

Inter-regional Interpreters Bank: 2009-2010

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 (inter-regional interpreters bank) was established in 1993, 22% of the 1,748,330 Montreal population¹ 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 and a comparison between Montreal and the rest of Quebec:

	Montreal	Rest of Quebec
Total population ²	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 service centres).

The second graph represents the breakdown, by the same territories, 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 them.

BACKGROUND

In sections 2(5) and 2(7), the *Act respecting health services 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 inter-regional interpreters bank in 1993 on the request of the Quebec government.

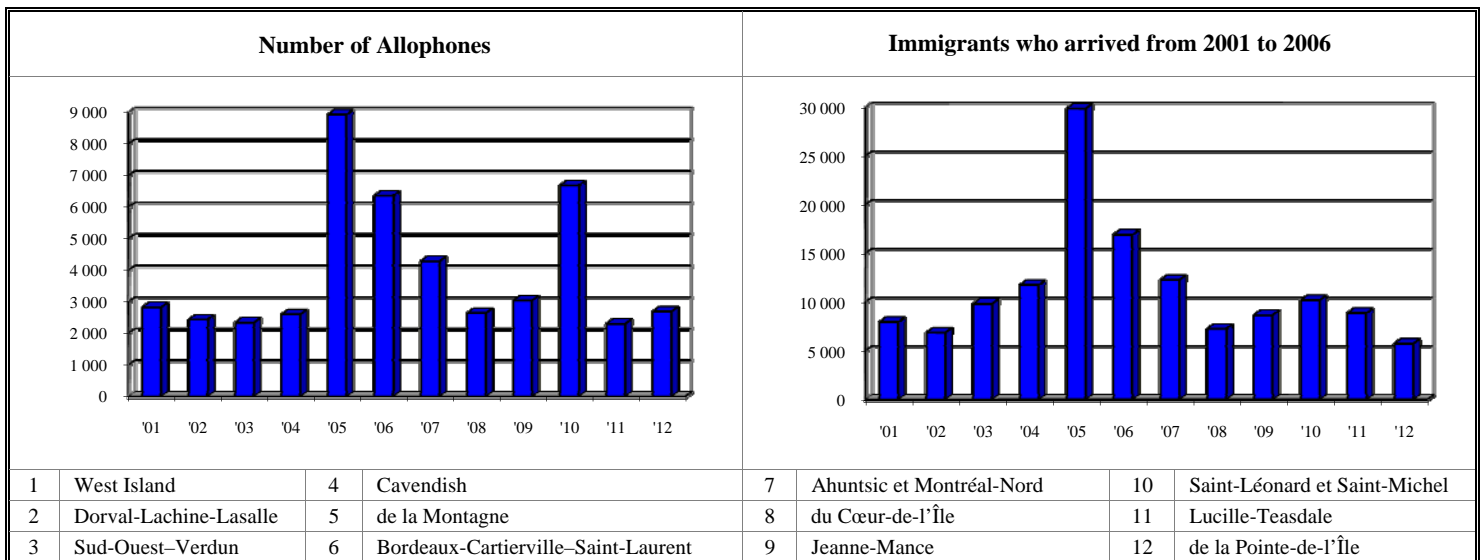
Since then the Bank has extended its coverage to the regions of Laval, to the north, and the Montérégie, to the south.

COMMUNITY INTERPRETERS

Community interpreters are qualified professionals who transmit all 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.



Source: CMIS, 2006 census

The Bank in Figures: 2009-2010

SERVICE RECIPIENTS

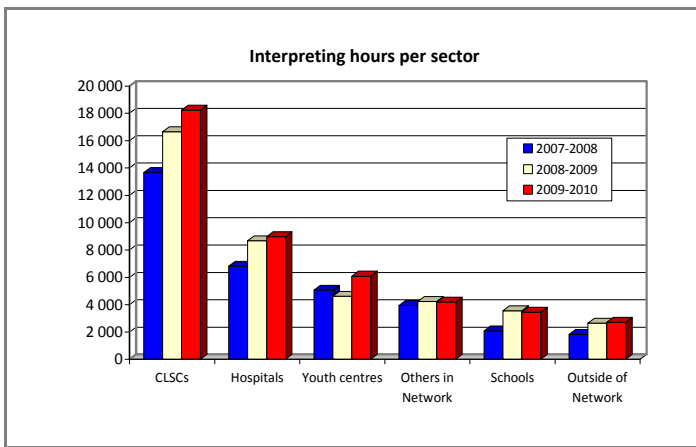
- Over 20,466 Allophone clients benefited from interpreting services. This was a 7% increase over the previous year.
- Interpreting services were requested by 2,909 practitioners. This was a 6% increase with respect to the previous year.
- Interpreting and translation services were used by 447 institutions, including schools.

SERVICES

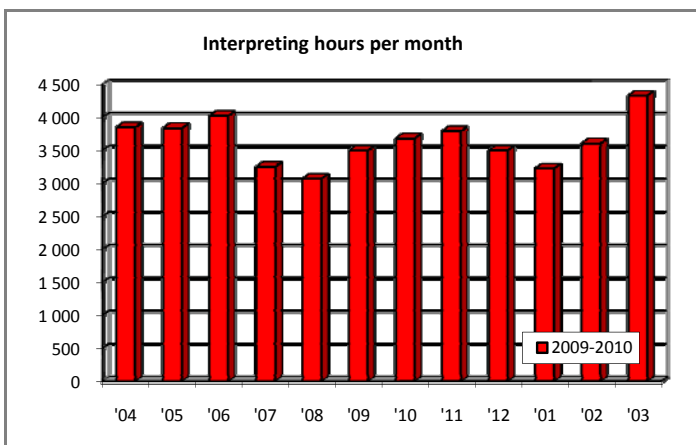
- 30,478 services provided; 63 fewer than the previous year.
- 43,673 hours of interpreting; a 7% increase.
- 218,032 words translated or revised; an increase of 8%.
- A 26.8 full-time equivalent for interpreters and translators.

THE MONTREAL NETWORK: OUR PRIMARY USER

- 94% of services are provided in Montreal, 5% in Laval or the Montréalégie, and 1% in the rest of Quebec.
- 42% of interpreting hours are provided in CLSCs; 21% in hospitals; and 14% in youth centres. 70% of the interpreting hours in the category of “Other Network Services” are dedicated to rehabilitation services.



- Some months are busier than others. The monthly average of interpreting hours was 3,637. The following graph illustrates the monthly ebb and flow for 2009-2010.

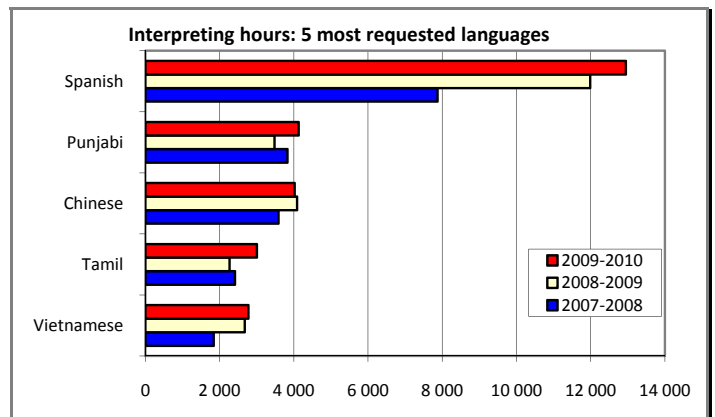


OUR INTERPRETERS AND TRANSLATORS

- Total fees of \$1,500,287³ were shared by 120 freelance interpreters and translators.
- Eight interpreters received over \$40,000 in fees from the Bank, and nine received between \$30,000 and \$40,000.
- Because some interpreters or translators speak languages that are rarely requested and because some are not frequently available for the Bank, the annual average for fees was only \$12,502, and the median was \$7,451.

A GREATER DEMAND FOR CERTAIN LANGUAGES

- For the third consecutive year, 30% of interpreting hours were devoted to Spanish.
- American Sign Language accounted for 766 hours.
- Services were provided in 49 languages, but only 11 of them required over 1,000 hours of interpreting. In fact, 84% of all interpreting hours were devoted to those 11 languages.



N.B.: “Chinese” includes Mandarin, Cantonese, and other languages.

DEVELOPMENT AND COLLABORATION

- The Bank took part in the collective effort to fight the pandemic: translation in eight languages, vaccination clinics with ASL interpreters, and extended service hours in response to the hours that vaccination clinics were open.
- Three institutions are experimenting with 24/7 services. If the results are positive, these services should be available throughout the Network by the end of 2010.
- At the first Rendez-vous interculturel montréalais, Jeannine Roy, from the Winnipeg Regional Health Authority, presented the model that the WRHA had chosen for integrating the organization of interpreting services into risk management.
- Following his fact-finding tour in Canada, Juan Ramón Jiménez Salcedo recommended that the regional government of Andalusia, in Spain, adopt a model similar to Montreal’s for organizing community interpreting services.

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