



Heilbronn Linguist Mediator

This information gives you an overview of where Heilbronn linguistic mediator volunteers offer assistance in your native language during conversations.

You will receive assistance during conversations at:

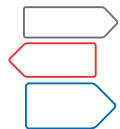
- » Kindergartens/day care
- » Schools, including parent-teacher conferences/ registration days/school enrolment
- » City of Heilbronn – Office for Family, Youth and Senior Citizens (Youth and Social Services)
- » Consultation centres, such as Workers' Welfare Association AWO/Caritas/German Red Cross/Diakonie
- » Credit counselling services
- » Job centres and at the employment agency Agentur für Arbeit
- » Institutions for people with disabilities or their relatives



Eltern-Multiplikatoren*innen



Kulturelle Mittler*innen



Welcome Guides



Elternmentoren*innen



The linguistic mediator volunteers:

- » are neutral
- » subject to a duty of professional secrecy
- » are not sworn in but are committed to volunteer work



How do I ask for a linguistic mediator?

- » The service is free of charge and applies to all Heilbronn institutions.
- » If you need assistance from interpreters, please contact the institutions (schools, kindergartens, consultation centres, etc.) directly and ask to receive assistance from linguistic mediators during conversations.
- » The institutions will then contact the Participation and Integration division to book a linguistic mediator.
- » You will need to provide the following information:
What language/dialect do you speak?



Coordination office contact information

Information in different languages available at:

<https://welcome.heilbronn.de>

PLEASE NOTE

Unfortunately, we have repeatedly seen private individuals translate and take money for their work without issuing an invoice.

This behaviour is a punishable offence for the one who translates and for the one who pays.

We therefore kindly ask you to pass on this information!

Please also inform the Participation and Integration division if you observe such behaviour.