

Sarnia-Lambton Community Interpreter Access Program

2015 Outcomes Report





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- ◆ Goodwill Career Centre
- ◆ North Lambton Community Health Centre
- ◆ Occupational Health Clinics for Ontario Workers
- ◆ Rebound Sarnia-Lambton
- ◆ Sarnia-Lambton Workforce Development Board
- ◆ St. Clair Child & Youth Services
- ◆ The WorkPlace Group
- ◆ Victim Services Sarnia-Lambton
- ◆ Women's Interval Home

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- ◆ The United Way of Sarnia-Lambton for recognizing the gap in local interpretation services and funding the Sarnia-Lambton CIAP



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The Sarnia-Lambton Local Immigration Partnership (LIP) is a multi-sector council of local organizations working together to enhance services that support the social and economic integration of immigrants and newcomers and to spearhead initiatives that create a welcoming and diverse community. It is funded by Citizenship and Immigration Canada and led by the County of Lambton. For more information visit www.sarnialambtonlip.ca.



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Introduction

10% of Sarnia-Lambton's population is comprised of immigrants and 4% of the community's residents have a mother tongue other than English. Census data indicate that the community is experiencing an increase in local diversity. Between 2006 and 2011, Lambton County saw a growth in non-official languages including Spanish, Urdu, and Mandarin among others.¹ These statistics do not include Sarnia-Lambton's international student and temporary worker populations which represent a significant portion of the community's culturally and linguistically diverse residents.²

Local organizations are seeing this increase in diversity in their clientele. In a 2012 survey, over 79% of organizations polled stated they provided services to clients whose first language was not English. However, only 31% used professional interpretation services when working with non or limited English speaking clients. As Sarnia-Lambton had no local, professional interpretation service at the time, organizations indicated that barriers to using such a service were cost and the ability to access it in a timely manner.

"As the need is infrequent, we do not have a set policy, much funding, nor an agency with which we deal. Basically we scramble on an as needed basis."

2012 Survey Respondent

The Sarnia-Lambton Community Interpreter Access Program (CIAP) was established in 2013 to address the lack of professional interpretation services locally. The program, run by London-based Across Languages Translation and Interpretation Service (AL) with support from the Sarnia-Lambton LIP and funded by the United Way of Sarnia-Lambton, covers the cost of professional interpretation services for eligible organizations in Lambton County. In late 2014, the program expanded to include the use of immediate over-the-phone interpretation through Remote Interpretation Ontario (RIO)³ as well as face-to-face interpretation.

In 2015, a series of presentations were held in order to promote the program and explain its procedures. The goals of these presentations were to:

1. Increase service providers' awareness of the benefits of using professional interpretation services
2. Increase service providers' knowledge of CIAP
3. Enhance local organizations' capacity to provide services and supports to immigrants, newcomers, and culturally and linguistically diverse individuals

Between March and June, 11 organizations received a CIAP presentation reaching 154 individual service providers. Evaluations were distributed to determine how successful the presentations were in accomplishing these goals.

¹ Statistics Canada 2006 & 2011 Census Data; 2011 National Household Survey

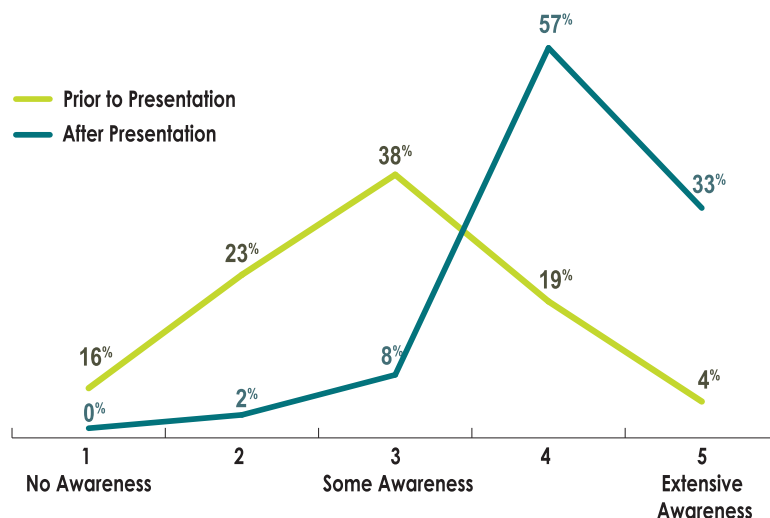
² On average, 450 international students and 360 temporary workers have come to Sarnia-Lambton annually since 2011. In comparison, only an average of 120 permanent residents have arrived in the same time period. Source: Citizenship & Immigration Canada, RDM as of February 15th, 2015.

³ RIO is a collaborative shared call centre model with other non-profit community interpretation agencies (including Across Languages) in the province to provide a local, regional, and affordable alternative for on-demand phone interpretation.

Impact of the CIAP Outreach Presentations

1. Benefits of Using Professional Interpretation Services

The lack of linguistically suitable services can negatively impact non or limited-English speaking clients across a broad range of needs including healthcare, education, housing and employment.¹ The use of professionally-trained interpreters, on the other hand, benefits clients and providers alike by improving service delivery outcomes and overall client satisfaction.² Evaluation results indicate a significant increase in participants' awareness of the importance and value of using professional interpreters, rather than volunteers or family members/friends. 90% of respondents rated their awareness as high (4 and 5 on a scale of 1 to 5) after hearing the presentation.



2. Knowledge of the Community Interpreter Access Program

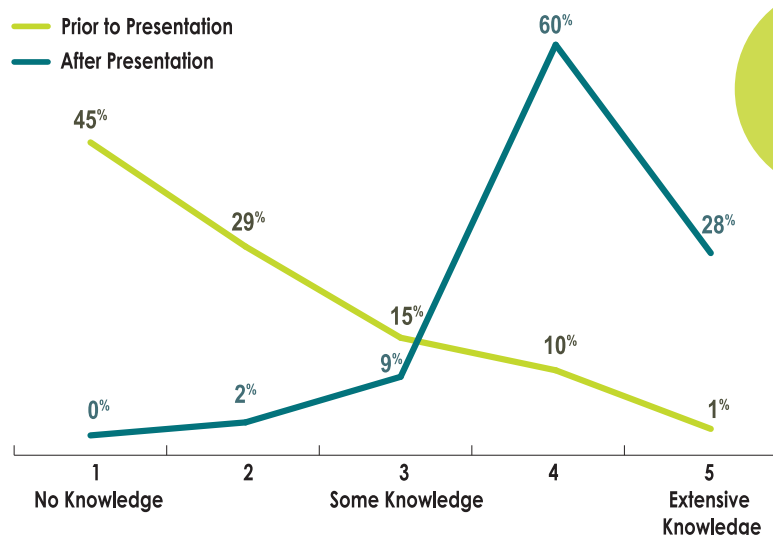
Understanding the benefits of using professional interpretation services goes hand in hand with understanding where to access it locally. A second key goal of the outreach presentations, therefore,

¹ Literature Review: Costs of Not Providing Interpretation in Health Care (2009). Access Alliance Multicultural Health and Community Services, p.4.

² Language Interpretation: The Preferred Option for Addressing Language Barriers to Service Access for Newcomers in Ontario. A Review of the Evidence (2011). Prepared by PSTG Consulting for Citizenship and Immigration Canada, p. 29.



was to ensure that local organizations were aware of the program and were able to access it effectively. Results show that participants' knowledge of CIAP increased after the presentation: 88% of respondents rated their knowledge as high.



This increased knowledge of CIAP lays the foundation for an increase in program usage. After the outreach presentations:

100%
of respondents agree they are more likely to use the Community Interpreter Access Program (CIAP)

100%
agree there is a need to continue offering CIAP to increase our community's ability to provide comprehensive services to limited and non-English speaking residents.

"Thank you for increasing my awareness and knowledge of programs and supports available that enable us to be more diverse."

"Interpretation services help bridge barriers for vulnerable populations that speak different languages...very necessary in our community."

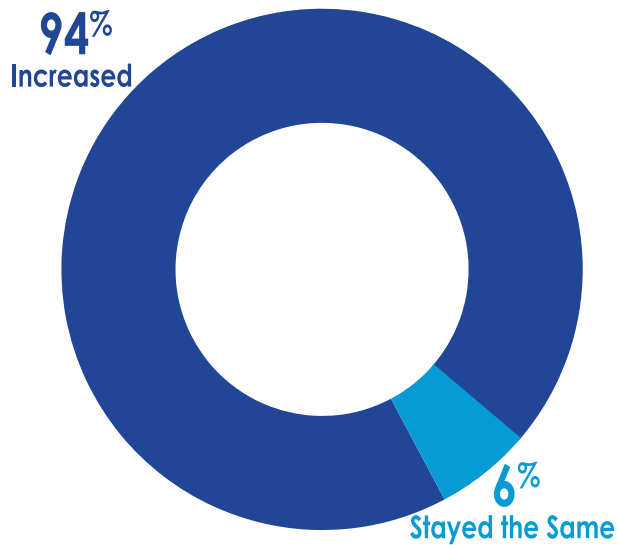
"So helpful and such an amazing resource."



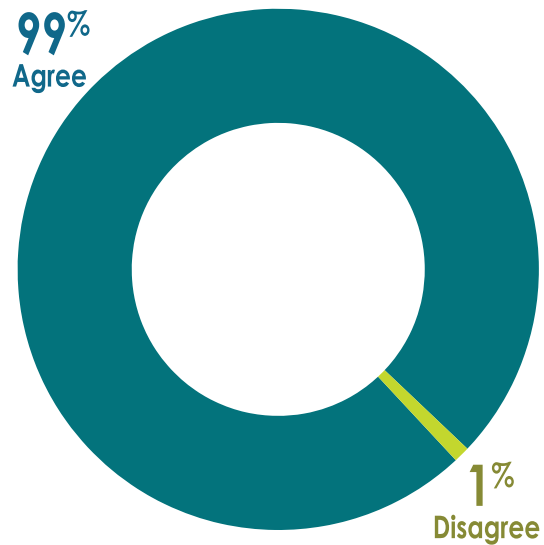
3. Increasing Community Capacity

Improving access to tools and resources, such as interpretation services, that enhance organizations' capacity to provide comprehensive services leads to a community in which immigrants, newcomers, and culturally and linguistically-diverse residents receive the support necessary to more fully participate and feel welcomed locally. From the results, it is clear that the outreach presentations provided survey respondents with an increased ability to support immigrants and newcomers in Sarnia-Lambton.

My Ability to Support and Provide Services to Immigrants has....



I Learned How to Make a Difference in Creating a Welcoming Community for Immigrants.





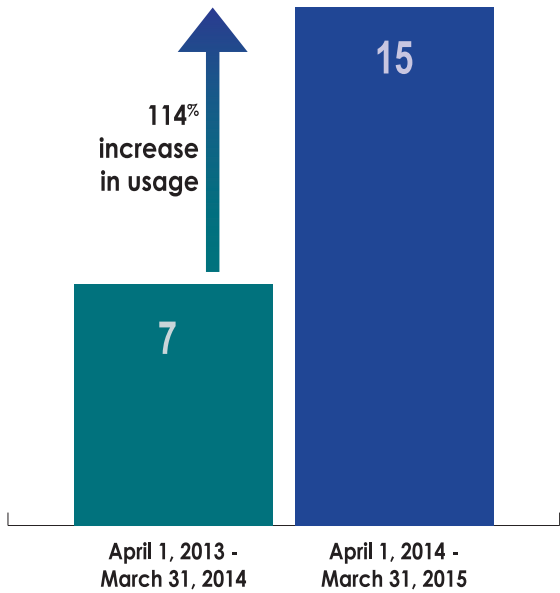
Community Interpreter Access Program Usage

CIAP has been used increasingly more often since it began; the use of face-to-face interpretation services has more than doubled within the last year.

In addition, immediate over-the-phone services were accessed 11 times between February and May of 2015. This is a service that was not available through CIAP until late 2014 and which was introduced to local service providers during the outreach presentations. Directly correlating this uptake in the use of phone services with the presentations would be misleading. However, because the information provided increased organizations' likelihood of accessing the service, it is possible that the presentations had an impact on program usage.

Overall, the increased use of CIAP indicates an encouraging trend in comprehensive service provision locally.

Face-to-Face Interpretation Services



Conclusion

As Sarnia-Lambton grows in diversity it is imperative that local service providers are equipped to offer comprehensive services to all residents regardless of their language abilities. The Community Interpreter Access Program was designed to support organizations in accomplishing this. The purpose of the outreach presentations was to promote this program and increase service providers' awareness of the importance of professional interpretations services. From the evaluation results, it is clear that the presentations achieved these goals. These results also indicate a continued need for this program so that immigrants, newcomers and culturally and linguistically diverse residents of Sarnia-Lambton are provided with the best possible services, leading to a more welcoming community for all.

