

### MONTREAL'S POPULATION

The population of the Montreal administrative region constitutes a quarter of the total population of Quebec. The region's great diversity distinguishes it from the rest of Quebec.

When the Banque interrégionale d'interprètes (interregional interpreters bank) was established in 1993, 22% of the 1,748,330 Montreal population<sup>1</sup> declared that their native language was not French or English. Furthermore, 46,845 stated that they could not hold a conversation in either French or English. Fifteen years later, the population of Montreal had risen to 1,823,000, and a third of this number had a mother tongue that was not French or English.

The table below presents an overview of Montreal's diversity:

	Montreal	Rest of Quebec
Total population <sup>2</sup>	100%	100%
Immigrants	33%	5%
Single mother tongue not French or English	32%	3%
Cannot hold a conversation in French or English	2.6%	0.4%

More precisely, Montreal has the following:

- 136,585 new immigrants who arrived from 2001 to 2006;
- 37,535 non-permanent residents.

In the graph below, the location of the 47,130 Montrealers currently unable to hold a conversation in French or English is broken down by CSSSs (health and social services centres).

The second graph represents the breakdown of new immigrants, who may be at risk because they are not familiar with how services are organized or how they can obtain access to services.

### BACKGROUND

In sections 2(5) and 2(7), the *Act respecting health and social services* (R.S.Q., chapter S-4.2) provides for adapting services to linguistic and ethnocultural particularities. It also defines the rights of users (sections 4 to 16) and the responsibility of institutions to take the diversity of their populations into account when organizing services (section 171).

To facilitate equal access to immigrants who are not sufficiently familiar with the language or culture of the host society, the Agence de la santé et des services sociaux de Montréal (Montreal health and social services agency) created the interregional interpreters bank in 1993 on the request of the Quebec government.

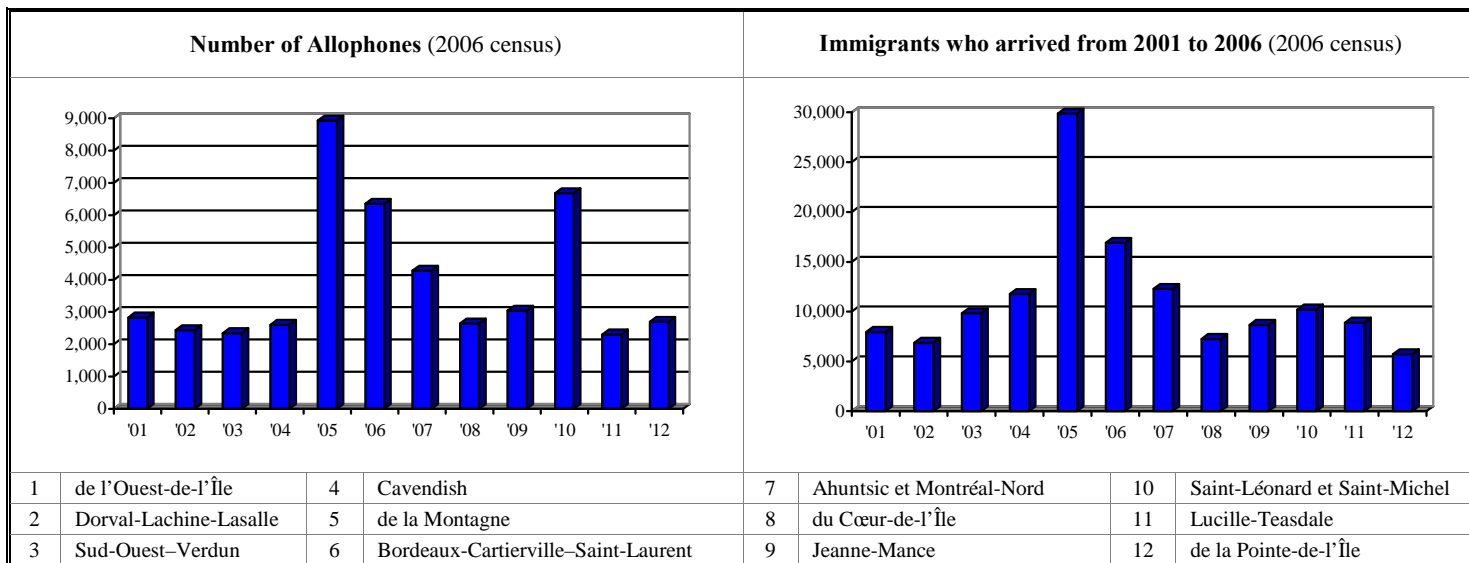
Since then the Bank has extended its coverage to the regions of Laval, to the north, and the Montérégie, to the south.

### COMMUNITY INTERPRETERS

Community interpreters are qualified professionals who transmit all of the information expressed in verbal and non-verbal communication between people with different languages and cultures in the strictest confidence.

They help both clients and professionals to understand each other's cultural values, assumptions, and practices, adopting a neutral stance, using a level of language that suits both parties in the conversation, and following a strict code of professional ethics.

The major assets of community interpreters are their knowledge and their ability to act as a bridge between two cultures.



# The Bank in Figures: 2008-2009

## SERVICE RECIPIENTS

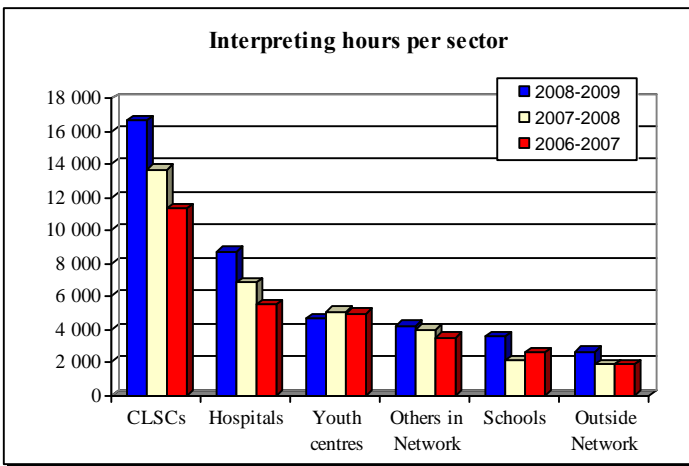
- More than 19,079 Allophones benefited from interpreting services. This was a 10% increase over the previous year.
- Interpreting services were requested by 2,733 practitioners. This was a 15% increase with respect to the previous year.
- Interpreting and translation services were used by 425 institutions, including schools.

## SERVICES

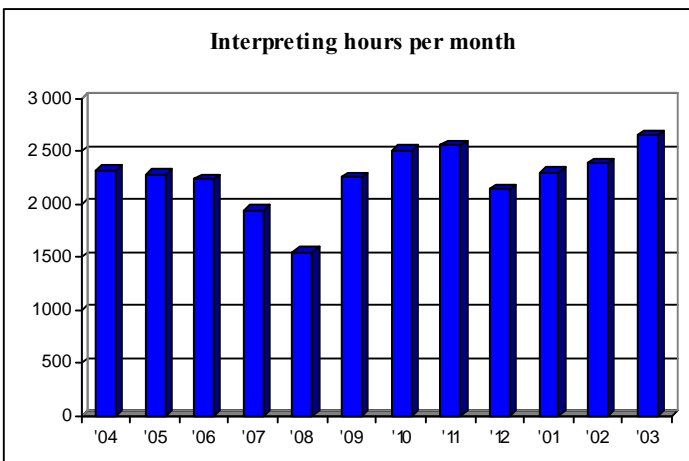
- 30,541 services provided; a 22% increase in one year
- 40,652 hours of interpreting; a 17% increase
- 202,042 words translated or revised; an increase of 5%
- A 24.6 full-time equivalent for interpreters and translators

## THE MONTREAL NETWORK: OUR PRIMARY USER

- 94% of services provided in Montreal, 6% in Laval or the Montérégie.



- 41% of interpreting hours are provided in CLSCs; 21% in hospitals; and 11% in youth centres.
- Some months are busier than others. August provided 1,549 interpreting hours, as compared with 2,646 for March. The following graph illustrates the monthly ebb and flow for 2008-2009:

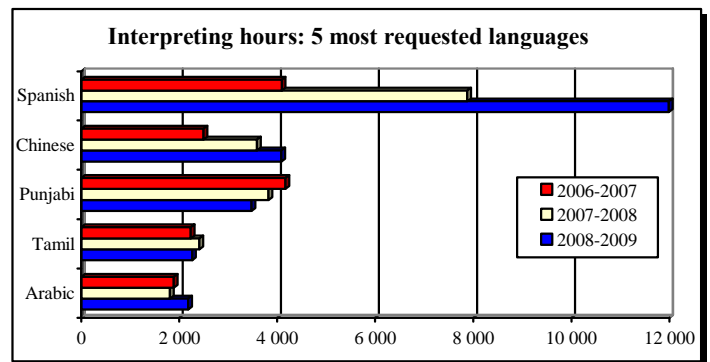


## OUR INTERPRETERS AND TRANSLATORS

- Total fees of \$1,307,300<sup>3</sup> were shared by 118 interpreters and translators.
- Six interpreters received over \$40,000 in fees from the Bank, and eight received between \$30,000 and \$40,000.
- Because some interpreters or translators speak languages that are rarely requested or because they are not frequently available for the Bank, the annual average for fees was only \$10,958, and the median was \$5,558.
- Interpreters and translators are freelancers who provide services to different organizations and therefore have several sources of income.

## A GREATER DEMAND FOR CERTAIN LANGUAGES

- Spanish is in high demand, and the number of hours interpreted in that language was twice that of 2007-2008. This year 30% of all interpreting hours were devoted to Spanish.
- American Sign Language (ASL) accounted for 733 hours.
- Services were provided in 47 languages, 12 fewer than during the previous year.



N.B.: "Chinese" includes Mandarin, Cantonese, and others. "Arabic" includes different dialects spoken in the Maghreb and the Middle East.

## COOPERATION AND OUTREACH

- Quebec's Superior Court justices invited Ms. Tavlian and Ms. Parra to speak to them about their work as community interpreters. (Montebello, May 30)
- The *Hanca Times* and *Korean News* published articles written by Mr. Yune Kichan about his experience as an interpreter. (May)
- Ms. Kapoor-Kohli and Ms. Hemlin made a presentation at the Institut Raymond-Dewar on the importance and the art of working with community interpreters. (October 7)
- Ms. Schoch, from the Università di Bologna, requested expertise from several collaborators of the Bank, including Ms. Tavlian and Ms. Bourque, so that our experience could be included in the training given to Italian interpreters. (October)
- The Agence de Montréal collaborated in the development of a provincial reference framework on interpreting services, to be submitted in 2010.

<sup>1</sup> According to the Statistics Canada 1991 census

<sup>2</sup> According to the Statistics Canada 2006 census

<sup>3</sup> Canadian dollars