

## THE POPULATION OF MONTREAL

The territory of Montreal covers 496 km<sup>2</sup>. In 2001, it had a population of 1 782 830, representing 25% of Quebec's population. Montreal differs from the rest of the province in that its population is extremely diverse.

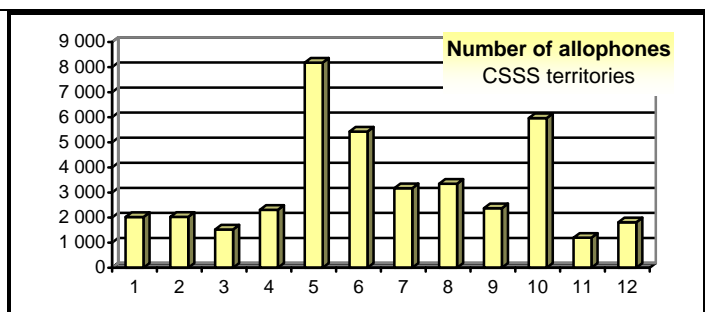
	Montreal	Rest of Quebec
Total population <sup>1</sup>	100%	100%
Ethnic origin other than French, British Isles and Canadian	38%	7%
Immigrants	28%	4%
Mother tongue other than French or English	28%	4%
Unable to hold a conversation in French or English	2.3%	0.3%

More specifically:

- ❑ 101 000 new immigrants arrived between 1996 and 2001;
- ❑ 32 000 non-permanent residents live in Montreal;
- ❑ 42 000 Montrealers are unable to hold a conversation in French or English.

Ten languages make up 60% of the interpretation needs of these 42 000 Montrealers. In most cases, there are no more than 1 000 people in each language group requiring the services of an interpreter. This diversity constitutes a major challenge when it comes to organizing interpretation services.

Here is the territorial breakdown of these Montrealers.



1	CSSS de l'Ouest-de-l'Île	7	CSSS d'Ahuntsic et Montréal-Nord
2	CSSS Dorval-Lachine-Lasalle	8	CSSS du Cœur-de-l'Île
3	CSSS Sud-Ouest-Verdun	9	CSSS Jeanne-Mance
4	CSSS Cavendish	10	CSSS de Saint-Léonard et Saint-Michel
5	CSSS de la Montagne	11	CSSS Lucille-Teasdale
6	CSSS de Bordeaux-Cartierville-Saint-Laurent	12	CSSS de la Pointe-de-l'Île

## BACKGROUND

The Act Respecting Health Services and Social Services (R.S.Q. c. S-4.2) provides rules for adapting services to linguistic and ethnocultural characteristics (art. 2.5 and 2.7). It also defines users' rights (art. 4 to 16) and institutions' responsibilities with regard to organizing their services to take into account the diversity of the population they serve (art. 171).

In order to facilitate equal access on the part of immigrants with insufficient knowledge of the language or culture of the host society, the Agence de santé et de services sociaux de Montréal created the Inter-regional Interpreters Bank (hereafter the "Bank") in 1993, at the request of the Government of Quebec.

Since then, the Bank has extended its coverage to the region of Laval in the north and the Montérégie area in the south, where approximately 8 000 inhabitants are unable to hold a conversation in French or English.

## ACCESSIBILITY

The Agence de Montréal has made accessibility for ethnocultural communities an integral part of all its recent endeavours. Four major orientations guide the Agency, one of which is to break down communication barriers and obstacles to access by supporting the intercultural training of managers and service providers, offering information, and providing interpretation through the Bank.

## COMMUNITY INTERPRETERS

Community interpreters are qualified professionals who transmit all of the information expressed in verbal and nonverbal communication in the strictest confidence.

They strive, from a neutral position and using appropriate language, to assist clients and professionals in understanding each other's cultural values, concepts and practices.

Indeed, their greatest asset is their vast knowledge and ability to act as a bridge between two cultures.

## THE BANK ON THE INTERNET

- ❑ The Bank's Web page has been overhauled, and all of its pamphlets, annual reports and forms have been grouped together: <http://www.santémontréal.qc.ca>
- ❑ A form enabling English-speaking hearing impaired persons to request ASL interpreters has been put on-line.

**2007: year of the 100 000<sup>th</sup> service request!**

# The Bank in 2006-2007: Year to Year

## SERVICE RECIPIENTS

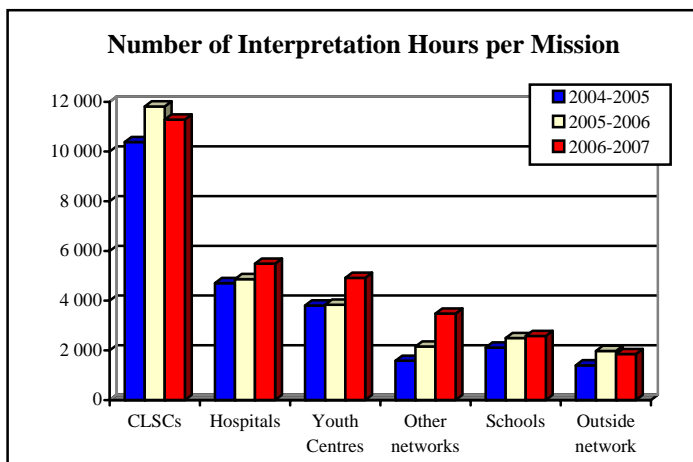
- Over 17 210 allophone clients received interpretation services, representing a 4% increase.
- Approximately 2 223 practitioners requested interpreter assistance to provide service to allophones.
- Over 224 institutions and schools used interpretation and translation services. The setting up of CSSSs and the grouping together of institutions explains this drop in the number of users.

## OUR SERVICES

- 22 774 services rendered, for an increase of 9% in one year;
- 29 592 hours of interpretation, for an increase of 8%;
- 170 000 words translated, revised;
- The equivalent of 19.6 full-time interpreters and translators (FTE); and
- a daily average of 166 phone calls and 2.3 calls on the TDD line.<sup>2</sup>

## OUR MAIN USER: THE MONTREAL NETWORK

- 93% of services were requested by institutions in Montreal, 5% by those in Montreal's northern and southern suburbs.
- 38% of interpretation hours were provided in CLSCs, 19% in hospitals and 17% in youth centres and 9% in schools.
- All 12 Montreal CSSSs called on interpreters for their CLSC or hospital missions.
- 12 community organizations working with mental health clients or victims of family violence requested interpreters.

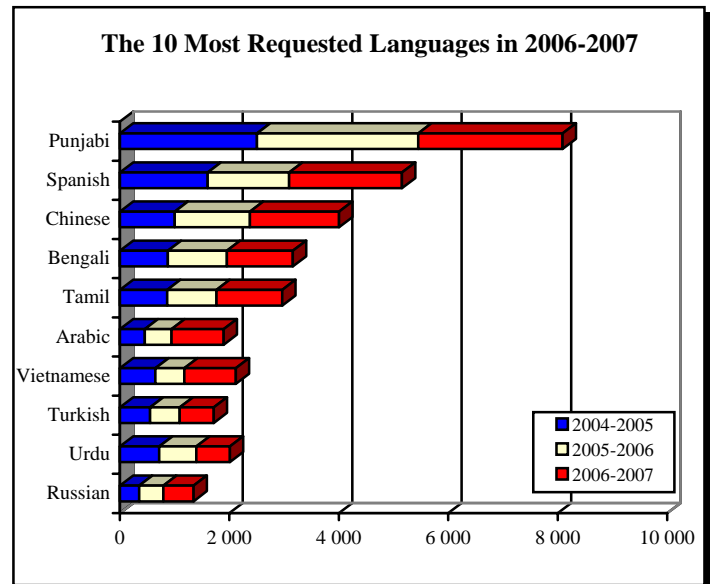


## INTERPRETERS AND TRANSLATORS

- 104 interpreters and translators were paid a total of \$955 360 in fees.<sup>3</sup>
- Average income was \$8 991, and median income was \$5 108.

## THE EBB AND FLOW OF REQUESTED LANGUAGES

- 52 service languages requested; ten languages represented 79% of requests.
- Punjabi, the language in highest demand, represented 18% of requests, a drop in relation to the previous year.
- Infrequently requested languages: thirty or so languages accounted for 5% of requests.



## COLLABORATIVE EFFORTS AND OUTREACH

- The Bank's interpreters were actively involved:
  - Ms. Kapoor-Kohli published, with Dr. Munoz, "Les barrières de la langue, comment les surmonter en clinique?" (How to Overcome Language Barriers in a Clinical Setting), *Le Médecin du Québec*, Vol. 42, No. 42, p. 45-52.
  - Ms. Shyr and a client of the Bank gave an interview on Tam-Tam Canada, Radio Canada International.
  - Ms. Tavlian gave a presentation on working with interpreters to future psychologists at Université de Sherbrooke.
- Collaborative research began with Université de Montréal and Hôpital Sacré-Coeur de Montréal. *L'interprétiariat dans la pratique infirmière* (Interpreting in Nursing Practice) will examine the use of various strategies to bring down communication barriers during clinical appointments with allophone clients.<sup>4</sup>
- Presentations at ACFAS (May), the Volkswagen Foundation (July), CSSS de la Montagne (October) and Immigration and Metropolis (December).
- Collaboration to adapt "Soins infirmiers interculturels" (Intercultural Nursing) made it possible to include working with an interpreter. Brunner and Suddarth, *Medical-Surgical Nursing*, 4<sup>th</sup> Ed., ERPI, 2006. p. 143-157.

1 According to the 2001 Census. Data from the 2006 Census should be forthcoming before the end of 2007.

2 Telecommunications Device for the Deaf.

3 Canadian dollars.

4 CIHR funding – MOP79527 – 2006-2009