

# { REFUGEE } 613

## Interpretation and Translation Services Ottawa Specific- 2015/2016

Version 1



OTTAWA NEWCOMER  
HEALTH CENTRE | CENTRE DE SANTÉ POUR  
NOUVEAUX ARRIVANTS D'OTTAWA



SOMERSET WEST  
COMMUNITY  
HEALTH  
CENTRE

Version 1

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## Introduction

This resource was developed in an effort to assist sponsors and a wide range of support service providers to access interpretation and translation services quickly and efficiently in order to support refugees.

One of the biggest challenges when serving refugees will be communication/language. Most clients will have limited English and/or French proficiency. Primary Care Hubs, where clients can be seen for their initial medical visits, are equipped to provide interpretation for medical visits. Two methods of interpretation may be used: face-to-face interpretation or over-the-phone interpretation. In both cases, trained interpreters will generally be preferred by the Primary Care Hubs.

Face-to-face interpretation occurs when an interpreter is physically present at the session and interprets the conversation that occurs within that setting between clients and healthcare providers (and others present in the room)

Over-the-phone interpretation occurs when the healthcare provider calls an interpreter (through an agency) and the interpretation occurs with the use of a phone (either speaker phone or with two handsets/headsets/receivers).

It is preferable to always use trained interpreters, especially for medical and legal appointments. This is to ensure accurate interpretation takes place, maintaining client safety. Trained interpreters will always speak in the third person and will interpret the messages between two parties directly and in the same register as the speaker/listener. If an interpreter needs clarification or has concerns during interpretation, then he/she may interrupt the session by clearly stating the reason for interruption.

For other interpretation needs such as in social settings, conveying general information or for assistance accessing local services volunteer interpreters may be available. These may be accessed through settlement agencies and through Refugee 613 volunteer management.

**NOTE:** Most departments at hospitals have access to interpretation services. Please ensure that you are always asking for an interpreter when scheduling an appointment, if one is required. When an appointment is booked at the hospital with an interpreter, the client will usually get a reminder call from the interpreter, who will provide the details of the appointment (date, time, location, related instructions, etc.).

This leaflet, produced by the Health Interpretation Network: [Working With Your Professional Interpreter \(Arabic\)](#), explains the importance of using a professional interpreter to the client.

The English version is available here: [Working With Your Professional Interpreter \(English\)](#), [Working With Your Professional Interpreter \(French\)](#). Copies of the leaflet can be ordered, free of charge (100 max), from the [Health Interpretation Network](#) and are available in many languages.

## **Glossary of Terms**

PSR- Privately Sponsored Refugee  
GAR- Government Sponsored Refugee  
IFHP- Interim Federal Health Program  
OHIP- Ontario Health Insurance Plan  
ONHC- Ottawa Newcomer Health Centre  
PT governments- provincial and territorial governments  
PCH- Primary Care Hub  
Clients- refugees (PSRs and GARs)  
OW- Ontario Works- Social Assistance  
ODSP- Ontario Disability Support Program

Interpretation & Translation Service Providers:  
CISOC - Cultural Interpretation Services for Our Communities  
IWSO - Immigrant Women Services Ottawa  
OLA - Ottawa Language Access  
RIO - Remote Interpretation Ontario

## Agencies providing interpretation and translation

### CISOC - Cultural Interpretation Services for Our Communities

Cultural Interpretation Services for Our Communities (CISOC) is a registered charitable organization in Ottawa that was founded in 1993 with the aim of providing the highest standards of interpretation and translation services. With over 160 professional interpreters and translators working in more than 60 languages and dialects, our services include:

- Interpretation on-site, by phone and by video (24/7/365)
- Translation into-and-from over 30 world languages
- Interpretation certification training and testing

### To access interpretation services you need to become a member

#### Book An Interpreter

##### Urgent

To book an interpreter for an immediate or urgent need, contact us at 613-237-0502 between 8:30 am and 4:30 pm Monday to Friday; or during off hours at 613-261-7834.

##### Online

If you are a member, please submit your [request online](#). If you are not a member, please [contact our office](#) and we will create a secure online account.

#### Other Inquiries

Please [contact us](#).

#### Rates

Interpretation Service	Face-to-Face	\$45.00/hr with a minimum of two hours and increments of ½ hr.	\$55.00/hr with a minimum of two hours and increments of ½ hr.
	Conference Calls	\$26.00 for the first 15 minutes and \$0.70 for any minute thereafter. The fee per hours comes to be: <b>\$57.50.</b>	\$35.00 for the first 15 minutes and \$0.80 for any minute thereafter.
	Message Relays	Flat fee of \$26.00 for regular hours	\$35.00 for off hours

<p>Translation Service</p>		<p>Translation only: \$0.28/word with a minimum of 100 words with the total word count rounded off to the subsequent fifty.</p> <p>Translation and second partly proofreading: \$0.38/word with a minimum of 100 words with the total word count rounded off to the subsequent fifty.</p>	
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Forms:

[CISOC - Form for consent for services](#)

[CISOC - Request Form](#)

[CISOC Language Services - pricing information](#)

## IWSO - Immigrant Women Services Ottawa

Immigrant Women Services Ottawa (IWSO) is a community-based social service agency providing the highest quality of culturally appropriate services to immigrant women and their children.

### Language Interpretation and Translation Services (A division of IWSO)

#### Description of Services

IWSO Interpretation and Translation Services is a division of Immigrant Women Services Ottawa (IWSO) that helps remove language barriers in the community by providing high quality and affordable language interpretation services to agencies serving multilingual clients with limited English and/or French language Skills. Our interpretation services are accessible 24 hours/7days a week in over 60 languages. All our interpreters are trained professionals and are competent to work in all settings like medical, legal, social etc.

#### Types of Interpretation

- Face to Face - on site
- Telephone Interpretation
- Group Interpretation
- Message Relay
- Sight Translation

#### FREE Interpretation Services

The Language Interpretation Services are Free for service providers working with:

- Survivors of domestic violence.
- Survivors of Sexual violence.
- Elder abuse.
- Individuals who are proven to be survivors of war and trauma (i.e. rape, sexual assault, and domestic violence experienced in refugee camps) and have been in Canada for less than a year.

#### Fee for Service

The Language Interpretation Services are also offered for a fee to those service providers working with individuals who are not eligible for the FREE service. We are committed to providing the interpretation services at competitive rates.

#### Regular Business Hours - 9:00 am to 5:00 pm

Type	Fee	Minimum	Increment
Face-to-Face	\$46.00/h	2 hours	½ hour
Message Relay	\$26.00 flat rate	N/A	N/A
Conference Call	\$26.00/first 30 minutes	30 minutes	15 minutes

#### After Hours, Weekends, Holidays - 9:00 am to 5:00 pm

Type	Fee	Minimum	Increment
Face-to-Face	\$56.00/h	2 hours	½ hour
Message Relay	\$36.00 flat rate	N/A	N/A
Conference Call	\$36.00/first 30 minutes	30 minutes	15 minutes

### Transportation

**Out-of-town:** \$25.00/hr. travel one way + Mileage \$0.40/km both ways

**In-Town Emergency:** Parking or Taxi one-way

Connect with us to assess your interpretation needs and we will be able to provide you with a volume discount.

### Translation Services

We provide translation services in select languages. Our translators are certified and non-certified individuals from the community. Call us for a free quote.

### To Make a Request

Call IWSO-LITS 24 hours a day/7 days a week to make a request at 613 729 1393 or toll free 1 866 859 8182

You can also fill out the “Book an Interpreter” form available on our website: [www.immigrantwomenservices.com](http://www.immigrantwomenservices.com) or fill in the form in Appendix B and fax to us at 613 729 9308

For questions or inquiries about our services you can email: [rania@immigrantwomenservices.com](mailto:rania@immigrantwomenservices.com)

### Spoken Language Interpretation Services

- Face-to-Face Interpretation: Interpretation between the service provider and the client at a location requested by the service provider.
- Group Interpretation: Interpreters are present in a group setting and interpret consecutively to clients.
- Telephone Conference Calls: Interpreters are available to interpret between the service provider and the client (Note: the call needs to be initiated by the service provider)
- Message Relay: Interpreters will communicate your message to the client in their language of choice.
- Sight Translation: Interpreters will verbally interpret written text.

### Sign Language Interpretation

- American Sign Language (ASL): Trained American Sign Language interpreters will facilitate communication between the service provider and the client.
- Langue des Signes Québécoise (LSQ): Trained Langue des signes Québécoise interpreters will facilitate communication between the service provider and the client.



- Deaf Interpretation: Deaf interpreters work together with a trained ASL/LSQ interpreter to facilitate communication between the parties involved.

### **Translation Services**

- Certified Translation is provided in limited languages for documents such as passports, academic transcripts, marriage contracts, birth and death certificates.
- Non-certified Translation is also provided in limited languages for flyers, pamphlets, websites and promotional materials, etc.
- Audio Transcription: Our translators can transcribe your recordings from speech to text.

### **Forms:**

[IWSO - Interpretation Request form](#)

[IWSO - User Agency Feedback Form](#)

[IWSO - IWSO Language and Translation Services - pricing](#)

## RIO - Remote Interpretation Ontario



In response to the growing demand for immediate 24/7 access to over-the-phone interpretation, AALS developed R.I.O. - Remote Interpretation Ontario Network. R.I.O. is a collaborative shared call centre model with other non-profit community interpretation agencies in the province to provide a local, regional, and affordable alternative for on-demand immediate phone interpretation.

The call centre is resourced by each collaborating agency with their own interpreters in the languages that they designate as in top demand or need in their region. All the interpreters are pooled centrally through a private, VOIP-hosted call centre platform and are made available to the R.I.O. network. All R.I.O. collaborating agencies meet the training and qualifications standards that AALS has for its own interpreters.

To access R.I.O., you will be provided with a six-digit client ID. You will be asked for your client ID when you call to reach an interpreter.

RIO is simple to use and accessible from anywhere within North America with our toll-free number, 1-888-278-8007. Please contact us by phone at (416) 324-2731 or toll-free at 1-888-278-8007 or by email at [languages@accessalliance.ca](mailto:languages@accessalliance.ca) for further details and to set up your RIO account.

Any proceeds from AALS are invested into improving the sector in supporting high quality services for the most vulnerable immigrants and refugees that we serve.

<b>Service Rates</b>	<b>Rate</b>	<b>NOTES</b>
<b>OPI Over-the-phone interpretation</b>		
Scheduled OPI - includes message relays and conference calls	\$ 50.00 per hour (minimum 15 minutes)	Billed in quarter hour increments (at \$12.50 per quarter hour) Scheduled OPI initiated by the interpreter may be subject to long distance charges. Cancellations must be made a minimum of one day (at least 24 hours) prior to the appointment
Unscheduled OPI	\$1.63 per minute	Billed by the minute. Long-distance or dial-out charges may apply.

Additional Notes:  
- Rates do not include HST

	Rate	NOTES
<b>For document translations</b>		
Plain language translation	\$0.32 - \$0.35 per word	Does not include layout or design
Technical language translation	\$0.38 to \$0.45 per word	Does not include layout or design and price quoted depends on the complexity of language

**Additional Notes:**

- Rates do not include HST, layout, or design work
- Rates include one round of revision
- Minimum charge of \$65.00 to \$90.00 per document per language (for documents 200 words or less)
- Layout and design work, if required, is quoted separately on a project-by-project basis
- Additional charges apply for translations requiring an affidavit or certified copies
- Translation services provided using MS Office and Adobe InDesign software
- It generally takes between 5 and 15 business days to return a translation for most languages, depending on the length and complexity of the document it may take longer. Additional charges apply for rush requests.

**For translation projects amounting to \$5,000 or more in pre-tax figures, an 8% discount will be applied**

### Emergency Response - Language Support for Syrian Refugees

Access Alliance would like to support the efforts of individuals and private groups sponsoring Syrian Refugees. As such, we would like to extend a special rate to facilitate access to language support. Please find details about the rates we are offering you below for the time that you are sponsoring a family:

Service	Rate	NOTES
<b>OPI Over-the-phone interpretation</b>		
Scheduled OPI - includes message relays and conference calls	\$35.00 per hour (30 minute minimum booking)	Billed in quarter hour increments (at \$8.75 per quarter hour). Scheduled OPI initiated by the interpreter may be subject to long distance charges. Cancellations must be made a minimum of one day (at least 24 hours) prior to the appointment.
Unscheduled OPI	\$1.53 per minute (no minimum charge)	Billed by the minute. Long-distance or dial-out charges may apply.

Additional Notes: Rates do not include HST

Agreement application forms for sponsors can be obtained by contacting Access Alliance by phone at (416) 324-2731 or toll-free at 1-888-278-8007 or by email at [languages@accessalliance.ca](mailto:languages@accessalliance.ca) for further details and to set up your RIO account.

OLA uses RIO to provide phone interpretation services

**Forms:**

- [RIO - Partner Welcome Package for Emergency Response - Language Support for Syrian Refugees \(Private Sponsors\)](#)
- [RIO - Partner Welcome Package for all other new clients](#)

## OLA - Ottawa Language Access



OTTAWA NEWCOMER HEALTH CENTRE | CENTRE DE SANTÉ POUR NOUVEAUX ARRIVANTS D'OTTAWA

Ottawa Language Access (OLA) is a new community based initiative programme supported by the Champlain Local Health Integration Network (LHIN) to provide free language interpretation assistance to immigrants and refugees seeking health care services.

OLA's primary objectives include improving accessibility of key health care services to Limited or no English or French Proficiency (LEFP) individuals; promoting the continuity and coordination of immigrant and refugee health and help individuals overcome dis-empowering circumstances caused by barriers of language. To accomplish these objectives OLA will provide free language interpretation services to support LHIN funded programs in three priority areas (only):

- chronic diseases,
- seniors' health, and
- mental health & addictions (including problem gambling).

As part of our service model, OLA will provide clients and service providers with high quality professionally trained and, insured interpreters that can be scheduled for in person (face-to-face) interpretation or, over the phone interpretation.

During the current influx of Syrian refugees OLA is providing free interpretation services to the Primary Care Hubs as needed.

If health and mental health service providers require interpretation support for refugees, OLA may be able to partner with those who are eligible to bill IFH for interpretation services to provide services within the level of funds available from IFH.

For more information, contact Ottawa Newcomer Health Centre at 613-691-0192.

## Other: Health Navigation Services



OTTAWA NEWCOMER HEALTH CENTRE | CENTRE DE SANTÉ POUR NOUVEAUX ARRIVANTS D'OTTAWA

### Multicultural Health Navigator (MHN) Program:

The MHN program was implemented to enable immigrants and refugees to have increased access to health services.

**Vision:** Culturally appropriate and accessible services for all newcomers.

**Purpose:** Multicultural Health Navigators (MHNs) will help newcomers navigate and access the Canadian healthcare system.

#### Communities being served:

Clients, who are currently being accepted, must consider **one** of the following languages as their primary language of communication:

- Arabic
- Dari
- Farsi
- French
- Nepali
- Pashto
- Somali
- Spanish
- Swahili

#### Services provided:

- Home visits
- Appointment support\*
- Education about Canadian healthcare system
- Referral to various organizations/services in the community
- Referral and connect to primary health care provider
- Initiate dialogue and bridge gap between clients and service providers
- Advocacy

\* Appointment support includes- accompanying clients to initial appointment with primary health care provider, and may include periodical appointment accompaniment, as an exception, for priority cases.

For more information or if you would like to refer a client, please call 613-691-0192.

**NOTE:** Before referring a client, please ensure that the client is aware of the referral.