

# NATURAL DISASTERS

Is Your Language Service Provider Able to Weather the Storm?

Last year was a remarkable year for natural disasters. Hurricanes ravaged the Southeast and Gulf of Mexico, while Northern California burned. Parts of Puerto Rico still do not have power, and that may include businesses and independent contractors located there.

## DO YOU KNOW WHERE YOUR INTERPRETERS TAKE CALLS?

Some interpretation companies have independent contractor interpreters located offshore, or in vulnerable locations such as Puerto Rico which suffered devastation from Hurricane Maria. If your provider has difficulty connecting to interpreters because of a natural disaster, it will affect your organization's ability to communicate with your limited-English-speaking population when you need it most.

## WHY CHOOSE VOIANCE?

Our employee interpreters work in the most extensive network of large-scale US interpreter contact centers in the industry.

We chose to locate our contact centers in multiple US cities with a variety of climates. When the unavoidable happens, such as a natural disaster, we can shift our call flow to our other large-scale contact centers for uninterrupted coverage.

Voiance demonstrated this ability twice during the second half of 2017. Hurricanes Harvey and Irma hit cities along the Gulf of Mexico, including where two of our large-scale contact centers are located, Houston and Tampa. For both of these emergency situations, we were able to seamlessly shift our call flow within our seven US contact centers so that service was not interrupted.

## EXPERIENCE HOW INTERPRETATION SHOULD BE

Take a tour of one of our secure, large-scale US interpreter contact centers by watching our video at <http://resources.voiance.com/centers>.

Questions? Email us at [sales@voiance.com](mailto:sales@voiance.com) to speak to one our language strategy consultants.



9001:2008, 13611:2014, 17100:2015  
Quality Management System  
Guidelines for Community Interpreting  
Translation Services