

:: Agenda

Welcome and Opening Remarks

Axelle Janczur, Executive Director, Access Alliance

Interpreter Accreditation and Certification Organizations

- ATIO
- OTTIAQ
- OCCI

Snapshots of Initiatives happening across Canada

- British Columbia- Interpreter's Lab
- Ontario- Refugee 613
- Quebec- Interregional Interpretation Bank
- Nova Scotia- ISĂNS

Overview of College Language Interpreter Training Programs

Q and A

\*Please put questions and comments in the chat\*

\*We will be sharing the slide deck on our website at <a href="www.aalanguages.ca">www.aalanguages.ca</a> under the Events and Language Access Initiatives page

# :: Community Interpretation in Canada

- Professionals in the health and community services sector started organizing over 30 years ago to advocate for the professionalization of community interpretation.
- Some government programs funded interpretation in community services. They led in the development of community based training in the province – parallel process in British Columbia.
- Healthcare Interpretation Network (HIN) led the way for many years in raising the issue with policy makers, healthcare funders and other key stakeholders.
- Key achievement of HIN was the development of the National Standard Guide for Community Interpreting Services – this has been accepted as a standard by many
- Critical Link Canada played an important role for many years convening key
   stakeholders promoting standards, training and accreditation



# :Where does interpretation happen in Canada?

- Still a lot of informal, ad hoc, unpaid interpretation takes place in smaller cities, remote areas.
   However with the increase of Over the Phone (OPI) and video interpreting we hope this will change.
- A range of private interpretation and translation services that contract with individual interpreters –
  many of them do adhere to the National Standard Guideline. These provide interpretation and
  translation on a purchase of service basis, to health, community, legal sectors as well as private
  sector eg. insurance, private legal, other businesses
- Some government services do have their own interpretation programs, standards, training such as Immigration and Refugee Board, Attorney General (courts). Their processes are informed by the National Standard Guideline.
- Other government levels of government have contracts with interpretation providers in order to deliver their programs (social services, etc.)
- A range of non-profit organizations across the country either stand alone or as programs of larger organizations, provide interpretation either free as a service to community agencies or on a purchase of service basis (such as hospitals, mental health agencies)
- Interpreters work mainly as independent contractors, for hourly fees. Many of them register as small businesses for tax purposes. Very few organizations have staff interpreters and this would typically be for very high demand languages.





#### **OUR MISSION**

The Association of Translators and Interpreters of Ontario (ATIO) promotes the language professions and the value of certification as a means to protect the public interest.

#### **OUR WORK**

- Ensure that members exercise high standards of ethical and professional conduct;
- Establish standards of competency and certification examinations and to monitor the quality of the professional services rendered by its members.

#### **CERTIFIED: A RESERVED TITLE**

Only members of ATIO are entitled to use the designation "Certified Interpreter."

#### **OUR MEMBERSHIP**

1093 members; 64 interpreters



## CRITERIA TO JOIN ATIO

- Have <u>permanent resident status</u>
- Sign ATIO Code of Ethics
- Pay application fee: \$120
- Pass <u>International English Language Testing System (IELTS)</u> level 7
- Pass <u>Canadian English Language Proficiency Index Program</u> (<u>CELPIP</u>) - score of 9
- Pass <u>Test de connaissance du français (TCF)</u> Level C
- AND EITHER
- Hold a bachelor's degree, master's degree, or doctorate in community interpreting or post-secondary program in interpreting.
- OR
- Hold a bachelor's degree, master's degree, or doctorate in any domain plus 300 hours of community interpreting experience in Canada



## CRITERIA TO JOIN ATIO

- OR
- Have successfully completed the Language Interpreter Training Program (LITP) or the Graduate Diploma in General Interpreting at Glendon College (GDGI) plus 300 hours of experience as community interpreter in Canada
- OR
- Be accredited as a community interpreter by a Canadian certifying body for community interpreters (CILISAT or ILSAT accreditation) <u>plus</u> submit proof of **300 hours** of experience as a community interpreter in Canada
- OR
- Substantiate 600 hours of experience as a community interpreter in Canada.



### HOW TO BECOME A CANDIDATE

- To become a CANDIDATE, you must:
- MEET ALL ELIGIBILITY CRITERIA AND
- Pass <u>International English Language Testing System (IELTS)</u>
   level 7
- Pass <u>Canadian English Language Proficiency Index Program</u> (<u>CELPIP</u>) - score of 9
- Pass <u>Test de connaissance du français (TCF)</u> Level C
- AND EITHER
- Hold a bachelor's degree, master's degree, or doctorate in community interpreting or post-secondary program in interpreting.
- OR
- Hold a bachelor's degree, master's degree, or doctorate in any domain plus 300 hours of community interpreting experience in Canada



# HOW TO BECOME CERTIFIED

- Exams for Community Interpreters: 2-part exam For FARSI/ PERSIAN
- Pay CTTIC fees for certification exam: \$830
- Part 1- Written Component
- Community Interpretation -Written Component:

   a) Translation of a text on a Community Theme from 'other language' to English or French
   b) Community Interpreter Professional Practice
   c) Ethics
- Part 2- Oral Component



## HOW TO BECOME CERTIFIED

Certification On-Dossier for PASHTO

(UP TO 6 MONTHS)

- Pay On-Dossier fees for candidates: \$750
- University degree in community interpreting recognized by ATIO;
- or
- course in community interpreting recognized by ATIO and 1000 hours of experience in Canada;
- or
- be accredited by organization recognized by ATIO and 1500 hours of experience in Canada;
- or
- 3000 hours of experience as a community interpreter in Canada.



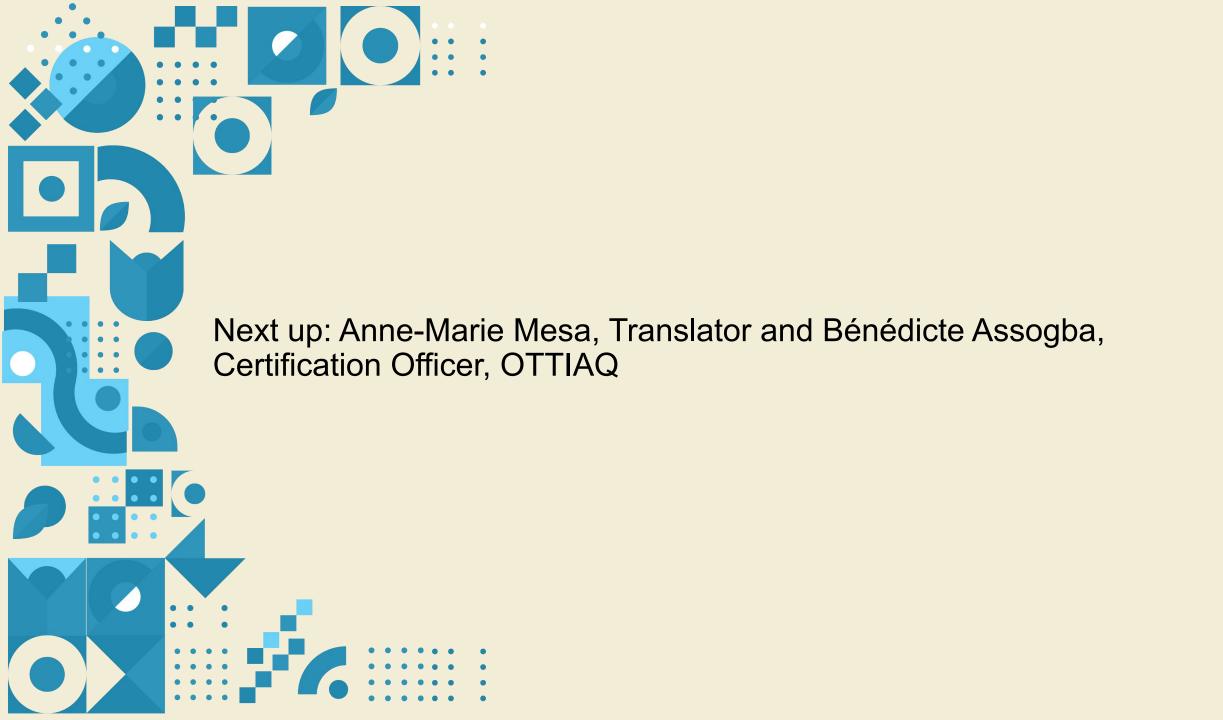
# FOR MORE INFORMATION

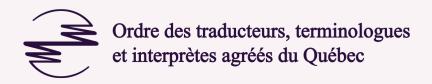
WWW.ATIO.ON.CA

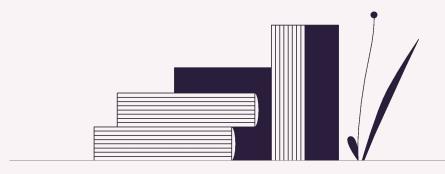
**INFO@ATIO.ON.CA** 

1-800-234-5030

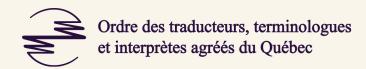








- OTTIAQ: Professional order with a reserved title
- Mission: To protect the public
- •Some 2,600 members with recognized qualifications



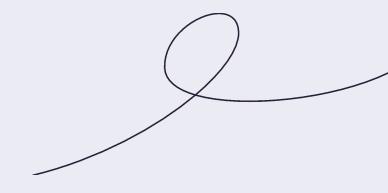
# **Becoming member**

Degree equivalency

Training equivalency

- Training on ethics, professional conduct and professional practice
  - French Exam





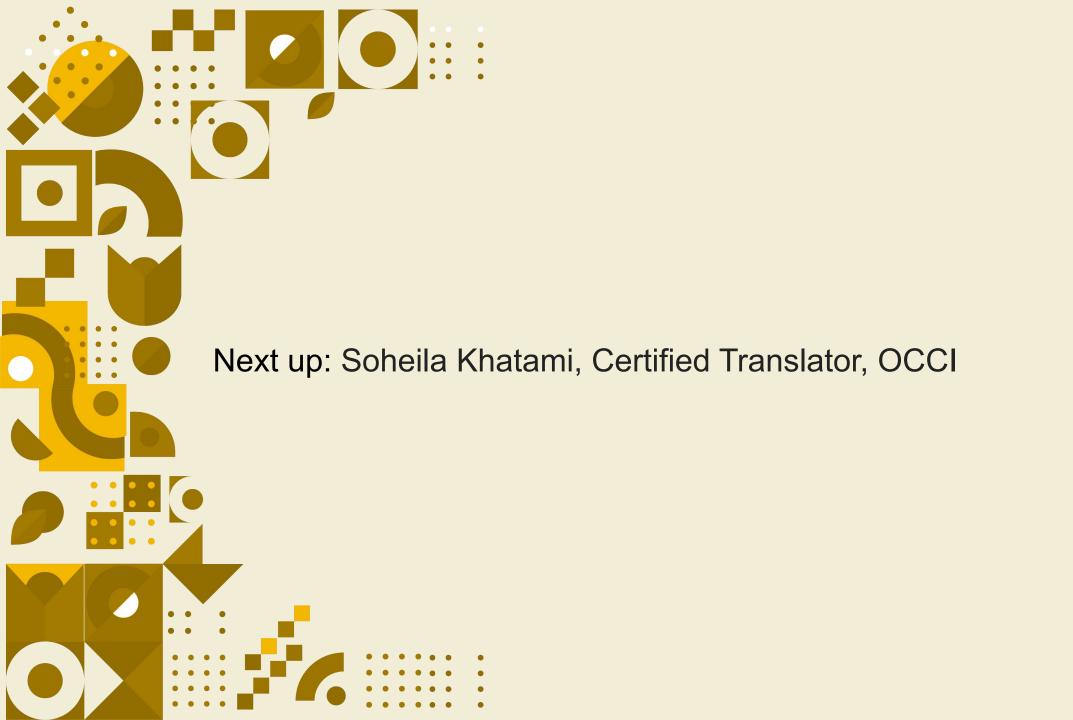
# Information



Bénédicte Assogba, Certification Officer: <a href="mailto:bassogba@ottiaq.org">bassogba@ottiaq.org</a>

Website: www.ottiaq.org





# OCCI Ontario Council on Community Interpreting

# Starting Your Career as an Interpreter

OCCI Accredited Community Interpreter Accreditation Framework



# Starting your career as an interpreter

# Ontario Council on Community Interpreting

# OCCI – <u>www.occi.ca</u>

- Officially launched in 2015
- A coalition of all sectors of the industry
- Mission and vision toward professionalization
- Prominent presence of interpreters
- An accreditation council
- Strict criteria
- Accredited interpreters (ACI) over 150 and growing



# Starting your career as an interpreter

Becoming accredited by OCCI:

- Community College Training Program:
- LITP Language Interpretation Training Program
- In-class or On-line / PLAR
- Prerequisites:
- English proficiency
- Post-secondary education
- LITP training program
- Membership in an association: APLI, ATIO, Imintera, Ciao

Benefits of accreditation:

- Working at a professional level Able to work with reputable and professional agencies
- Better rate of pay Priority for assignments
- Annual workshop attendance Keeping within the industry
- Being part of the professional community etc. etc.



# The pathway to a professional career

- Training, training a must
- Become a member in an association:
  - APLI Association for Professional Language Interpreters www.aplicanada.ca
  - ATIO Association of Translators and Interpreters of Ontario <u>www.atio.ca</u>
  - Imintera Immigration Interpreters Association <u>www.imintera.com</u>
  - Ciao Court Interpreters Association of Ontario
- Be part of the interpretation community: Events etc.
- Register with reputable agencies only: Benefits in the long run
- Own your business: You are self-employed





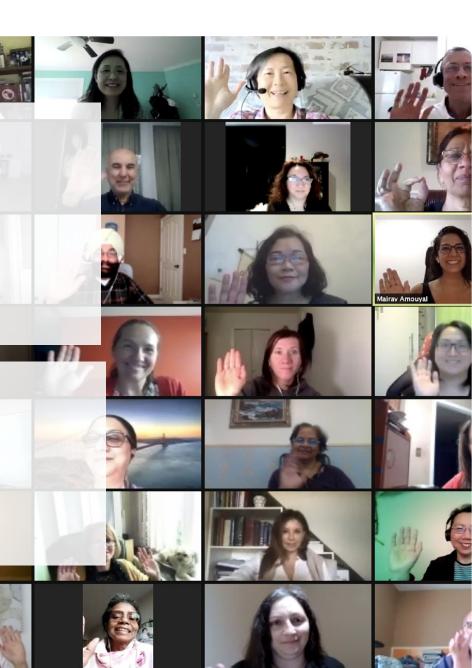


#### What we do:

Educate and train bilinguals and practicing interpreters.

- Interpreting in Community Settings
- Interpreting in Healthcare Settings
- Interpreting in Court & Legal Settings
- Interpreting in Mental Health Settings
  - Short, intensive courses and
  - Taught in English (occasionally bilingual programs)
- Instructors are certified, practicing interpreters with minimum 15 years experience teaching interpreters
  Angela Sasso

  • Authorize of CHUSAT Testing centre





Recruitment practices & process vary

- All require a minimum Interpreting in Community Settings training
- The PLS a minimum of 60 hours (healthcare) and CILISAT/ILISAT





#### **GENERAL**

#### **Immigrant Settlement Agencies:**

Immigrant Settlement Services (ISS) of BC

**MOSAIC** 

**Archway Community Services** 

**DiverseCity Community Services** 

Pacific Immigrant Services Society (women and children)

**SUCCESS Immigrant Services** 

Other organizations – <u>connect through</u> AMSSA

#### **SPECIFIC**

- BC Specific Community Resources for Afghan Newcomers
- <u>The Provincial Language Service</u> currently recruiting interpreters
- BC Refugee Hub
- <u>Bby Neighbourhood House Afghan Support program</u>

#### **UPGRADING YOUR SKILLS**

# <u>Monthly professional development for interpreters – 3<sup>rd</sup> Thursday</u>

Mentorship opportunities with practicing interpreters

#### Welcome Message from BC Afghan Community

#### English

Dear friends and family, all of us Afghans in Vancouver would like to welcome you. Our sympathies are with you, and our hearts and homes are open to you, your spouses, and your children. We offer our full cooperation and support during this difficult transition. Once again, we welcome you to your new home in the beautiful city of Vancouver!

#### Dari

قلب های ما و همه ساکنان ونکوور بزرگ برای شما عزیزان و هموطنان ګرامی ما باز است. ما جوانان افغان ورود شما هموطنان رنجندیده را به شهر زیبا ونکوور خوش آمدید مې ګویم و بخاطر کمک و یاری با شما برای هر نوع همکاری اماده استیم. به خانه های جدید تان خوش آمدید !

#### Pashto

زموږ اوهمدا رنګه د ونګوور د ټولو اوسيدونکو زړونه او غيږی تاسو ګرانو او محترمو هيوادوالو ته خلاصی دی. موږ افغان ځوانان د ونکوور ښکلی ښار ته ستاسو د راتګ له امله ښه راغلاست وايو ا تاسو ته د هر ډول مرستی او همکارۍ ډاډ درکوو. خپل نوی کور ، ونکوور ته ښه راغلاست!

This resource was produced in partnership with ISSofBC's BC Refugee Hub and BC4Afghans.



## **Comments?**

# Questions?

How can we support you?

#### Contact us:

Website: www.interpreterslab.org

Email: admin@interpreterslab.org

#### Connect with us:



<u>Facebook</u>



<u>Twitter</u>



<u>Instagram</u>



<u>LinkedIn</u>





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# Connecting Newcomers with Settlement and Integration

Refugee 613

- Strengthening sector capacity to work with and listen to newcomers about critical information access
- Improving coordination in private sponsorship
- Bringing together stakeholders
- Communications training and research
- Digital innovation

Refugee 613 is a small but mighty team in Ottawa with a vision that everyone thrives in a welcoming world. To help get there, we work at the intersection of communications and newcomer settlement and integration, with special emphasis on refugee welcome.

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# Ways to get involved

Our team works closely with partners in the Ottawa region and beyond to make sure newcomers are connected with all the resources, services, and information they need.

If you need information about COVID-19 in Dari, Farsi, Arabic or Pashto, check out our Info Bank: bit.ly/infohubresources.

If you want to guide the way communicators all over the country create content for Afghan newcomers, join our content corner Slack channel: <a href="https://bit.ly/3EFQ7QA">https://bit.ly/3EFQ7QA</a>.

If you're interested in joining our list of community translation reviewers, reach out to Esther at <a href="mailto:info@refugee613.ca">info@refugee613.ca</a>.

Thank you!

# How does our work connect with you?

In 2015, Refugee 613 started a digital messaging group on WhatsApp to provide information and referrals to Arabic speaking refugee and newcomer communities in Ottawa.

We've gotten funding from the government (IRCC) to develop a national digital messaging group (i.e. on Whatsapp, Telegram, Signal) to deliver accurate and interactive settlement and integration information to Afghan newcomers. Complimentary to but not replacing case management, we'll be working with settlement agencies and government departments to make sure that Afghan newcomers are up to date on all the settlement services they have access to and the various policies and processes they need to follow throughout their immigration journey.

# From you, we want to know:

- 1. What digital messaging platform (i.e. Telegram, WhatsApp, Signal) do you use the most?
- 2. Would you use Telegram over another platform if it meant that your personal information would be better protected?

If you would like to be involved in developing this group or being a facilitator of moderator, please email me at <a href="mailto:lama@refugee613.ca">lama@refugee613.ca</a>

{REFUGEE}613 {RÉFUGIÉ}613

# Thank you for your time. If you have any questions, contact us at:

info@refugee613.ca





### Banque interrégionale d'interprètes/Interregional Interpreter Bank (BII)

Banque interrégionale d'interprètes/Interregional Interpreter Bank (BII) of the CIUSSS du Centre-Sud-de-l'ile-de-Montreal offers interpretation services in more than 50 languages to users of the Quebec health and social services network.

The BII offers its services face-to-face, by telephone or by videoconference. This essential service helps to overcome language barriers between professionals and users while allowing a relationship of trust to be established between them.



### **Statistics**

### Statistics concerning the language of Dari and Pashto in Quebec:

- In the 2006 census, 5,855 people identified themselves as being of Afghan ethnicity (now around 14 000 people).
- Between 2002 to 2019, all of Quebec welcomed 7,853 immigrants from Afghanistan, according to figures from the MIFI. More than a third (2,924) arrived in the past seven years (2015 to 2021).
- 84.5% of the population of Afghan origin is concentrated in the census metropolitan area of Montreal.
- In the Montreal agglomeration, the vast majority (88.2%) of people of Afghan ethnicity live in the city of Montreal.
- Two in five people (41.5%) of Afghan origin who reside in the city of Montreal have made their home in the Borough of Saint-Laurent. The other major boroughs are those of Ahuntsic-Cartierville (12.8%), Saint-Léonard (9.3%) and Côte-des-Neiges Notre-Dame-de-Grâce (8.1%).
- Almost three in four members (73.8%) of this community know French and 48.4% know English. Almost as many people of Afghan origin report knowing both French and English (37.6%) as only French (36.2%). Note that 15.5% of this population knows neither of these two languages. In the Quebec City region, 150 people declared Afghan origins (2016 census).



## Canada - Admissions of resettled refugees by province / territory of intended destination, mother tongue and immigration category, January 2015 - July 2021:

Province		Sponsorship	Supported by	Supported	Total
			the	privately	
			government		
Total number of migrants in Quebec		20	9 485	21 420	30 925
	Гigrigna	140	395	4 600	5 135
	<mark>Dari</mark>	5	255	2 775	<mark>3 040</mark>
	<mark>Pachto</mark>	0	30	400	<mark>430</mark>
	<mark>Afghan</mark>			55	<mark>65</mark>
	<mark>Ouzbek</mark>	0		20	<mark>25</mark>
	Other	150	535	215	905
	anguages				



# Contacts concerning the Afghan community of Montreal or Quebec

### 1. PRAIDA (Regional program for the reception and integration of asylum seekers)

35, rue de Port-Royal Est, Montréal (Québec) H3L 3T1

Number: 514-484-7878 #64500 or 64850

### 2. Center for Afghan Women of Montreal

1857, boulevard de Maisonneuve West, office 305, Ville-Marie, Montreal, H3H 1J9

Number: 514 321-2194

Facebook page: <a href="https://fr-ca.facebook.com/AfghanWomensCenterofMontreal/">https://fr-ca.facebook.com/AfghanWomensCenterofMontreal/</a>

### 3. Afghan Women's Center (Vaudreuil-Dorion)

199 rue Laurier, Vaudreuil-Dorion, Quebec, J7V 7X1

Number: (450) 424-7255

### 4. Afghan Youth association in Montreal

Website: <a href="https://ayaam.ca/">https://ayaam.ca/</a>

Number: 514-386-4594

Email: diba.kha@live.fr

Facebook page: <a href="https://www.facebook.com/groups/ayamafg/?ref=group\_header">https://www.facebook.com/groups/ayamafg/?ref=group\_header</a>

## To become an interpreter, contact us at:

Interregional bank of interpreters
General Services and Urban Partnerships Directorate

Number: 514 597-3284

bii.ccsmtl@ssss.gouv.qc.ca

Centre-Sud-de-l'Île-de-Montréal Integrated University Health and Social

Services Center

General Services and Urban Partnerships Department (DSGPU)

1301 Sherbrooke Street East

Montreal (Quebec) H2L 1M3







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## Nova Scotia-Community Interpreting-Information Session. Merek Jagielski-ISANS





### **My Connections to Community Interpreting**



- Immigrant Services Association of Nova Scotia-Settlement Interpretation Services (service coordinator)
- Association of Community Interpreters of Nova Scotia
   -community interpreters membership association (founder and vice-president)
- Nova Scotia Coalition on Community Interpreting-policy group to professionalise community interpreting in NS (founder and lead)
- Trainer and Consultant





### **Community Interpreting in Nova Scotia-Overview**

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- There are three formal interpreting service providing organizations in NS (ISANS, NSIS, ALS). We share interpreters and training
- There are five trained interpreters for Pashto and Dari we share across settlement and health sector
- Availability of interpreters for health and settlement appointments scheduled for the same time
- Community interpreters in NS are formally affiliated to existing interpreting service providing organizations and complete mandatory training
- Potential challenge-Afghani refugee trauma and need for safety





### **Other Resources**



- On-line interpreter training course available on settlement on-line portal
- NS Community Interpreting Handbook published by ISANS in 2016 (training resource for interpreters and service providers)
- Guidelines and Standards for Language Interpretation in NS (policy document)
- The Hazara Society of Nova Scotia willing to assist with resettlement of Afghani refugees in NS
- ISANS tasked by IRCC to lead the initial resettlement processing of Afghani refugees in Toronto







### Merek Jagielski

Translation and Interpretation Services Coordinator Immigrant Services Association of Nova Scotia

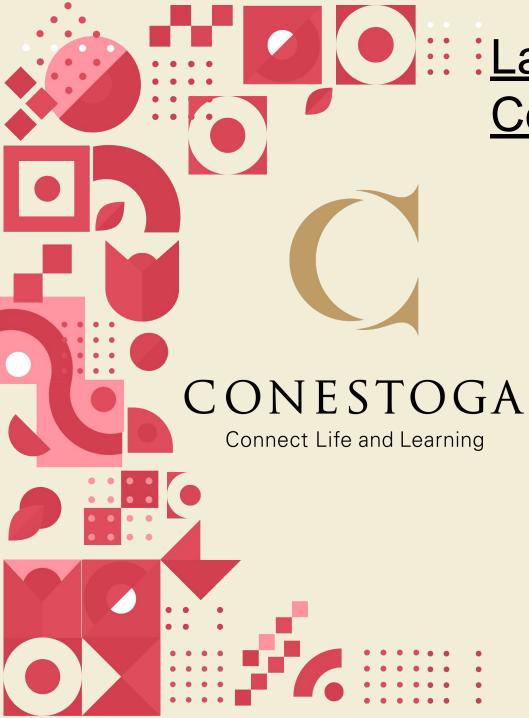
E-mail: mjagielski@isans.ca

Phone: 902 406 8626









# Language Interpreter Training at Conestoga

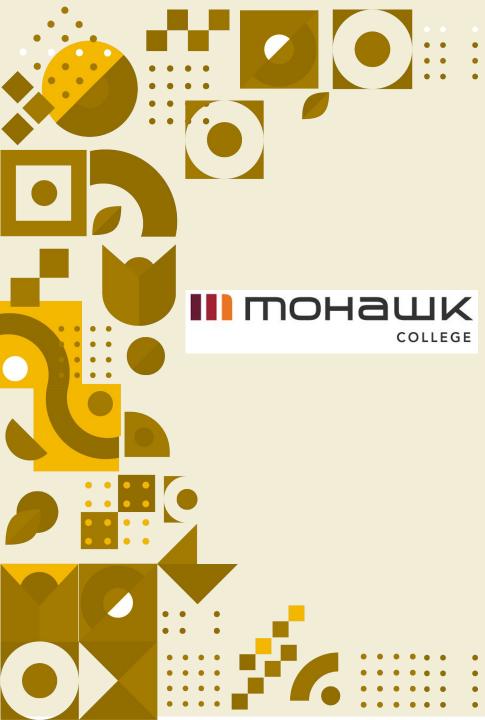
- To register for courses starting in January: <a href="https://continuing-education.conestogac.on.ca/programs/language-interpreter-training">https://continuing-education.conestogac.on.ca/programs/language-interpreter-training</a>
- WINTER REGISTRATION: Opens November 1, 2021
   SPRING REGISTRATION: Opens February 7, 2022
- Contact Gena Kaebe <u>gkaebe@conestogac.on.ca</u> for more information
- https://continuing-education.conestogac.on.ca/programs/language-interpretertraining



# Language Interpreter Training at Humber

- To become certified interpreters with the Ontario Council on Community Interpreting (OCCI) upon graduating, you must meet the OCCI <u>accreditation requirements</u>, including the successful completion of the <u>ILSAT</u>, <u>CILISAT</u>, or Court Interpreter Certification Exam (CTTIC/OTTIAQ/MAG).
- 3 courses are offered each semester with each running for 6 hours a week (2 evenings) for 5 weeks. This allows students to complete the certificate in 2 semesters.
- For details on upcoming LITP information sessions at Humber email <a href="mailto:jasman.singh@humber.ca">jasman.singh@humber.ca</a> to register

https://liberalarts.humber.ca/programs/language-interpreter-training.html?\_ga=2.257644 687.589959762.1632153235-1363675886.1627657523



# Language Interpreter Training at Mohawk

- You do not need to apply to begin this program, simply ensure you meet the admission requirements (listed on the Admission & Registration tab) and then you may register for any available courses.
- In cooperation with the office of INCommunities (Interpreters Niagara-Hamilton program), graduates of the Language Interpreter Training program have an opportunity for employment in the Hamilton area.
- Opportunities to write the ILSAT language competency test are also available through INCommunities.
- Email inh@incommunities.ca or call (905) 682-1900
- https://www.mohawkcollege.ca/ce/programs/communications-languages-and-preparat ory-studies/language-interpreter-training



# Language Interpreter Program at Niagara

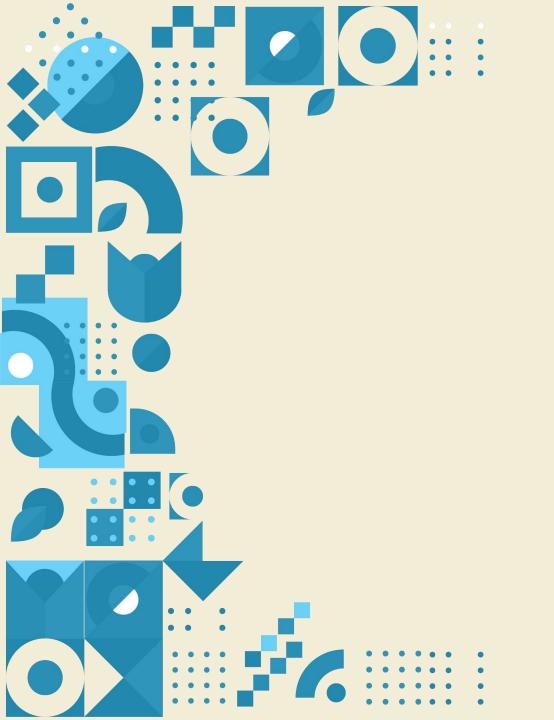
- In cooperation with the office
   of <u>INCommunities</u> (Interpreters Niagara-Hamilton program),
   trained interpreters have an opportunity for employment in
   the Niagara Region.
- Students and graduates are prepared to take the ILSAT Language Competency Test

https://www.niagaracollege.ca/parttimestudies/programs/interpreter/



### <u>Language Interpreter Training at</u> <u>Seneca</u>

- Runs 3 times per year (January, May and September)
- Courses are scheduled for 6 weeks; 2 courses/term
- CILISAT/ILSAT <u>preparation workshops</u> are available
- CILISAT/ILSAT exams (remote) are scheduled each term (3-4 dates are usually available)
- Specialized workshops in Medical Interpretation, Court Interpretation, Remote Interpreting, and Medical Assistance in Dying (MAiD) are available
- Delivered virtually through Zoom
- Some <u>financial assistance available for part-time students</u> and <u>financial loans also available</u>
- https://www.senecacollege.ca/ce/language/language-careers/language-interpreter.html



## Q and A



### **ATIO**

- <u>WWW.ATIO.ON.CA</u>
- INFO@ATIO.ON.CA
- International English Language Testing System (IELTS)
- Canadian English Language Proficiency Index Program (CELPIP)
- <u>Test de connaissance du français (TCF)</u>

#### OTTIAQ

- Bénédicte Assogba, Certification Officer: <u>bassogba@ottiaq.org</u>
- www.ottiaq.org

#### OCCI

- www.occi.ca
- APLI Association for Professional Language Interpreters www.aplicanada.ca
- : Imintera Immigration Interpreters Association www.imintera.com



### Helpful Links: Region by Region



- www.interpreterslab.org
- admin@interpreterslab.org
- Immigrant Settlement Services (ISS) of BC
- MOSAIC
- Archway Community Services
- <u>DiverseCity Community Services</u>
- Pacific Immigrant Services Society (women and children)
- SUCCESS Immigrant Services
- Other organizations <u>connect through AMSSA</u>
- <u>BC Specific Community Resources for Afghan Newcomers</u>
- <u>The Provincial Language Service</u> currently recruiting interpreters
- BC Refugee Hub
- Bby Neighbourhood House Afghan Support program

### Ontario

- COVID-19 in Dari, Farsi, Arabic or Pashto, check out our Info Bank: <u>bit.ly/infohubresources</u>
- Refugee 613 Slack channel: <a href="https://bit.ly/3EFQ7QA">https://bit.ly/3EFQ7QA</a>.
- Esther at <a href="mailto:info@refugee613.ca">info@refugee613.ca</a>
- Interested in being a facilitator of moderator at Refugee 613 email <a href="mailto:lama@refugee613.ca">lama@refugee613.ca</a>

### Quebec

- Interregional Bank of Interpreters email: bii.ccsmtl@ssss.gouv.qc.ca
- https://fr-ca.facebook.com/AfghanWomensCenterofMont real/
- Afghan Youth association in Montreal <a href="https://ayaam.ca/">https://ayaam.ca/</a>
- Email: diba.kha@live.fr
- https://www.facebook.com/groups/ayamafg/?ref=group\_ header

### **Nova Scotia**

- https://www.isans.ca/
- mjagielski@isans.ca





### Helpful Links: Colleges



https://continuing-education.conestogac.on.ca/programs/language-interpreter-training gkaebe@conestogac.on.ca

### Humber College

https://liberalarts.humber.ca/programs/language-interpreter-training.html? ga=2.257644687.589959762.1632 153235-1363675886.1627657523

jasman.singh@humber.ca

### Mohawk College

https://www.mohawkcollege.ca/ce/programs/communications-languages-and-preparatory-studies/language-in terpreter-training inh@incommunities.ca

### Niagara College

https://www.niagaracollege.ca/parttimestudies/programs/interpreter/

### Seneca College

https://www.senecacollege.ca/ce/language/language-careers/language-interpreter.html CILISAT/ILSAT preparation workshops



