

Clarification of Interpretation, Translation, Settlement, and Volunteer Activities

Provided by:

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Interpretation defined: Interpretation is an act of verbal communication which involves delivering, as faithfully as possible, a message transmitted from one party to another.

Translation defined: Translation is an act of transferring a written text, in one language to an equivalent written version in another language.

Trained Interpreters

Trained interpreters should be used on all medical, legal and other assignments that require confidentiality, specialized terminology and impartiality.

Trained interpreters have completed a 180 hour certificate program at Conestoga College (or other community colleges in Ontario), have been independently tested in their interpretation skills from first language to English and English to first language (must attain a mark of 75% or higher), have gone through an interview and screening process, have a police vulnerable sector check, are covered by Errors and Omission insurance, and have signed confidentiality agreements. Trained interpreters adhere to a strict code of conduct and industry approved Standards of Practice. College curriculum includes terminology training for medical, legal, immigration and many other important assignments. At KWMC it is mandatory for interpreters to attend 4 PD sessions every year.

All of the components listed above have been agreed to by the Ontario Council on Community Interpreting as a minimum requirement for an Accredited Interpreter within their recently launched accreditation framework. This council is made up of representatives of for profit and not for profit interpretation providers, interpreters, government, colleges and major users of interpreters.

Trained interpreters can reduce unnecessary testing, incorrect diagnosis, reduce readmission rates to ER's and minimize the service providers exposure to risk. Trained interpreters will not provide cultural context. Cultural Interpretations is not recognized nor encouraged as an industry standard nationally or

internationally. To maintain impartiality, interpreters are required to maintain a professional relationship with their clients.

Trained interpreters are available for face to face assignments through the Kitchener-Waterloo Multicultural Centre for a fee and can be booked by calling **519-745-2593** or emailing **interpreters@kwmc-on.com** (There are grants that cover certain assignments)

Over the phone interpretation can be arranged through the RIO Phone Network for a fee (account required) **1-888-278-8007** or by email at **languages@accessalliance.ca** for further details and to set up your RIO account.

Community Volunteer / Navigator/Accompaniment/Fluent Volunteers

Community connectors/navigators/accompaniers have little or no training in interpretation, speak 2 or more languages, and they are generally not paid. These volunteers can help with the less critical assignments such as orientation to bus services, shopping etc. Volunteers may have training in a specialized field but their ability to transfer that knowledge from first language to English and English to first language has not been tested. Some may offer cultural context, but we really need to emphasize that it is the service provider's responsibility to determine the needs of the client, not the volunteers. Volunteers are often encouraged to develop social relationships with those they are matched with and these relationships can be very valuable in early months. In previous years, some of these relationships have lasted a very long time.

Embrace Syria (Muslim Association of Canada)

Dr. Ghada Al-Shurafa (Waterloo Lead)

galshurafa@gmail.com

www.embracesyria.com/waterloo/

Bring Back Hope

Iman Arab

info@bringbackhope.ca

www.bringbackhope.ca

Najda Now

Siba Al-Khadour

519-572-7284

najdanowcanada@gmail.com

www.najadanowcanada.org

ShamRose for Syrian Culture

Helen Alarashi

519-743-1151 ext. 172

helena@theworkingcentre.org

www.shamrose.ca

Settlement Workers, Settlement Case Workers, Settlement Life Skill Workers

These are professional staff of settlement agencies, funded by various levels of government (IRCC, MCIIT or other funders), to provide settlement and integration supports to immigrants and refugees. These services include orientation, referral, advocacy, assistance with forms, school registration, and sometimes accompaniment. They may provide information on rights, responsibilities and various laws in Canada. These services are often provided in the clients' first language. In some cases this may include some interpretation, but they are trained settlement workers, not trained interpreters. Settlement workers should maintain a professional relationship with their clients.

KW Multicultural Centre

Ana Luz Martinez

519-745-2531

www.kwmc.on.ca

YMCA Immigrant Services

Katherine Peterson

519-579-9622

<http://www.ymcacambridgekw.ca/en/immigrant-services/Immigrant-Services.asp>