

## **Mapping the field of Public Service Interpreting in Estonia**

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While having only one official language, the linguistic landscape of the Republic of Estonia is diverse and historically complex and public services require multilingual communication approaches to ensure the correct provision of information to the whole population. Failure to pay attention to this fact and its implications, however, can lead to an array of problems that put quality of public services at risk, having, for example, jeopardised communication with linguistic minorities during the COVID pandemic and with refugees amidst Ukrainian war crisis.

This study aims to explore the role of language mediation in Estonian public services, how providers of public services understand language mediation or interpretation, its use and implications, and what obstacles we might encounter when raising awareness of the need for quality interpretation to ensure a viable, ethical and fair use of professional, ad hoc and volunteer interpreters.