6-2021

Issue 20: Building Inclusivity in Linguistically Diverse Communities: A Role for Interpretation and Translation Services

Emma Dufour
Wilfrid Laurier University

Samaa Kabbar
Wilfrid Laurier University

Anmol Rana
Wilfrid Laurier University

Noah Ricciardi
Wilfrid Laurier University

Kim Rygiel
Wilfrid Laurier University, krygiel@wlu.ca

Recommended Citation

IMRC
International Migration
Research Centre

Building Inclusivity in Linguistically Diverse Communities: A Role for Interpretation and Translation Services

Emma Dufour, Samaa Kabbar, Anmol Rana, Noah Ricciardi, and Kim Rygiel[1]

IMRC Policy Points provide current and relevant policy briefings and recommendations drawn from scholarly research carried out by our members worldwide. Follow our series at www.imrc.ca

Introduction

This paper investigates the importance of interpretation and translation services in resettling and integrating refugee and immigrant newcomers within the Waterloo Region. According to Waterloo's Immigration Partnership, immigrants account for 22.6% of the region's population (Folkema and Vandebelt 2019, 17). This places the Region's proportion of immigrants as the eighth highest in Ontario (Folkema and Vandebelt 2019, 5). Immigrants enrich our communities through the skills, knowledge, experiences and diversity they bring to our communities. 82% of Canada's population growth is fuelled by immigrants (Statistics Canada 2019), with immigrants' key to growth in certain sectors, such as the Science, Technology, Engineering, and Mathematics (STEM) areas (Government of Canada 2020), and in the Waterloo Region, in architecture, engineering and other technological studies (Folkema and Vandebelt 2019, 39). Immigrants contribute to thriving and vibrant communities by participating in their communities, with one-third volunteering and two-thirds as members of social organizations (Government of Canada 2020), and though their diversity, linguistic diversity being one such example.

In 2016, the Region of Waterloo recorded over 120 languages as the mother tongue of more than

---

[1]Emma Dufour, Samaa Kabbar, Anmol Rana, Noah Ricciardi are graduate students in the Master of Applied Politics program in the Department of Political Science at Wilfrid Laurier University. Kim Rygiel is Associate Professor, Department of Political Science, Associate Director of the IMRC, Wilfrid Laurier University and Balsillie School of International Affairs (BSIA). krygiel@wlu.ca. This paper builds upon research conducted for a graduate course involving a Community-Service-Learning project undertaken with Waterloo Region community partners, Reception House and Immigration Partnership. The views expressed in Policy Points are those of individual authors, and do not necessarily reflect the position of the IMRC. To cite this document, please use the following: E. Dufour, S. Kabbar, A. Rana, N. Ricciardi, and K. Rygiel "Building Inclusivity in Linguistically Diverse Communities: A Role for Interpretation and Translation Services." IMRC Policy Points, Issue XX, June 2021.

120,000 residents (Languages Census Bulletin 2016), including Arabic, Tigrinya, Spanish, Somali, Farsi, and Mandarin (IP 2018, 6). Celebrating living in a vibrant, multilingual community necessitates responsibility of host communities to provide opportunities for language learning, and access to interpretation and translation services along the way. While the settlement of immigrant and refugee newcomers is often framed in terms of their abilities to access material needs such as housing and employment, to feel a sense of belonging, and to participate in the community, as Hyndman and Hynie (2016) note, successful integration also depends on the "adaptation by the host community." This requires the host community to not only support the building of newcomers' "individual level skills and knowledge" to "navigate their environment better" but also "to support changes in the knowledge, attitudes and practices of the communities and institutions." With respect to linguistic diversity, this means raising awareness about the importance and making accessible interpretation and translation services across institutions and organizations within the community.

With approximately one quarter of new permanent residents in the Waterloo Region lacking a working knowledge of English or French upon arrival as of 2017, a number corresponding with arrivals of Syrian refugees (Folkema and Vandebelt 2019, 28; Walton-Roberts et. al 2019), this requires organizations within the Region to recognize that "language interpretation is critical for organizations to provide services equally to all clients - including immigrants, refugees and citizens who may not be confident understanding or communicating in Canada's official languages' (IP 2017b). A survey of 1090 immigrants (including 339 refugees) living in the Region, found that 44% of respondents noted that newcomers experience language as a key barrier to accessing services (IP 2019a). By making interpretation and translation services available we acknowledge that we value living in a multilingual community and understand that successful settlement requires such support for the equitable delivery of services to all members of the community. In interviews and survey responses, participants identified interpretation services as an important part of living in diverse communities, noting that this issue should be understood within a larger framework of cultural interpretation and Equity, Diversity and Inclusion (EDI) policies, an insight which we have adopted within this paper.

Methodology

Employing a mixed-methodologies approach, research was gathered through the following methods:
1.Literature review: We focused on understanding the importance of language acquisition and interpretation and translation services for immigrant and refugee resettlement in Canada and the Waterloo Region and the role of local organizations assisting with resettlement within specific sectors including: municipal government services, education, law enforcement and policing, and health care.
2. Discussion and semi-structured interviews: In-depth discussions were held with visitors to class including Reception House , Immigration Partnership, and the Refugee Health Clinic at the Centre for Family Medicine in order to understand the importance of access to interpretation and translation, particularly from a refugee newcomer perspective. Semi-structured interviews, between 45-60 minutes, were conducted with nine key informants across the municipal, education, law enforcement, and health sectors, focusing on: (1) organizations' capacities (the interpretation services provided, budget, policy, and training); (2) attitudes towards interpretation, and (3) challenges faced in providing interpretation. Participating organizations included the Region of Waterloo, the City of Waterloo, the City of Kitchener, the English Language Learner program at St. Louis Adult Learning and Continuing Education Centre, Waterloo Regional Police Service, Sanctuary Refugee Health Centre, and Grand River Hospital.
3. Online survey: An online survey complemented in-depth interviews to provide breadth of understanding. Using Qualtrics, the survey focused on interpretation and translations services, capabilities, challenges, and attitudes of organizations on this issue. Survey invitations were sent to 65

individuals, representing 45 organizations, with a response rate of approximately 10% spanning health, education, employment, municipal, cultural and religious and refugee resettlement service sectors.

Policy Context

Language in the Waterloo Region: The importance of language diversity, service access and supporting language acquisition in an increasingly diverse region

Language acquisition has "a direct connection" to newcomers' integration in their new country and community (Rahamaty and Lusis 2019, 9). Yet, it is also "one of the biggest challenges to settling and belonging" (IP 2018). Language proficiency enhances one's ability to adapt culturally by aiding understanding of, and developing skills to communicate with others, forge connections, and interact in a new society (IP 2018, 6-7). Language proficiency enables newcomers to participate in social settings, political processes, and volunteer activities (Nakhaie 2020). It also helps with finding and retaining employment (De Vroome and van Tubergen 2010) and conducting daily shopping, banking, and consuming news (Beiser and Hou 2006, 137). Language proficiency improves mental health: a study on the emotional issues that immigrant and refugee youth face in Canada found that language fluency was a significant indicator of depression (Beiser, Puente-Duran, and Hou 2015).

In the Waterloo Region, language acquisition may be supported through formal and informal means including a) formal language programs such as English as a Second Language (ESL) or Language Instruction for Newcomers to Canada (LINC) (IP 2019c), and b) informal practice through community conversation circles and in spaces such as libraries, art galleries and museums. In the first case, ESL programs, funded by the Government of Ontario, are offered to all adult English language learners, while LINC, funded through the Immigration, Refugee and Citizenship Canada's Settlement Program, is only available to refugees and permanent residents. LINC also offers a cultural learning component in addition to developing reading, writing, listening, and speaking skills. In the Waterloo Region, St. Louis Adult Learning and Continuing Education Centre is one of the largest providers of ESL and LINC classes (St. Louis 2017), with a linguistically diverse staff speaking Spanish, Arabic, Farsi, and Bosnian, and providing classroom learning with additional supports such as mentorship by higher-level students and the use of interpreters when needed from the Kitchener-Waterloo Multicultural Centre (KWMC n.d.).[2]

Outside of formal programs, language acquisition is supported through informal means including conversation circles and cultural and educational institutions as spaces for language learning. Conversation circles regularly occur at 16 locations across the Region (IP 2019c) including drop-in programs such as The Working Centre's Speak English Café (Beddoe, n.d.). Such programs facilitate language learning, as noted by past attendees of the Kitchener Public Library (KPL) Conversation Circles who indicate an increase in confidence speaking English and that it helped them foster friendships within the community (IP 2018). During COVID-19, these circles have moved to virtual platforms hosted by groups including the KPL, YMCA Immigrant Services Victoria Hills Community Centre, and Holy Cross Lutheran Church (KPL 2020). Cultural and educational institutions, such as the Waterloo Public Library (WPL) and Ken Seiling Waterloo Region Museum (KSWRM),[3] also provide important spaces for newcomers to practice their language skills. The WPL, for example, coordinates with local ethnocultural and settlement groups to provide library settlement services including multilingual services, programming, and language learning resources, such as Adult Literacy Kits and grammar and vocabulary workbooks (Region of Waterloo Library 2017). The KSWRM employs multilingual staff to help with interpretation of exhibits, and trains employees in non-verbal communication to best assist foreign language speakers. These practices provide a safe, low-risk environment for newcomers to practice their

---

[2] KWMC, https://kwmulticultural.ca/.

[3] Information about the KSWRM and WPL is gathered through survey responses.

language skills and immerse themselves in the community.

The importance of such formal and informal language programs and support for immigrant and refugee newcomers is significant when recognizing that 1.8% of the Waterloo Region population lacks a working knowledge of either official language - totalling 9,300 residents (Folkema and Vandebelt 2019, 29). Despite the need for language support, nearly half of respondents to a 2019 survey believed that the Waterloo Region did not do enough to support newcomers, with many describing increased language learning initiatives as a way to better assist integration (IP 2019b). As well, 27% of newcomers noted experiencing discrimination in the previous year, with the most common reason noted as language (IP 2019a:16). This perception of lack of language support comes at the same time as, at the community level, there is widespread support for welcoming immigrants, with 72 % of respondents stating they "were proud of Waterloo Region's reputation as a welcoming society for immigrants and refugees" (IP2019b). This support is also reflected at the municipal level where policies celebrate the diversity that newcomers bring. For example, the City of Kitchener's Strategic Plan 2015-2018 states "Kitchener is for everyone" and "newcomers are welcome," noting that diversity is a key characteristic to be celebrated (City of Kitchener 2015, 3). EDI policies established at the Region of Waterloo (2018) and City of Kitchener (n.d.) (with the City of Waterloo's in development) also acknowledge the importance of diversity and the need to build language support as part of these policies. Given these responses of both celebrating diversity but also noting the lack of support for linguistic diversity, we argue that municipalities and organizations could demonstrate support for newcomers, and the diversity they bring, by also ensuring that interpretation and translation services are part of the development of EDI policies and the policies of institutions in the Region. This is particularly true given that, as one survey respondent expressed it, language support is often seen "as a niche or a program-specific issue" and there may still be "less awareness about language barriers and accessibility for participants," especially where organizations may not have "historically served diverse communities." Given this perception, we argue that offering interpretation and translation should be viewed as part of the commitment to supporting cultural interpretation and facilitating greater inclusivity of newcomers with linguistic diversity within the Region. Below we highlight best practices and challenges facing organizations on this issue in the Region.

Key Findings

Language support is key for ensuring that newcomers are able to develop a sense of belonging through communication, access the services they need in resettling, and utilize their skills. Below, we look at examples of what is being done around the provision of interpretation and translation services, including best practices and challenges, through a sectoral approach.

Municipal Support for Interpretation and Translation Services: Best Practices and Challenges

Language interpretation is important for offering inclusive and accessible municipal services due to the large municipal role in immigration and refugee resettlement. While municipal governments do not have jurisdictional responsibility, the fact is that resettlement happens at the local level (Walton-Roberts et al. 2019, 350) and assisted by Local Immigration Partnerships (LIPs). The Waterloo Region Immigration Partnership (IP) is a collaborative network coordinating action across a range of sectors and organizations, including resettlement agencies such as Waterloo Region's Reception House, service providers, civil society organizations, businesses, and community members. The leadership taken by IP, government, organizations and individuals makes a difference towards attitudes around immigrant and refugee resettlement, awareness of newcomer needs like language support and the provision of

interpretation and translation services. This role played in resettlement varies across municipalities, as evidenced by the Region's and City's mandates.[4] The Region of Waterloo most notably contributes to refugee resettlement in housing, social and financial services, and public health. The City of Waterloo's main interaction with refugees occurs in areas of community involvement, including recreation. The City also engages with refugees regarding bylaws, water services, and other aspects of daily community life. Being able to communicate and fully understand these services is critical for the settlement and integration of refugees.

The Region of Waterloo's interpretation service is an example of a more effective provision in a local municipal context. Their interpretation policy, planning, budgeting, and training is centrally housed through the Equity, Inclusion, and Human Rights Unit, allowing for cohesive implementation of services. Recognizing that a main challenge for timely interpretation was the availability of in-person interpreters, the Region (which used to use the KWMC for interpretation services) has now implemented fully virtual interpretation services using LanguageLine Solutions, which provides on-demand professional phone interpretation, in 240 languages,[5] in under two minutes. One interview participant noted that this switch was important because "if we can get the service in 30 seconds, why wouldn't we?" This demonstrates the Region's focus on equitable service delivery. All front service desks include the LanguageLine card, which lists the supported languages. The Region incorporated a translation feature on their website, activated by clicking on the English word "translate" and choosing from 108 languages. Supported by IP, the Region is developing ways to promote the availability of interpretation and their website's translation feature, including through regional communications, and recognizing the shortfalls of machine translation, by keeping written English on the site simple to allow for easier translation. Regional staff receive onboarding training and regular training updates about interpretation services, and up-to-date internal guidelines about interpretation. In addition, the Region does not restrict their interpretation budget - if there is a need for service, they pay the requisite cost.

There are three important reasons for the success of the Region's service provision: (1) dedicated staff responsible for EDI; (2) knowledge and awareness of interpretation as a service barrier; and (3) knowledge of interpretation service options to address this barrier. Success is also undoubtedly due to accessing IP as an important resource for assistance in developing these initiatives. These three aspects are key determinants of interpretation provision - and are identified as challenge areas by other survey respondents. The City of Waterloo is aware of interpretation as an area needing improvement and is looking to hire for its Indigenous Initiatives, Anti-Racism, Accessibility and Equity team, which will conduct research and fully address the issue. Smaller organizations may not be able to hire dedicated EDI staff - though our respondents have made commendable creative headway despite this challenge.[6] We hope that this report will serve as a starting-point for more organizations to develop knowledge and awareness of service options.

A survey participant in the municipal and cultural/community sectors notes more training and familiarity with available resources would not only improve service delivery for clients needing language support, but also help employees feel more prepared and contribute to greater awareness of the issue more broadly. Survey responses from the Waterloo Public Library (WPL) echo this. While WPL has significant language support and interpretation resources, they identified formalized processes, clear

---

[4] Information and quotations about the Region of Waterloo, the Cities of Waterloo and Kitchener, unless otherwise cited, are gathered from our interviews.

[5] LanguageLine Solutions, https://www.languageline.com/.

[6] We would like to note that many smaller organizations that do not have budgets to afford external interpretation services are aware of interpretation as an issue and are taking steps to address it. One example of this is hiring linguistically diverse staff/volunteers, either to fill this gap or to supplement their external interpretation offerings, such as at Compass Refugee Centre, Carizon Family and Community Services, Waterloo Public Library, House of Friendship, Canadian Arab Women's Association, and Ken Seiling Waterloo Region Museum.

resources for interpretation, and training as methods of ensuring equal service delivery by all staff members. They also indicated that "shared language" and goals about community-wide accessible and equitable services would significantly raise awareness about the importance of interpretation.

The City of Kitchener falls between the Region and the City of Waterloo in terms of interpretation support initiatives. They are moving to fully virtual interpretation through 911 Interpreters, which provides on-demand interpretation in 350 languages.[7] This change has been delayed by COVID-19 and the lack of current in-person interactions at public points of contact. Similar to the Region, the City of Kitchener's website can be translated by clicking on a "translate" button on the page. The City of Waterloo's website does not support this feature.

Interpretation and Translation Services in the Health Sector: Best Practices and Challenges

Language interpretation is crucial for accessing adequate health care, and studies indicate a link between limited language proficiency, diminished health services, worsening health, and increased risk of death (Partida 2012; Tam et al. 2018). In the Waterloo Region, the health sector is advanced in its awareness of, and ability to provide, interpretation and translation services. Medical institutions in the Region that serve newcomers have developed innovative communication methods and policies. Below are two examples of best practice for language interpretation in this sector: Grand River Hospital (GRH), and Sanctuary Refugee Health Centre (SRHC) both in Kitchener.[8] Their approaches differ because of their situation - GRH is a general hospital, while SRHC caters specifically to refugees.

SRHC hires linguistically diverse staff and volunteers who collectively speak over 30 languages, providing effective communication with most patients. When there is need for a language not represented by staff, SRHC uses Remote Interpretation Ontario Network (RIO)[9] and LanguageLine Solutions, which provide timely phone interpretation. GRH uses MCIS Language Solutions[10] for interpretation and provide staff with an internal policy that includes instructions for use. Medical organizations have issues with accessing interpreters overnight. As a hospital, GRH serves patients 24-hours a day, and so this is a significant challenge to providing equitable and safe service. A survey respondent in the medical field echoed this issue, noting difficulty obtaining interpretation in certain languages at 2 am and onsite interpretation, particularly during the pandemic. However, both SRHC and GRH noted they have found it helpful to use the services of other healthcare institutions when they were unable to care for a client, such as in the case of SRHC referring patients to GRH and sending interpreters with them, or GRH asking other healthcare institutions if they had access to interpreters for rare languages. Both GRH and SRHC only use family members for interpretation when the patient insists. The importance of set guidelines for using trained interpreters is perhaps best developed within the health sector, where best practice stipulates that "trained interpreters should be used on medical, legal and other situations that require informed consent, confidentiality, specialized terminology or impartiality" (IP2017a).[11] Using trained interpreters provides many benefits including: "reducing unnecessary medical testing or incorrect treatment, ensuring informed consent for services, enhancing client understanding

---

[7] 911 Interpreters, https://www.911interpreters.com/

[8] Information about GRH and SRHC, unless otherwise cited, was gathered through our interviews.

[9] RIO, https://accessalliance.ca/access-alliance-language-services/our-language-services-solutions-without-borders/remote-interpretation-ontario-network-r-i-o-network/.

[10] MCIS, https://www.mcislanguages.com/.

[11] The importance of informed consent for proper access to health care and as integral to doctors' duty of care, and the issue that true informed consent necessitates the use of trained interpreters where patients lack English/ French proficiency was repeatedly emphasized in our conversations with key informants.

and service usage, ensuring validity of contractual agreements and decreasing service providers' exposure to risk and liability" (IP2017a).

Due to the intimate, confidential, and high-risk nature of healthcare, there is a need for cultural interpretation beyond language interpretation. This would help mitigate issues of miscommunication beyond linguistic barriers, which can complicate health conditions or prove fatal. To explain the importance of seeing interpretation as part of a larger picture of cultural interpretation, the following illustrative example was shared: hospital staff thought a patient's interpreter was a family member, but in reality, it is a cultural custom to refer to friends by terms usually associated with relatives (for example, "aunt"). In this case, the patient was not truly comfortable with the interpreter she brought but thought that she had no other options. This created issues of consent and confidentiality. Cultural nuances like this can significantly impact healthcare service delivery. The pandemic has posed an additional challenge to cultural interpretation due to the lack of visible body language and visual cues during phone interpretation and remote appointments. It has prevented family members from accompanying patients, deterring individuals from seeking healthcare because of cultural factors and an increased feeling of safety when a trusted family member is present. As recommended by one survey respondent, the use of virtual video here would be a valuable addition that could address many of these issues, such as increasing access to care with doctors' offices limited in terms of numbers, as well as by enabling interpreters and patients to see one another.

Interpretation and Translation Services in Policing: Best Practices and Challenges

Communication with linguistically diverse populations within the Waterloo Region is also an important part of ensuring that immigrant and refugee newcomers feel safe and a sense of belonging in their communities. Policing has had a fraught relationship with diverse populations (Mentovitch et al. 2020). As Guy Ben-Porat (2008, 411) notes "policing is a controversial issue in diverse societies where cultures, religions, and competing national identities challenge the existing order, and where the police have yet to develop the capabilities to engage with diversity and overcome its own biases and prejudices." Most recently, policing has come under scrutiny in the Region in relation to an incident on July 7, 2020, in which the WRPS responded to what it thought was gun fire, but turned out to be fireworks, resulting in the arrest of an unarmed Somali Canadian man (Pare 2020). WRPS Chief, Bryan Larkin admitted that newcomer interactions were a weakness of the Service noting, "our weakness is … in weaving and building the concept around dealing with newcomers, dealing with a diverse population, and there's more work to be done there" (Duhatschek 2020). Incidents like this one point to the importance of developing effective communication, of which language interpretation and translation become vital tools.

In 2017, the WRPS launched the Equity, Inclusion and Diversity Unit (EID), with the mandate of "actively pursuing a diverse and inclusive workforce" as well as creating "equitable outcomes" for members and the community (Sudds 2019). However, the WRPS has been aware of the importance of interactions with newcomer communities, noting in 2011 and 2019 annual reports the need to diversify services to better engage with the community (Duhatschek 2020). Interpretation and addressing language barriers is now interwoven, alongside cultural competency training, as part of the Field Development Officer (FDO) training and the training of new recruits.[12] At the policy level, WRPS officers "are mandated, procedurally, in situations where communication cannot be established, to contact KWMC, Language Line Services or CanTalk.". More informal interpretation involving a family member, friend, or other WRPS member, is used when "trying to determine if a criminal offence has occurred, in

---

[12] Information here is based on an interview and written correspondence with two WRPS officers unless otherwise noted. The FDO course develops "officers who will serve as training officers for new officers when they graduate from Ontario Police College and are deployed to their front line policing duties, similar to a practicum in teacher education" (written correspondence).

non-criminal matters, and to establish if there are safety concerns". For criminal investigation matters, trained "interpreters are required for interviews." In these cases, "when members use an interpreter, they are required to fill out an Interpreter Tracking Form and forward it to the member of the Service who oversees interpretation (currently a superintendent)." The form includes "spaces to indicate the language, and amount of time used" and is "tracked for budgetary purposes." WRPS officers also have internal human resource documents that track member fluency and language capabilities. Officers noted the need for more formal documentation regarding linguistic capabilities of its officers to be able to provide better interpretation through existing resources.[13] To address this, the WRPS recently conducted a survey updating these internal documents. However, the findings are not publicly available.

In addition to interpretation, the EID Unit is committed to furthering accessibility through "total community engagement" (Sudds 2019), through initiatives such as the Ambassador Program, and strategic engagement. Central here is the relationship that the Unit and the Service have with IP, which has enabled the WRPS to develop social inclusion groups and relations with newcomer communities, most notably the South East Asian and Chinese communities in the region. The Ambassador Program includes 60 officers who volunteer time and attend local events that strengthen community ties. Finally, the WRPS has developed a "Call 911 in Your Language" pamphlet detailing how to properly report an emergency and engage with officers arriving on the scene (WRPS 2017). The pamphlet is compliant with the Accessibility for Ontarians with Disabilities Act (AODA) and translated into six languages other than English including Chinese, German, Punjabi, Spanish, Romanian, and Arabic, with plans for translation into five additional languages.

Policy Recommendations

1. Developing interpretation and translation policies within an EDI framework: Providing access to interpretation and translation services should be viewed as part of efforts to make organizations, and the Waterloo Region more broadly, equitable and more inclusive of immigrants, particularly refugees, who bring linguistic diversity and may also arrive with lower English and French proficiency. The fact that municipal governments and organizations in the region are developing EDI policies makes this an opportune time to include interpretation and translation as part of these policies. Doing so demonstrates a commitment to cultural interpretation and inclusivity of linguistic diversity and a recognition that we live in multilingual and multicultural communities and celebrate this fact in the Waterloo Region.

2. Developing a region-wide policy setting out minimum requirements for interpretation and translation services and making this an executive level service priority that is communicated to all staff and with implementation monitored regularly: This regional policy should be two-fold in nature: (1) organizations should develop a set of internal guidelines around the provision of interpretation across all service areas, at all points of service access (in person, phone, web-based, etc.) and all stages of service, creating consistency throughout the organization (see IP 2017b on guideline development); (2) the appropriate time-frame for accessing interpretation services (see IP2017b) should be regulated, thereby mitigating issues stemming from delayed access to interpreters -- a major issue identified by the Region of Waterloo. For organizations providing critical services, where high risk may occur with miscommunication, organizations should be required to use trained interpreters, decreasing liability.

Training: Internal guidelines should include protocol for employee training, noting what interpretation services are available, how to access them, and how to most effectively engage them in interactions with

---

[13] WRPS officers noted that all internal listings were overseen by an individual who is no longer a part of the WRPS and that the position left vacant has yet to be filled.

clients (IP 2017a). Three-quarters of our survey respondents noted training as the "primary cause" of not having the ability to "adequately assist clients with interpretation and/or translation services." Training was also noted as the main recommendation for raising awareness about the importance of interpretation and translation within organizations, and the community more broadly. Some survey respondents noted that they depend on the knowledge of staff, in terms of both linguistic skills and accessing services. High turnover of front-line staff can impact offering interpretation services in such situations. Having sign-cards available, noting in which languages services are available, and how to access these (as developed by the Region of Waterloo, and under consideration at the City of Kitchener and the WRPS) provides a way of sharing knowledge of service availability beyond the knowledge of individual employees. Providing internal training as part of EDI policies can help improve quality and consistency of service throughout the organization.

Budget: Internal guidelines should include cost or budget information for interpretation services (IP 2017a). Whether this is a budget-line or an agreement to provide interpretation on a needs-based basis (regardless of cost) will depend on the capacity of individual organizations. Several survey and interview respondents noted budget as a "primary cause" for not being able to adequately assist newcomers and for relying on their own network of volunteers rather than professional interpretation services. Requiring organizations to formalize their processes for funding interpretation would increase internal clarity and help inform about the type of service offered.

3. Making interpretation/translation services offered by organizations transparent to other organizations in the region and centralizing resources where possible: Organizations can facilitate access and use of interpretation and translation services by posting services and policies on their websites. Ensuring that websites are translatable (see below) will enable newcomers to know in advance what services are provided. Such transparency also benefits neighboring organizations in understanding how similar institutions operate when it comes to interpretation, saving time and preventing the need for calling on behalf of newcomer clients to direct them where to go. Developing a shared network of interpretation services for organizations within the same sector would be beneficial for creating greater access and sharing of resources, alleviating wait times, and making it easier for clients to understand how to access services across specific sectors.

4. Ensuring that websites are written in plain-language, translatable, and that important information is provided as text (rather than PDF) which can be translatable. Building promotion of the translate feature or interpretation service into all corporate communications. Incorporate forms of translation through social media (e.g., WhatsApp): Online service can be easily improved by ensuring websites are translatable. There are several ways to improve translation accessibility.

Include a translation tool on all websites. Where the English word "Translate" appears in the top corner of the site, consider having this appear in several languages, and/or making this word itself translatable, either by including a recognizable visual symbol of translation alongside the word or having the translation tool automatically pop up when the landing page is opened and/or using rotating scripts to indicate the translation feature.

Ensuring important information is text rather than PDF format. The translation tool can only translate web content, not PDFs. Ensure that important information directed at newcomers is provided in web-version in addition to, or instead, of PDF format and using simple text.

Using social media formats like WhatsApp to facilitate translation. Consider including features more accessible to newcomer populations such as a WhatsApp phone number that newcomers can reach. Because many newcomers rely on WhatsApp as a method of communication, this number would help improve their ability to contact institutions and be beneficial for newcomers with limited literacy skills or who are more comfortable communicating verbally. Adding a WhatsApp icon to this phone number

would alleviate confusion surrounding which phone number is WhatsApp accessible, and because such an icon is symbolic, no interpretation or knowledge of language would be required.

Acknowledgements

References

Beiser, M. and F. Hou. 2006. "Learning the Language of a New Country: A Ten-Year Study of English Acquisition by South-East Asian Refugees in Canada." *International Migration* 44, no. 1: 135-165.

Beiser, M. S. Puente-Duran, S. and F. Hou. 2015. "Cultural distance and emotional problems among immigrant and refugee youth in Canada: Findings from the New Canadian Child and Youth Study (NCCYS)." *International Journal of Intercultural Relations* 49, 33-45.

Beddoe, J. No Date. "10 Things to Know and Share about Speak English Café." https://www.theworkingcentre.org/speak-english-cafe/2046-10-things-know-and-share-about-speak-english-caf%C3%A9

Ben-Porat, G. 2008. "Policing multicultural states: Lessons from the Canadian model." *Policy and Society* 18, no. 4: 411-425.

City of Kitchener. 2015. *Kitchener Strategic Plan 2015-2018.* https://www.kitchener.ca/en/resourcesGeneral/Documents/CAO_2015-2018_Strategic_plan.pdf

-----. No Date. *Mayor's Task Force on Equity, Diversity and Inclusion.* https://www.kitchener.ca/en/strategic-plans-and-projects/mayors-task-force-on-equity-diversity-and-inclusion.aspx

De Vroome, T. and F. van Tubergen. 2010. "The employment experience of refugees in the Netherlands." *International Migration Review* 44, no. 2: 376-403.

Duhatschek, P.. 2020. "Training on interactions with newcomer communities a 'weakness' for WRPS: Larkin." *CBC* August 28, 2020 https://www.cbc.ca/news/canada/kitchener-waterloo/training-on-interactions-with-newcomer-communities-a-weakness-for-wrps-larkin-1.5703228.

Folkema, A. and D. Vandebelt. 2019. "Waterloo Region Immigration Profile." *Immigration Waterloo Region* DOCS#2971717 https://www.immigrationwaterlooregion.ca/en/business-opportunities/resources/Resources--Publications/Waterloo-Region-Immigration-Profile-2019.pdf

Government of Canada. 2020. "#ImmigrationMatters: Canada's immigration track record." https://www.canada.ca/en/immigration-refugees-citizenship/campaigns/immigration-matters/track-record.html#economy

Hyndman, J. and M. Hynie. 2016. "From Newcomer to Canadian: Making Refugee Integration Work," *Policy Options*, May. https://policyoptions.irpp.org/magazines/may-2016/from-newcomer-to-canadian-making-refugee-integration-work/

IP, Immigration Partnership. 2019a. "Immigration Matters Survey 2019: Full Report." https://www.immigrationwaterlooregion.ca/en/resources/Surveys/Immigration-Matters-Survey-Report-2019.pdf

----.2019b. "Public Perceptions of Immigration in Waterloo Region." DOCS#3007975. https://www.immigrationwaterlooregion.ca/en/business-opportunities/resources/Resources--Publications/Public-Perceptions-of-Immigration-in-Waterloo-Region-May-2019.pdf

----. 2019c. "English Language Learning Options in Waterloo Region." https://www.immigrationwaterlooregion.ca/en/study-and-work/resources/English-Language-Learning-Options-in-WR-overview---Apr2019.pdf

----. 2018. Newsletter. Issue 17 (Fall): 1-14. https://www.immigrationwaterlooregion.ca/en/resources/Newsletters/Newsletter-Issue-17.pdf

----. 2017a. "Interpretation Principles for Equitable and Accessible Services." DOCS#2534829. https://www.immigrationwaterlooregion.ca/en/business-opportunities/resources/Interpretation-Principles-for-Equitable-and-Accessible-Services-Dec-2017.pdf

----. 2017b. "Quick Guide: What Type of Interpretation Do I Need?". DOCS#DOCS#2551669. https://www.immigrationwaterlooregion.ca/en/business-opportunities/resources/Interpretation-Options-Quick-Guide--Dec-2017.pdf

KPL, Kitchener Public Library. 2020. "Online English Conversation Circles in Kitchener-Waterloo." https://www.theworkingcentre.org/sites/default/files/links_files/ECC's%20in%20KW%20Online%20Fall%202020%20(1)%20(1).pdf

KWMC, Kitchener-Waterloo Multicultural Centre. No. Date. "English-skills." https://kwmulticultural.ca/english-skills and "Languages." https://kwmulticultural.ca/languages

Languages Census Bulletin. 2016. "Region of Waterloo: Planning, Development, and Legislative Services."https://www.regionofwaterloo.ca/en/resources/EcDev-Reports/Census-Bulletin-4-Language-access.pdf

Mentovich, A., Ben-Porat, G., Levy, N., Goff, P.A. and T. Tyler. 2020. "Policing alienated minorities in divided cities." *Regulation & Governance* 14 (3): 531-550.

Nakhaie, R. 2010. "Language proficiency and sociocultural integration of Canadian newcomers". *Applied Psycholinguistics* 41 (6): 1437-1464.

Pare, M. 2020. "ACB Network claim police brutality during weekend arrest in Kitchener." *Kitchener Today*, July 7 2020 https://www.kitchenertoday.com/police-beat/acb-network-claim-police-brutality-during-weekend-arrest-in-kitchener-2545083

Partida, Y.. 2012. "Language and Health Care". *Diabetes Spectrum* 25(1): 19-22. DOI: 10.2337/diaspect.25.1.19 https://spectrum.diabetesjournals.org/content/25/1/19

Rahamaty, S and Lusis, T. 2019. *Guelph-Wellington Employers' Guide To Hiring And Retaining Newcomers and Immigrants Report.* Immigrant Services Guelph-Wellington and County of Wellington. http://www.guelphwellingtonlip.ca/wp-content/uploads/2019/06/Guelph-Wellington-Employers-Guide-to-Hiring-and-Retaining-Newcomers-and-Immigrants-report-small.pdf

Region of Waterloo. 2018. "Multi-Year Diversity, Accessibility and Inclusion Pan 2018-2022." https://www.regionofwaterloo.ca/en/regional-government/resources/Multi-year-Diversity-Accessibility-and-Inclusion-Plan_FINALaccess.pdf

Region of Waterloo Library. 2017. "English Language Learning.".

https://www.rwlibrary.ca/en/collections/languages.aspx#

Statistics Canada. 2019. ""Canada's population estimates: Age and sex, July 1, 2019."
https://www150.statcan.gc.ca/n1/daily-quotidien/190930/dq190930a-eng.htm

St. Louis, St. Louis Adult Learning and Continuing Education Centres. 2017. "English as a Second Language (ESL)." http://stlouis.wcdsb.ca/programsandcourses/english-language/esl/

Sudds, J. (Staff Sergeant). 2019. "WRPS Equity, Inclusion & Diversity (EID) Strategic Plan." Kitchener: Waterloo Regional Police Services.

Tam, V., Buchanan, F. and C. Lurette. 2018. "How do we ensure that patients receive care in their own languages?". HealthyDebate.ca https://healthydebate.ca/2018/12/topic/language-interpretation-in-health-care/

Walton-Roberts, M., Veronis, L., Wayland, S.V., Dam, H. and B. Cullen. 2019. "Syrian refugee resettlement and the role of local immigration partnerships in Ontario, Canada" *Canadian Geographer* 63 (3): 347-359.

WRPS, Waterloo Regional Police Services. 2017. "Calling 911 In Your Language." https://www.wrps.on.ca/en/services-reporting/calling-911-in-your-language.aspx