please note that interpretation fees are never invoiced to deaf, hard of hearing or deaf/blind persons. Organizations, businesses, and government departments are responsible for providing these services to the population as a whole, including the deaf, hard of hearing and deaf/blind community.

 *[Image description: A blue button on which is written "Contact us"; refer to the Contact page ]*

**rates and submissions**

Video Remote Interpreting (VRI) and on-site rates are proposed in the fee schedule below:

**On-site interpretation services**

\*55$/h

Please note that a minimum of 2 hours is invoiced. Transport costs are included in the rate. In accordance with SIVET’s status as a charity organization, no tax is added to the invoice.

**Video Remote Interpreting (VRI) rates**

\*30 minutes at 1$/minute | Rates rounded every 15 minutes

Please contact us to find out what rate applies to your organization.

*\*Rates may change without notice*

**SUBMISSION REQUEST**

First name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Last name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Organization making the request : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Time of the appointment (start and end) : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location-Adresse: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact person on-site: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Add a video: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Message: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Image description: A blue button on which is written "Send"]*

**news**

Be part of the movement. Stay current with our latest news (in French only).

Filtrer par : communiqués ou médias

**Embauche de deux interprètes à temps plein**

Montréal, le 20 août 2019 – Le Service d’interprétation visuelle et tactile (SIVET) est fier de vous annoncer l’embauche de deux nouveaux interprètes de niveau intermédiaire à temps plein, et ce, à partir du 1er septembre 2019.

Madame Karine Gauthier est détentrice d’un certificat en interprétation visuelle et a interprété en milieu scolaire et à la formation générale aux adultes.

*« Je suis vraiment fière de me joindre à la grande famille du SIVET. J’ai la chance de travailler avec la LSQ et le français, ces deux langues avec lesquelles j’ai grandi et qui me tiennent à coeur. De plus, relever de nouveaux défis, bénéficier de la formation continue et partager les connaissances de chacun, me permettra de m’épanouir personnellement et professionnellement. »*

Monsieur Yvan Hart est issu de la communauté sourde et la LSQ est le fondement de sa culture et de son identité. Monsieur Hart est interprète de profession et a oeuvré principalement dans le domaine de la formation professionnelle.

*« Pour moi, être interprète c’est naturel. Je viens d’une famille de 4 générations de sourds et cela fait au-dessus de 20 ans que j’ai décidé d’en faire un métier. J’ai toujours eu soif d’apprendre et l’interprétation est un monde où l’on est en constant apprentissage, car on touche à plusieurs domaines avec nos différentes affectations. Je suis fier de rejoindre une nouvelle équipe et un nouvel environnement de travail moderne à l’ère de la technologie. C’est très stimulant! »*

Le SIVET est très heureux d’accueillir Madame Gauthier et Monsieur Hart au sein de son équipe et leur souhaite une chaleureuse bienvenue!

**À propos du SIVET**
Le SIVET est un organisme de bienfaisance qui offre des services d’interprétation aux personnes sourdes, malentendantes et sourdes aveugles francophones dans les modes de communication suivants : la langue des signes québécoise (LSQ), l’oralisme et le tactile. Il est possible d’en savoir plus en visitant le [www.sivet.ca](https://sivet.ca/).

Suzanne Laforest,

Directrice générale

slaforest@sivet.ca

**Crédit photo :** Alison Gravelle Photographe

Laisser un commentaire\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Description de l'image: Un bouton bleu sur lequel est écrit « Laisser un commentaire » ]*

**Nomination d’une directrice adjointe**

Montréal, le 7 août 2019 – Le Service d’interprétation visuelle et tactile (SIVET) a le grand plaisir de vous annoncer la nomination de Madame Shanna Sarrazin-Laverdure à titre de directrice adjointe.

Madame Sarrazin-Laverdure est récipiendaire de deux baccalauréats, l’un en sciences de l’éducation et l’autre en communication avec une majeure en stratégie de production culturelle et médiatique. Outre l’enseignement à des étudiants sourds, le domaine des communications fut son principal champ d’expertise. Elle a été consultante en marketing, en communication et coordonnatrice d’événements. De plus, ayant été interprète sur appel, elle a une bonne connaissance du SIVET et des services qui y sont offerts.

*« Je suis fière de me joindre à l’équipe du SIVET comme directrice adjointe. C’est pour moi l’occasion idéale de relever de nouveaux défis, de diversifier mes compétences et d’apporter des idées nouvelles à l’organisme qu’est le SIVET. Ayant grandi dans la communauté sourde, je suis très consciente des différents enjeux et heureuse d’évoluer dans ce milieu que je connais bien. »*

Dans ses nouvelles fonctions, Madame Sarrazin-Laverdure épaulera la directrice générale dans l’exécution de ses tâches. De plus, elle planifiera, dirigera, organisera et contrôlera toutes activités liées au marketing et à la communication. Son expertise en organisation événementielle et philanthropique sera, sans nul doute, un atout précieux pour le SIVET. Elle entrera en fonction le 3 septembre prochain.

Le SIVET lui souhaite une chaleureuse bienvenue au sein de son équipe!

**À propos du SIVET**
Le SIVET est un organisme de bienfaisance qui offre des services d’interprétation aux personnes sourdes, malentendantes et sourdes aveugles francophones dans les modes de communication suivants : la langue des signes québécoise (LSQ), l’oralisme et le tactile. Il est possible d’en savoir plus en visitant le [www.sivet.ca](https://sivet.ca/).

Suzanne Laforest,

Directrice générale

slaforest@sivet.ca

**Crédit photo :** Shanna Sarrazin-Laverdure

Laisser un commentaire\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Description de l'image: Un bouton bleu sur lequel est écrit « Laisser un commentaire » ]*

**Embauche d’une interprète à temps plein**

Montréal, le 25 juin 2019 – Le Service d’interprétation visuelle et tactile (SIVET) est heureux de vous annoncer que, suite au dernier affichage interne, Mahée Blais-Bernatchez, interprète de niveau junior engagée sur appel au sein de notre organisation depuis avril 2019, se joindra à l’équipe des interprètes en poste à temps plein dès le 8 juillet prochain.

Détentrice d’un certificat en interprétation visuelle et d’une attestation d’études collégiales en Communication et surdité, Madame Blais-Bernatchez cumule huit (8) années d’expérience au sein de la communauté sourde, dont six (6) ans, à titre d’interprète LSQ-français dans le secteur collégial et universitaire. Elle vient de terminer son contrat d’enseignante auprès d’élèves sourds à l’école Lucien-Pagé.

*«Je suis très fière de me joindre à la grande famille du SIVET, car interpréter, pour moi, c’est contempler le monde et vivre à travers deux langues que j’affectionne particulièrement : la langue des signes québécoise et le français.»*

Le SIVET est très heureux d’accueillir Madame Blais-Bernatchez au sein de son équipe.

Bienvenue à bord !

**À propos du SIVET**

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**Responsable des Communications**

Suzanne Laforest

Directrice générale

slaforest@sivet.ca

**Crédit photo :** Alison Gravelle Photographe

Laisser un commentaire\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Description de l'image: Un bouton bleu sur lequel est écrit « Laisser un commentaire » ]*

**Embauche d’une interprète à temps plein**

Montréal, le 29 mai 2019 – Le Service d’interprétation visuelle et tactile (SIVET) est heureux d’accueillir Mme Farah Chebbab au poste d’interprète LSQ-français à temps plein. Elle est entrée en fonction le 27 mai 2019.

Farah Chebbab est une interprète de niveau junior qui travaillait sur appel au SIVET depuis août 2018. De 2016 à 2018, elle a suivi des cours de langue des signes québécoise (LSQ) à l’Institut Raymond Dewar et participé aux ateliers donnés par le professeur Gérard Courchesne de LSQ 7 à 15. Au cours des deux dernières années, elle s’est impliquée en tant que bénévole auprès de diverses associations, tels qu’Audition Québec, le Manoir Cartierville, la Maison des femmes sourdes de Montréal (MFSM), pour qui elle a travaillé temporairement comme secrétaire à l’hiver 2017 et au printemps 2018 et aussi le Centre de la communauté sourde du Montréal métropolitain (CCSMM), dont elle est membre du conseil d’administration en tant que secrétaire depuis juin 2018.

Passionnée par son travail, curieuse et motivée, elle veut toujours en apprendre davantage. Elle s’inscrit à la majeure en interprétation français-LSQ à l’Université du Québec à Montréal (UQAM) dès l’automne prochain.

*« J’aime travailler au SIVET pour son esprit d’équipe et le sentiment de solidarité. Que ce soit la direction, la répartition ou les interprètes plus expérimentés, tous nous apportent leur soutien et leur encouragement dans le but de nous améliorer et de nous épanouir professionnellement.»*

Le SIVET félicite Mme Chebbab et lui souhaite une chaleureuse bienvenue dans son équipe.

**À propos du SIVET**

Le SIVET est un organisme de bienfaisance qui offre des services d’interprétation aux personnes sourdes, malentendantes et sourdes-aveugles francophones dans les modes de communication suivants : la langue des signes québécoise (LSQ), l’oralisme et le tactile. Il est possible d’en savoir plus en visitant le [www.sivet.ca](http://www.sivet.ca).

**Responsable des Communications**

Audrey Beauchamp

Agente d’information

abeauchamp@sivet.ca

**Crédit photo :** Alison Gravelle Photographe

Laisser un commentaire\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Description de l'image: Un bouton bleu sur lequel est écrit « Laisser un commentaire » ]*

**Exclusif – la communauté sourde aux prises avec une importante pénurie d’interprètes**

Alors que les demandes ne cessent de croître de la part des personnes sourdes dans l’ensemble du Québec pour des services d’interprétation, le nombre d’interprètes professionnels, lui, ne semble pas suivre la cadence. Cette situation qui perdure depuis plusieurs années atteint maintenant un seuil critique selon les principales associations nationales qui représentent les personnes sourdes et malentendantes. Soulignons que d’après l’Association des Sourds du Canada, il y aurait au pays environ 357 000 personnes sourdes et 3 210 000 malentendants, donc plus ou moins 1/10 de la population serait touché par un problème de surdité, qu’il soit léger ou majeur.

– Texte par André Bérubé

Article complet disponible au <https://estmediamontreal.com/communaute-sourde-penurie-interpretes/> *[Description du texte: lien hypertexte ; se référer au site Web de Est Media Montréal]*

Laisser un commentaire\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Description de l'image: Un bouton bleu sur lequel est écrit « Laisser un commentaire » ]*

**Embauche d’un interprète à temps partiel**

Montréal, le 9 avril 2019 – Le Service d’interprétation visuelle et tactile (SIVET) est heureux d’accueillir M. Antoine Lessard au poste d’interprète LSQ-français à temps partiel. Il est entré en fonction le 17 mars dernier.

En novembre 1981, c’est en tant que bénévole au Manoir Cartierville, auprès de personnes âgées sourdes et sourdes-aveugles, qu’Antoine Lessard commence, à l’âge de 16 ans, à côtoyer la communauté Sourde. De son implication au sein du conseil d’administration de l’Association québécoise des interprètes francophones en langage visuel (AQIFLV) à celle de la Coopérative de solidarité de services d’interprétation pour la formation aux adultes Sourds (SIFAS), et de la rédaction d’éditoriaux du « Lien » (journal de l’AQIFLV) à ses études de maîtrise en communication, il a à coeur, depuis ses tout débuts dans la profession en 1986, de donner une voix aux interprètes.

Ayant déjà été à l’emploi du SIVET de 1995 à 2006 et interprète sur appel depuis août 2018, il a acquis beaucoup d’expérience en interprétation en milieu scolaire, du niveau primaire jusqu’à l’université.

*« Revenir travailler au SIVET me donne l’occasion de renouer avec grand plaisir avec la communauté Sourde et de toujours continuer à parfaire mes compétences. Dans un autre ordre d’idées, je souhaite que mon travail à la fois au SIVET et au sein de la Coopérative SIFAS soit emblématique de la volonté des divers regroupements d’interprètes d’unir leurs forces et leurs ressources afin de contribuer à l’évolution constante de notre profession. »*

Le SIVET félicite M. Lessard pour sa nomination et est très fier de pouvoir compter sur son expérience pour bonifier son offre de services de façon exceptionnelle.

**À propos du SIVET**

Le SIVET est un organisme de bienfaisance qui offre des services d’interprétation aux personnes sourdes, malentendantes et sourdes-aveugles francophones dans les modes de communication suivants : la langue des signes québécoise (LSQ), l’oralisme et le tactile. Il est possible d’en savoir plus en visitant le [www.sivet.ca](http://www.sivet.ca).

**Responsable des Communications**

Audrey Beauchamp, Agente d’information

abeauchamp@sivet.ca

**Crédit photo :** Alison Gravelle Photographe

Laisser un commentaire\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Description de l'image: Un bouton bleu sur lequel est écrit « Laisser un commentaire » ]*

**Embauche d’une interprète à temps plein**

Montréal, le 17 décembre 2018 – Le Service d’interprétation visuelle et tactile (SIVET) est fier d’annoncer la nomination de madame Sophie Terroir au poste d’interprète à temps plein. Cette interprète intermédiaire entrera en fonction le 21 janvier 2019.

Titulaire d’un certificat en interprétation visuelle et ayant remporté le prix de la meilleure recherche lors du Colloque des étudiants du certificat en interprétation visuelle (CÉCIV) 2018, cette jeune femme possède également des compétences variées. En effet, elle a travaillé comme orthophoniste, accompagnatrice pour enfants à défis particuliers en plus d’être responsable du programme de simulation de l’AQEPA Montréal Régional depuis 2013.

Lorsqu’on la questionne sur ses ambitions, Mme Terroir affirme: *« En donnant le meilleur de moi-même lors de mon travail au SIVET, je vise à contribuer à offrir un service de qualité à la communauté sourde, à me perfectionner au niveau professionnel ainsi qu’à apprendre le plus possible au contact de mes collègues et clients ».*

Le SIVET félicite Mme Terroir pour sa nomination et a hâte de l’accueillir dans son équipe!

**À propos du SIVET**

Le SIVET est un organisme de bienfaisance qui offre des services d’interprétation aux personnes sourdes, malentendantes et sourdes-aveugles francophones dans les modes de communication suivants : la langue des signes québécoise (LSQ), l’oralisme et le tactile. Il est possible d’en savoir plus en visitant le [www.sivet.ca](http://www.sivet.ca).

**Responsable des Communications**

Audrey Beauchamp

Agente d’information

abeauchamp@sivet.ca

**Crédit photo :** Alison Gravelle Photographe

Laisser un commentaire\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Description de l'image: Un bouton bleu sur lequel est écrit « Laisser un commentaire » ]*

**Embauche d’une interprète à temps plein**

Montréal, le 5 novembre 2018 – C’est avec plaisir que le Service d’interprétation visuelle et tactile (SIVET) annonce aujourd’hui la nomination de Mme Alison Gravelle au poste d’interprète à temps complet suite à un affichage de poste à l’interne. Elle débutera à partir de janvier 2019.

Travaillant déjà pour l’organisme depuis 2017 comme interprète intermédiaire sur la liste de rappel et graduée au certificat en interprétation visuelle de l’Université du Québec à Montréal (UQAM) depuis 2018, Mme Gravelle entame sa carrière d’interprète.

*« Grandir dans cette belle langue, la LSQ, fait en partie de moi une identité spéciale et maintenant rendue au SIVET est pour moi une occasion en or d’acquérir de nouvelles compétences dans divers domaines, de sortir ma zone de confort ainsi que faire de nouvelles rencontres au quotidien. Travailler en équipe avec mes collègues est ce que j’aime le plus pour faire un travail exceptionnel pour la communauté Sourde »,* témoigne la nouvelle interprète.

*« Avec son esprit joyeux et dynamique, cette jeune interprète apportera certainement un vent de fraicheur dans notre organisme »* témoigne Mme Suzanne Laforest, directrice générale du SIVET.

Le SIVET tient à féliciter Mme Gravelle et lui souhaite la bienvenue dans l’équipe à temps plein.

**À propos du SIVET**

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**Responsable des Communications**

Audrey Beauchamp

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**Crédit photo :** Alison Gravelle Photographe

Laisser un commentaire\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Description de l'image: Un bouton bleu sur lequel est écrit « Laisser un commentaire » ]*

**Embauche d’une interprète senior**

Montréal, le 25 octobre 2018 – Toujours dans l’optique de répondre aux besoins grandissants de sa clientèle, c’est avec plaisir que le Service d’interprétation visuelle et tactile (SIVET) annonce aujourd’hui la nomination de Mme Stéphanie Proulx au poste d’interprète sénior à temps plein. Elle entrera en poste le 7 janvier prochain.

Nouvellement interprète sénior et très prochainement, future diplômée au certificat en interprétation visuelle de l’Université du Québec à Montréal (UQAM), Mme Proulx a cumulé de l’expérience en interprétation dans différents modes de communication depuis 2016. Elle a été monitrice et interprète pour l’Association du Québec pour Enfants avec Problèmes Auditifs (AQEPA), interprète pour le Centre Collégial de Soutien à l’Intégration de l’Ouest de la province (CCSI-Ouest) ainsi qu’à la Commission Scolaire de Montréal (CSDM) en plus d’être interprète pigiste à son compte.

*« Travailler au SIVET représente pour moi une occasion idéale pour relever de nouveaux défis, de diversifier mes compétences et de découvrir encore plus largement l’ensemble des facettes du métier d’interprète »* exprime avec enthousiasme la nouvelle interprète.

*« La nomination de Mme Proulx est une action très importante pour notre organisation. À partir de maintenant, nous pouvons affirmer que le SIVET débute une nouvelle phase de son développement afin de s’assurer de disposer d’un nombre suffisant d’interprètes pour répondre à la demande de sa clientèle »* affirme Mme Lynda Paradis, directrice des opérations du SIVET.

Le SIVET souhaite la bienvenue à madame Proulx au sein de son équipe.

**À propos du SIVET**

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**Responsable des Communications**

Audrey Beauchamp

Agente d’information

abeauchamp@sivet.ca

**Crédit photo :** Alison Gravelle Photographe

Laisser un commentaire\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Description de l'image: Un bouton bleu sur lequel est écrit « Laisser un commentaire » ]*

**donations**

Support SIVET’s mission of providing visual and tactile interpretation and the worthy cause of accessible communications by making a donation today. Every donation is a way of giving back to the community. By supporting our charity organization, you enable people who are deaf, hard of hearing and deaf/blind to gain access to all services available within the community thanks to the interpretation services we provide. Upon request, we will send you a receipt for tax purposes.

*[Image description: A yellow button on which is written "Donate"]*

**contact**

Contact us or drop by our offices during opening hours. We’ll be happy to answer your questions and listen to your comments and suggestions.

 **Hours**

Monday to Friday from 8 AM to 4 PM

**our adress**

4315, rue Frontenac, suite 300, Montréal (Québec) H2H 2M4

 **contact informations**

**Phone :** (514) 285-8877 or text message (514) 770-0354 (Monday to Friday from 8 AM to 4 PM)

**TTY :** (514) 285-2229

**Email :** info@sivet.ca

**Fax :** (514) 285-1443

**Skype :** sivet.reception@outlook.com (Monday to Friday from 9 AM to 12 AM and 1 PM to 3 PM)

**Emergencices only**: (514) 285-8555 or text message : (514) 970-8555 (after 4 PM from Monday to Friday and on weekends)

**CONTACT form**

**1.Information request**

Serving our clients is our priority. For any questions or information request you may have, please contact us today!

**2.Comments**

Do you have comments or suggestions to share? We will respond promptly.

**3.Satisfaction and complaints**

We would like to know more about your experience with our services. Please tell us what you appreciated and what needs improvement. Your feedback helps us to understand our clients more fully and allows us to enhance our services. Share your comments or make a complaint by completing the form below. Please know that complaints are handled with fairness and efficiency. We take all comments seriously and are committed to responding to your concerns in a forthright manner.

First name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Last name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Subjet : (1) Information request (2) Comments (3) Satisfaction and complaints\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Attach a file : document or LSQ video : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Ask a question, provide comments or describe your level of satisfaction with our services or make a complaint.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Image description: A blue button on which is written "Send"]*