

## THE POPULATION OF MONTREAL

The territory of Montreal covers 496 km<sup>2</sup> (approximately 190 miles<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%

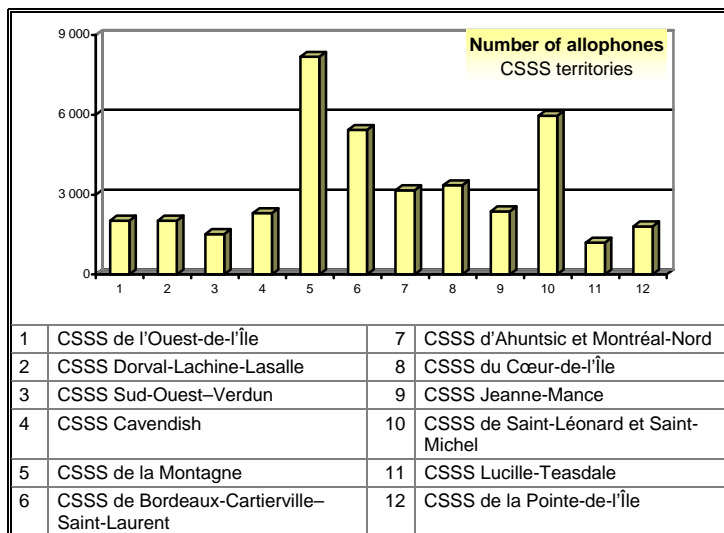
More specifically:

- ❑ 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. However, only two of those languages are spoken by a group of more than 5 000 people who are unable to hold a conversation in English or French. Most of the time, there are no more than 1 000 people in each remaining 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 allophones in Montreal.



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

## CONTEXT

The Act Respecting Health Services and Social Services (R.S.Q. c. S-4.2) provides rules for adapting services to the linguistic and ethnocultural characteristics of communities (art. 2.5 and 2.7). It defines users' rights (art. 4 to 16) and the organizational responsibilities of institutions in accommodating the diversity of the population they serve (art. 171).

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

Since then, the Bank has extended its coverage to serve the regions 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 to ethnocultural communities an integral part of all of its recent endeavours.

Four major orientations guide the Agency, one of which is to break down communication barriers and improve access to interpretation services by supporting the intercultural training of managers and workers, offering information, and providing interpretation through the Inter-regional Interpreters 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, the greatest assets interpreters possess are their vast knowledge and their ability to act as a bridge between two cultures.

## SERVICES IN AMERICAN SIGN LANGUAGE (ASL)

- ❑ A new mandate: providing interpretation services to the English-speaking hearing impaired population of the region.
- ❑ A challenge: keeping ASL interpreters in Montreal.
- ❑ An opportunity: preparing the next generation of interpreters thanks to an official languages grant through McGill University.

# The Bank's 2005-2006 figures

## SERVICE RECIPIENTS

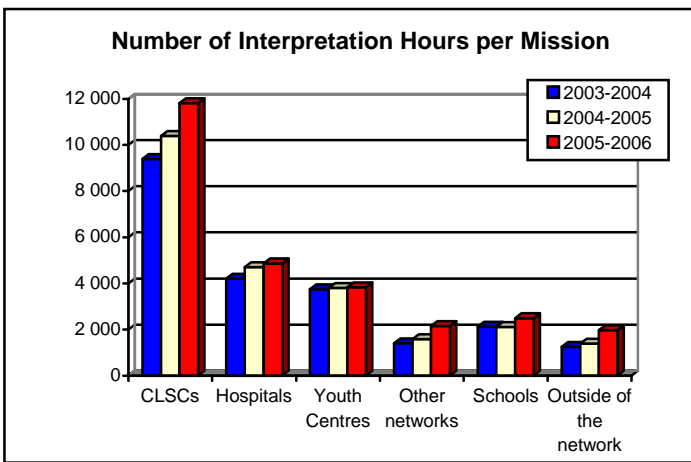
- ❑ Over 16 227 allophone clients received interpretation services.
- ❑ Approximately 2 000 practitioners requested interpreter assistance to provide service to allophones.
- ❑ Over 333 institutions and schools used interpretation and translation services.

## OUR SERVICES

- ❑ 20 924 services rendered, an increase of 11% in one year,
- ❑ 27 327 hours of interpretation, an increase of 13%,
- ❑ 121 775 words translated and revised.
- ❑ The equivalent of 18.5 full-time interpreters and translators (FTE).

## OUR MAIN USER: THE MONTREAL NETWORK

- ❑ 95% of services were requested by institutions in Montreal, 4.25% by those in suburbs of the north and south of Montreal's, and 9% by schools.
- ❑ 43% of interpretation hours were provided in CLSCs, 17% in hospitals and 14% in youth centres.
- ❑ 16 of the 21 general and specialized hospitals, and 27 of the 29 CLSCs in Montreal called on the services of interpreters.
- ❑ 7 community organizations working with mental health clients or victims of family violence requested interpreters.

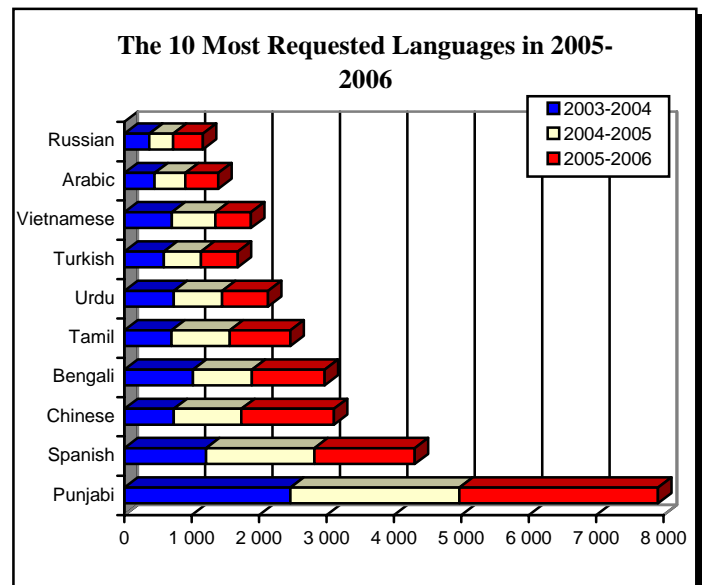


## INTERPRETERS AND TRANSLATORS

- ❑ 108 interpreters and translators were paid a total of \$755,080 in fees.<sup>2</sup>
- ❑ Five interpreters earned over \$30,000 in fees, five between 20 and \$30,000 and 15 between \$10,000 and \$19,999.
- ❑ Average income was \$6,991, and median income was \$3,224.

## THE EBB AND FLOW OF REQUESTED LANGUAGES

- ❑ 55 service languages requested; ten languages represented 80% of requests.
- ❑ Punjabi, the language that is currently in highest demand, represented 20% of requests, a drop in relation to the previous year.
- ❑ 34 infrequently requested languages accounted for 5% of requests.



## MANAGING INTERPRETATION SERVICES

- ❑ An average of 117 calls a day, or 28 957 calls a year.
- ❑ A team in charge of:
  - taking calls and assigning interpreters,
  - overseeing translations,
  - paying fees,
  - invoicing institutions,
  - managing the database,
  - generating reports and statistics, and
  - working to develop interpretation services in the community.
- ❑ Consultants: psychologist, trainer, etc.

## COLLABORATIVE EFFORTS AND OUTREACH

- ❑ Publication of « Rencontre avec interprète ou de l'interculturel à trois » (Meeting with an Interpreter Present, or : Intercultural Trio) in *Défi Jeunesse*, 2006, Vol. XII, N° 12: 9-13.
- ❑ Presentations at the following seminars:
  - *Soins de santé primaires : briser les barrières linguistiques* (Primary Health Care: Breaking Down Language Barriers), May 2006: Ontario.
  - *Interculturalité et soins de santé* (Interculturalism and Health Care), May 2006: Quebec City.
  - *Ensemble et différents, bâtissons l'avenir à Laval* (Together and Different: Building Laval's Future) October 2006: Laval.

<sup>1</sup> According to the 2001 Census.

<sup>2</sup> Canadian dollars.