

CENTRAL EASTERN ONTARIO TRANSLATION AND INTERPRETATION SERVICES

Quinte United Immigrant Services 41 Octavia Street P.O. Box 22141 Belleville, ON K8N 5V7	Phone: 613-968-7723 Fax: 613-968-2597 Toll Free: 1-888-968-1065

Hours of Operation:

On call 24 hours per day: 7 days a week

Office Hours are Monday to Friday 8:00 a.m. until 5:00 p.m.

Introduction

The Ministry of Citizenship & Immigration provides dedicated funding to various translation and interpretation services throughout the province for the provision of subsidized interpreter services for victims of partner abuse. Interpreter services for the Quinte Region are administered through Central Eastern Ontario Translation & Interpretation Services (CEOTIS), a division of Quinte United Immigrant Services (QUIS). QUIS is a multi-service organization mandated to assist in the settlement, and to support the full participation, of immigrants and refugees in communities in Central Eastern Ontario.

Interpretation services are available at no cost to the following agencies when working with victims of partner abuse: Belleville Police Services; Ontario Provincial Police; Stirling/Rawdon Police Service; Military Police; Crown Attorney's Office; Victim/Witness Assistance Program; Probation & Parole Services; Legal Aid; Three Oaks Foundation; Domestic Violence/Sexual Assault hospital-based program, counseling services for abused women; and other related services. Interpreter services are available to other community-based organizations; however, a fee-for-service may apply. Please call to inquire if you are unsure of your agency's eligibility to access funded services.

The following languages are available through a network of trained interpreters, known as "violence against women prevention initiatives interpreters": Albanian; Amharic; Arabic; Armenian; Bengali; Bulgarian; Burmese; Cambodian/Khmer; Cantonese; Czech; Dari; Dinka; Dutch; Farsi; Finnish; French; German; Greek; Gujarati; Hebrew; Hindi; Hungarian; Italian; Japanese; Korean; Kurdish; Low German; Mandarin; Nuer; Oromo; Pashto; Polish; Portuguese; Punjabi; Romanian; Russian; Serbo-Croatian; Slovenian; Somali; Spanish; Swahili; Tagalog; Tamil; Thai; Tigrigna; Turkish; Twi; Ukrainian; Urdu; and Vietnamese. Please call if the language you are seeking is not listed here, as our interpreter roster continues to grow on a regular basis.

The interpreters comply with a specific Role and Responsibilities Statement and Code of Ethics which outline the function, parameters, and scope of the interpreters' duties when

providing interpretation services in situations relating to partner abuse. The interpreters are charged with the responsibility to deliver, as faithfully as possible, messages transmitted between individuals who do not share a common language with attention to confidentiality, respect for all persons involved in the interpreting situation, impartiality, and conflict of interest. In those instances when an interpreter is aware of any conditions which might create an actual or apparent conflict of interest and/or interfere with the interpreter's objectivity, such as an acquaintance with any of the involved parties, s/he is required to disclose the conflict and make alternate arrangements for interpretation services.

It is especially important that victims of partner abuse understand the following in relation to the services provided by violence against women prevention initiatives interpreters:

1. The interpreter is not an advocate, assistant, counsellor, or secretary.
2. The interpreter WILL respect the confidentiality of any information shared during interpretation. S/he will not disclose any information learned or transmitted during interpretation unless s/he receives written permission to do so from all involved parties or as required by law.

Overview of Specific Procedures and Services

1. REQUESTING AN INTERPRETER

Service providers will be asked to provide the following information when they contact QUIS at the number above to request interpretation services.

- Contact information for the service provider, including caller's name, name and telephone number of agency, and name and telephone number of contact person if different from that of the caller;
- Nature of the interpretation required;
- First and last name of victim/persons to be involved in interpretation;
- Language requested;
- Type of service required, such as face-to-face interview, teleconference, message relay; -and-
- Date, time, and location/telephone number for service.

2. TYPES OF SERVICE AVAILABLE

The following is a brief overview of the specific services available through the Central Eastern Ontario Translation & Interpretation Services:

- a) **Face-to-face interviews** involving the non/limited-English-speaking victim, service provider(s), and interpreter can be arranged at any location as negotiated by the service provider, including but not limited to giving statements to the police, trial preparation with the Crown counsel and/or VWAP staff, and intake interviews at approved agencies.
- b) **Teleconference calls** arranged on speaker telephone or via 3 way conferencing.
- c) **Group interpretation services** for one to three (1-3) non/limited English speaking persons involved in a group meeting with a service provider.
- d) **Message relay** via telephone is available to deliver short messages to a non/limited English speaking victim of partner abuse, such as confirmation of date, time and location for a victim's appointment.
- e) **Sight translation** services which allow a document to be read aloud in a language other than that in which the text is written, such as sight translation of written house rules for a shelter, consent forms, or any other document requiring signature.

Tips for communicating with a client through an interpreter can be found in the appendices of the Protocol (see Appendix 11).

Accessibility

Central Eastern Ontario Translation & Interpretation Services office, located at 41 Octavia Street in Belleville, is partially accessible. The main, or south, entrance to the building is accessible to both manual and electric wheelchair users and has an automatic door opener. Wheelchair accessible washroom facilities are available onsite. However, services are provided at the service provider's location or other location, as determined, in nearly all circumstances.

Accountability and Complaints

A representative from CEOTIS participates on the QCCAV and the Protocol Committee. Concerns regarding an assignment can be discussed with the interpreter involved at the time of the assignment. In the event that the victim or service provider is not satisfied with an action taken or resolution suggested by an interpreter, or s/he wishes to register a complaint about the conduct of an interpreter, s/he may direct her/his concerns to the Program Coordinator for Central Eastern Translation & Interpreter Services. All other complaints or concerns regarding the policies of QUIS or the services provided by Central Eastern Translation & Interpretation Services should be discussed with the Program Coordinator. Unresolved issues may be brought to the attention of the Executive Director by an involved party if necessary.

Executive Director: Orlando Ferro 613-968-7723