

Inter-regional Interpreters Bank 2007-2008

THE POPULATION OF MONTREAL

The administrative region of Montreal represents a quarter of Quebec's population and, unlike the rest of the province, is extremely diverse.

When the Inter-regional Interpreters Bank was established in 1993, one fifth (22%) of Montreal's 1 748 330 inhabitants¹ declared a mother tongue other than French and English, and 46 845 were unable to hold a conversation in French or English. Fifteen years later, there are 1 823 000 Montrealers, one third of whom have a mother tongue other than French or English. Of those people, only 47 130 (9%) are unable to hold a conversation in French or English.

The table below gives an overview of Montreal's diversity.

	Montreal	Rest of Quebec
Total Population ²	100%	100%
Immigrants	33%	5%
Mother tongue other than French or English	32%	3%
Unable to hold a conversation in French or English	2.6%	0.4%

More specifically:

- ❑ 136 585 new immigrants arrived in Montreal between 2001 and 2006;
- ❑ 37 535 non-permanent immigrants live in Montreal.

The breakdown of the 47 130 Montrealers who are unable to hold a conversation in French or English is shown below, for each of the region's twelve CSSSs. There is also a comparison of 1991 and 2006 figures.

BACKGROUND

The Act Respecting Health and Social Services (R.S.Q. c. S-4.2) provides rules for adapting services to linguistic and ethno-cultural characteristics (art. 2.5 and 2.7). It also defines users' rights (art. 4 to 16) and institutions' responsibilities with regard to the duty to organize 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.

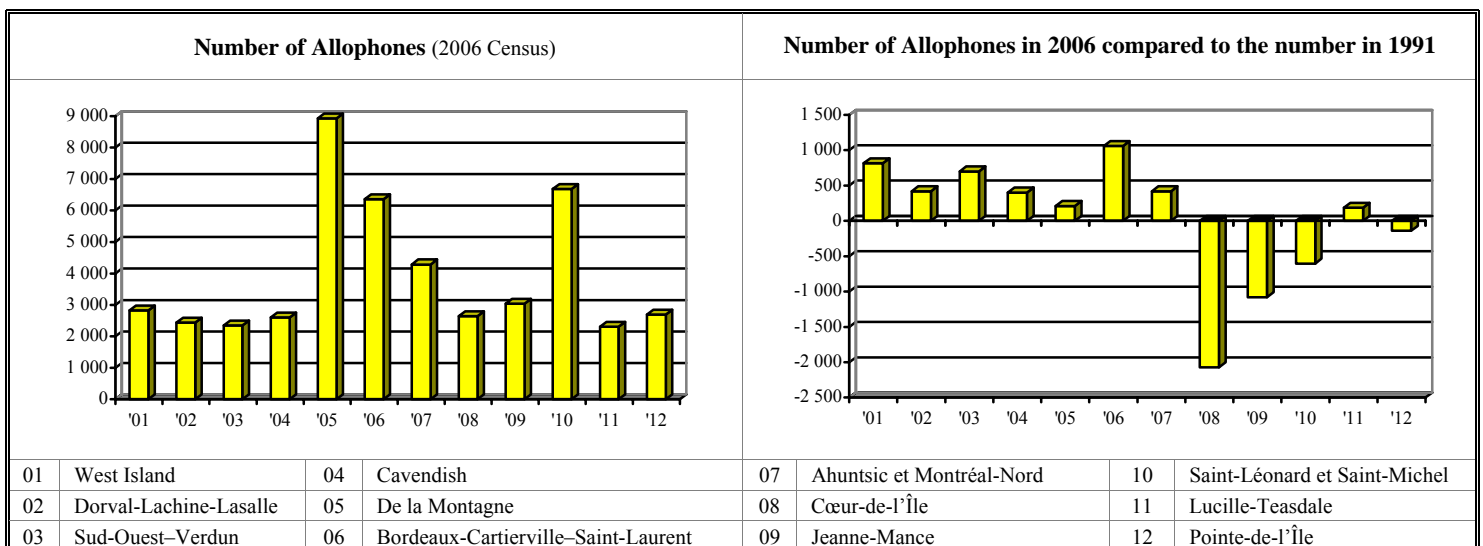
Since then, the Bank has extended its coverage to the region of Laval in the north and the Montréal area in the south.

COMMUNITY INTERPRETERS

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

They strive -- from a neutral position, with appropriate language and according to a rigorous code of professional ethics -- 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.



April 1, 2008: 15 Years of Community Interpreting in Montreal

The Bank in 2007-2008: A Few Figures

SERVICE RECIPIENTS

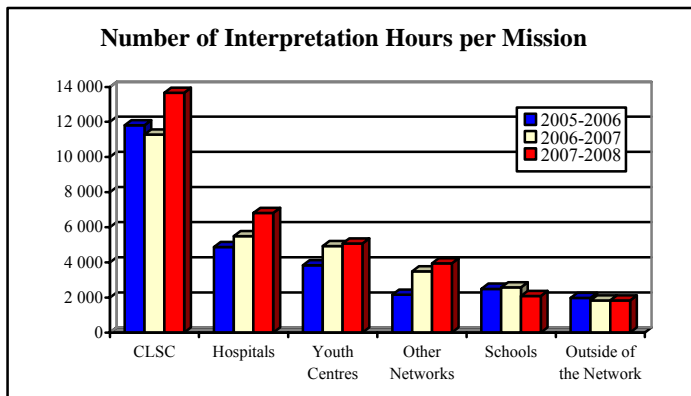
- ❑ Over 17 300 clients received interpretation services.
- ❑ 2 380 practitioners requested interpreter assistance to provide services to allophones, representing a 19% increase.
- ❑ 390 institutions and schools used interpretation and translation services.

OUR SERVICES

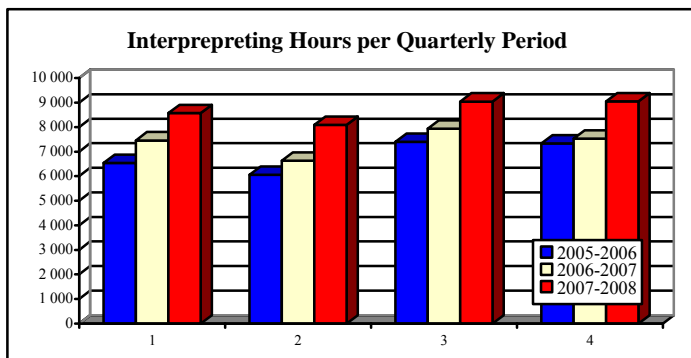
- ❑ 25 112 services rendered, for an increase of 10%.
- ❑ 34 755 hours of interpretation, for an increase of 17%.
- ❑ 191 776 words translated, revised.
- ❑ The equivalent of 20.4 full-time interpreters and translators (FTE).

OUR MAIN USER: THE MONTREAL NETWORK

- ❑ 92% services were provided in Montreal, 7% in Laval and Montréalégie.
- ❑ \$840 000, which is a tiny part (0.0015%) of the Montreal health care network's budget, makes it possible for practitioners and allophone clients to understand each other and improve care and services.



- ❑ 39% of interpretation hours were provided in CLSCs, 20% in hospitals and 15% in youth centres.
- ❑ There are slow months and busier months: 2 351 interpreting hours were provided in July, and 3 316 hours were provided in November. The chart below shows the different quarterly periods.



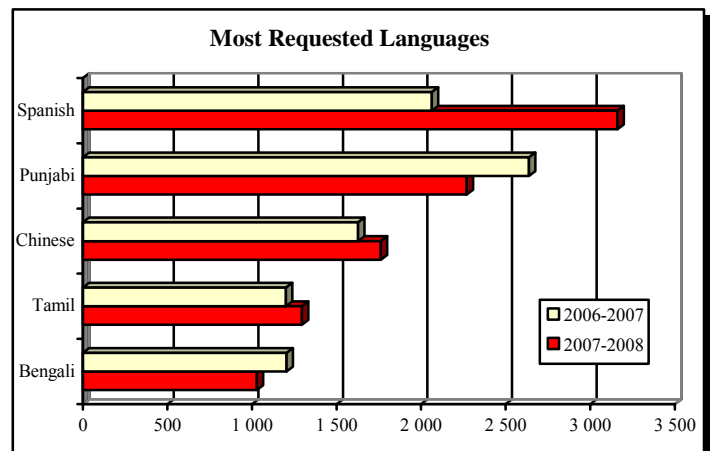
1. According to the Statistics Canada census of 1991
 2. According to the Statistics Canada census of 2006
 3. Canadian dollars

INTERPRETERS AND TRANSLATORS

- ❑ 110 interpreters were paid a total of \$1 100 000³ in fees.
- ❑ Seven interpreters earned over \$30 000 each in fees from the Bank.
- ❑ Average income was \$9 694, and median income was \$5 969.
- ❑ Interpreters and translators are freelancers who offer their services to various organizations and have more than one source of income.

THE EBB AND FLOW OF REQUESTED LANGUAGES

- ❑ 54 service languages. Ten languages accounted for 78% of requests.
- ❑ Punjabi slid out of first place, dropping by 14% compared to 2006-2007.
- ❑ Spanish is in demand, and grew by 53% compared to the previous year. Spanish had lost its first-place status in 1999.



Note: "Chinese" includes Mandarin, Cantonese, etc.

- ❑ 452 requests for American Sign Language (ASL).

OUTREACH

- ❑ The Bank's interpreters were involved in a number of activities.
 - Anjali Kapoor-Kohli and Malika Batty, with Dr. Ellen Rosenberg, gave a presentation entitled *L'interprète professionnel : membre essentiel de l'équipe* (Professional Interpreters: Key Members of the Team) at the CSSS de la Montagne. (September)
 - They talked about their job as interpreters:
 - Ming Shyr, Adriana Parra and Nayiri Tavlian were on the Désautels show on Radio-Canada. (November 20)
 - Adriana Parra in *L'Actualité*. (September)
 - Bulent Erdogan in *Jumelé*, Table de concertation des organismes au service des personnes réfugiées et immigrantes (round table of organizations serving immigrants and refugees). (January)
- ❑ Dr. Ellen Rosenberg, family physician at St. Mary's Hospital and professor at McGill University, gave a presentation on the importance of interpreters in the relationship between doctors and allophone patients, at the 2007 Meeting of the Quebec College of Physicians.