

Banque interrégionale d'interprètes 2012-2013

THE MONTREAL POPULATION

The population of the administrative region of Montreal¹ accounts for one quarter of the Quebec population and differs from Quebec as a whole because of its extensive diversity.

When the Banque interrégionale d'interprètes was created in 1993, one fifth (22%) of the 1,748,330 people living in Montreal² reported speaking a first language other than French or English, and 46,845 of them could not sustain a conversation in either French or English. Eighteen years later, there are 1,862,195 Montrealers, and one third speak a first language that is neither French nor English.

The following table shows a breakdown of this diversity.

	Montreal	Rest of Quebec
Total population ³	100%	100%
Immigrants	33 %	6%
Sole first language other than French or English	32%	6 %
Cannot sustain a conversation in either French or English	2.6%	0.5%

Specifically, Montreal has:

- ❑ 152,615 new immigrants (between 2006 and 2011).
- ❑ 52,505 non-permanent residents, for an increase of 40% in 5 years.

The proportion of the 48,540 Montrealers who cannot sustain a conversation in French or English is illustrated below for each of the 12 CSSSs in the region.

The other graph shows the proportion of new immigrants and non-permanent residents. These individuals are vulnerable because they are unfamiliar with services and do not understand how they are organized or how to access them.

BACKGROUND

An Act respecting health services and social services (R.S.Q., c. S-4.2) sets out the provisions for adapting services to particular languages, ethnicities and cultures (sections 2.5 and 2.7). It also defines the rights of users (sections 4 to 16) and the responsibility of institutions to organize services based on the diversity of their populations (section 171).

To facilitate equal access for immigrants who do not sufficiently master the language or culture of their host society, the Agence de la santé et des services sociaux de Montréal (the Montreal Agency) created the Banque interrégionale d'interprètes (BII) in 1993 at the request of the Quebec government.

Since that time, the BII has also served the regions of Laval to the north and Montérégie to the south.

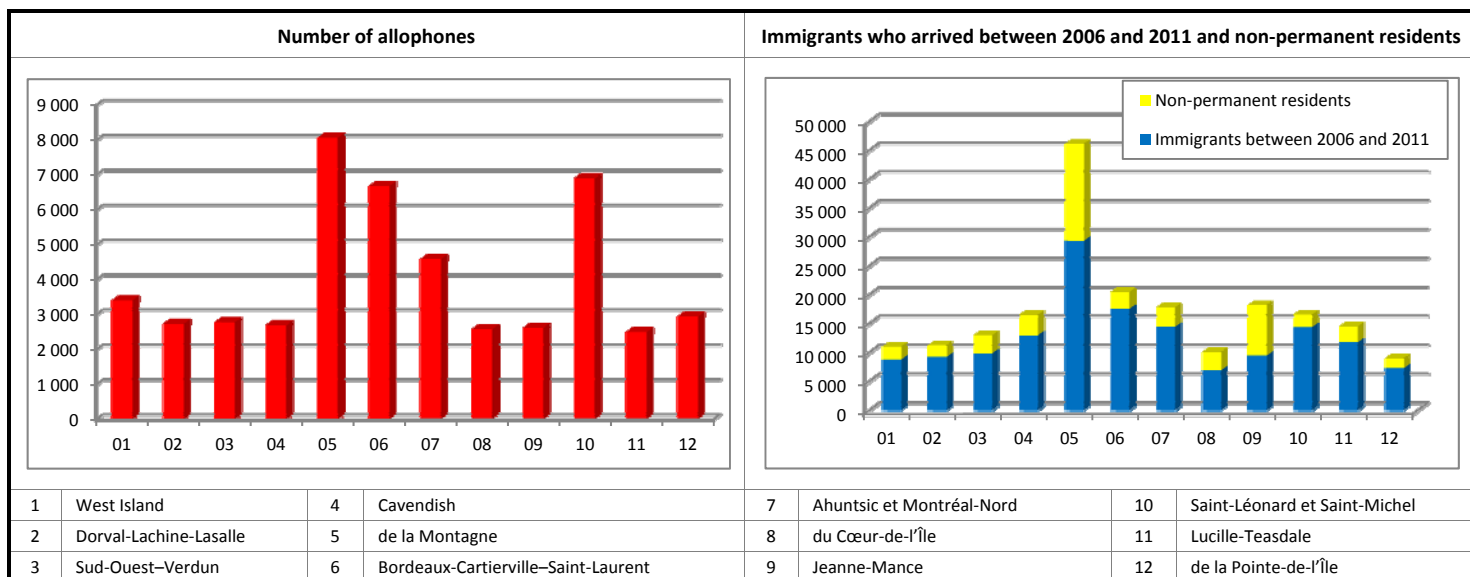
COMMUNITY INTERPRETERS

Community interpreters are qualified professionals who transmit all information contained in verbal and non-verbal communication between people of different languages and cultures under strict confidentiality.

They help clients and professionals understand the cultural values, concepts and practices of the other person while adopting a neutral position and a level of language adapted to their interlocutors and while adhering to rigorous professional ethics.

Their great strength lies in not merely their knowledge but also their ability to build a bridge between two cultures.

THE BII CELEBRATES 20 YEARS ON APRIL 1, 2013!



Source: CMIS, 2011 Census

The BII in 2012-2013: A few facts

USERS

- ❑ 23,407 allophone clients used interpretation services.
- ❑ 3,483 health care staff used an interpreter to provide services to allophones, or 6% more than the previous year.
- ❑ 429 facilities, institutions and schools used interpretation and translation services.

SERVICES

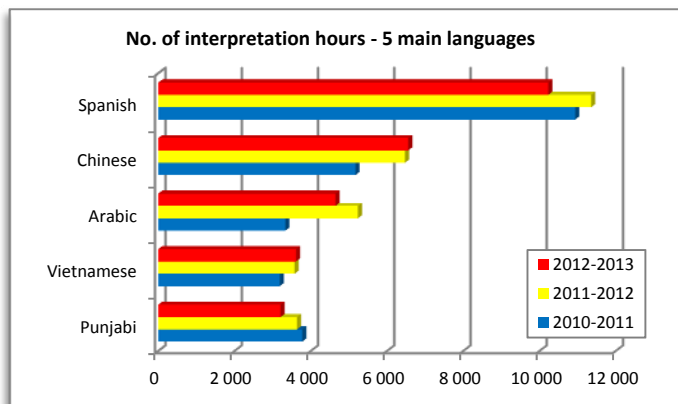
- ❑ 35,900 services provided
- ❑ 48,409 hours of interpretation
- ❑ 300,000 words translated or revised
- ❑ by 30 interpreters and translators

INTERPRETERS AND TRANSLATORS

- ❑ 107 freelance interpreters and translators shared \$1,817,261⁴ in fees.
- ❑ 15 interpreters received over \$40,000 in fees from the BII, and 8 received between \$30,000 and \$40,000.
- ❑ Since some interpreters speak languages that are rarely requested or provide little availability to the BII, the average amount of fees paid was \$16,984 and the median was \$10,568.

LANGUAGES REQUESTED MOST AND LEAST OFTEN

- ❑ 21% of interpretation hours are in Spanish.
- ❑ The 5 most requested languages represent 58% of interpretation hours.
- ❑ In the past five years, demand for Spanish has decreased by 15%.

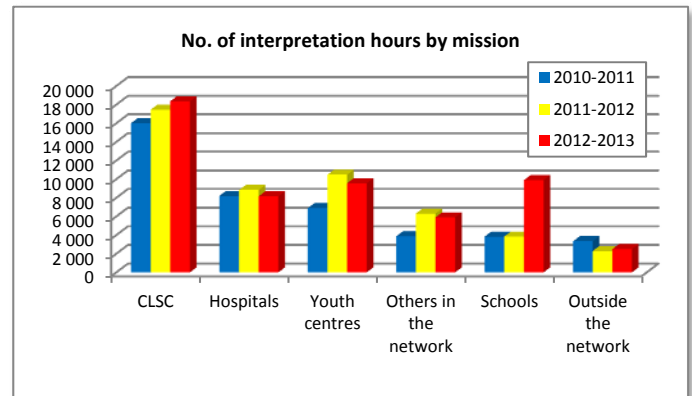


Note: "Chinese" includes Mandarin, Cantonese, etc.

- ❑ 43 service languages, but only 14 languages account for over 1,000 interpretation hours.
- ❑ 12 languages account for fewer than 50 hours of interpretation this year.

THE MONTREAL NETWORK IS THE PRIMARY USER

- ❑ 92% of services are provided in Montreal, 8% are provided in Laval and Montréal, and 1% are provided in the rest of Quebec, or the regions of Laurentides, Lanaudière and Québec.
- ❑ 38% of interpretation hours are provided at CLSCs, 17% are provided in hospitals and 20% are provided at youth centres. Rehabilitation centres use 63% of interpretation hours in the "Others in the network" category.



- ❑ Some months are very slow while others are very busy. The average number of interpretation hours per month is 4,034.
- ❑ As was the case last year:
 - Phone calls account for 7% of interpretation hours.
 - Cancellations within 48 business hours represent 7% of interpretation hours.
 - Travel expenses account for 2% of fees paid to interpreters.
- ❑ Interpretation improves communication with allophones and results in better risk management. The Montreal network dedicates 0.02% of its annual budget to this activity.

THE BII MODERNIZES

- ❑ The Jérôme+ Internet application is the result of the Montreal Agency's need to modernize BII management and meet the growing demand for services. Jérôme+ will allow staff, interpreters and translators to manage their service requests on-line. Jérôme+ will be gradually implemented starting in spring 2013.



- 1 The area of the Montreal administrative region is 498.2 km².
- 2 According to Statistics Canada's 1991 Census.
- 3 According to Statistics Canada's 2011 Census.
- 4 Canadian dollars.