



MINUTES

MEETING DATE: May 3, 2012

MEETING TIME: 2:00 p.m.

ATTENDANCE: Cayen, A. (Colibri); Douglas, L. (recording secretary); Holt, R. (LIP); Millar, R. (YMCA Newcomer Services); Reyes, E. (AIDS Committee); Rowbotham, S. (Ontario Early Years Centre); Saniga, B. (Catulpa); Varughese, S. (Catholic Family Services); Webster, G. (Chair, OPP); Westcott, L. (Green Haven Shelter for Women); Woods, D. (Child Youth & Family Coalition)
Regrets: D'Ambrosio, L. (County of Simcoe); Harvey, A. (Barrie Municipal Non-Profit Housing Corp.); Laxton, C. (Youth Haven Barrie)

SUBJECT: Human Services Sub-Committee

1) Greetings and Introductions around the Table

Members were welcomed, and members introduced themselves.

2) Review of notes from Meeting of February 2, 2012

There were no comments or changes on the notes of the meeting of February 2.

3) Updates:

R. Holt reported that LIP has wrapped up its research component of the Settlement Strategy. Additional focus groups were set up with newcomers and employers and ethno-cultural/faith-based organizations. An update and review of the priorities of the Welcoming Communities, Education and Employment Sub-councils was provided.

S. Varughese, Catholic Family Services, reported that OASIS, a bi-monthly meeting for immigrant women, has not been successful, with no shows for the past 2 months. Child care/location/transport challenges may have impacted attendance.

Discussion followed on ways of connecting in the community, including a loosely knit Russian women's group that has a website, partnering at Latin groups, connecting at centres such as CAPSE & BICS, and language classes at the YMCA Newcomer Services.

4) Moving Forward with Priority Areas

Interpretation & Translation Framework

Members provided a snapshot of interpretation at their agency as follows:

E. Reyes, Aids Committee of Simcoe County

- Support service – counselling to those infected and affected
 - Outreach
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- Services in English, Spanish & French
- In past 2 years, assist clients with immigration issues, not just settlement services
- Increase in services
- Learning curve for counsellors as well
- Family or community has helped with language communication
- Referrals to service organizations who may offer translation service in their language

B. Saniga, Catulpa

- Public health intake – ask about English proficiency or if they need translator. County of Simcoe provides some funds for translation
- Difficulty in finding translators in all languages, i.e. Punjabi
- Translation required more than interpretation
- Need for translation services acknowledged for some time.
- Speaks Portuguese and Spanish.

A. Cayen, Colibri

- Work in 2 languages-French and English
- Challenge with paperwork
- Difficulty in finding services for a person who speaks French
- Looking at MCI for funding

L. Westcott, Green Haven Shelter for Women

- French language services being built into contracts and expectations of service in both official languages
- Phone service available in 129 languages – helpful
- Try Yellow Brick for Punjabi
- 11 languages available in shelters
- Last 7-8 years change in women services offered to.

S. Rowbotham, Ontario Early Years Centre

- Literacy activities implemented for children in English
- Provide resources in multiple languages to new mothers on prenatal care, healthy eating, infant attachment & development as well as refer to Best Start Nexxus website
- French language coordinator for OEYC coordinates programs and resources and provides children's literacy material for Francophone community
- loan out Francophone resource books, children's books, toys and activities to families
- OEYC Aboriginal coordinator provides programs and serves as a link to the Aboriginal communities.
- Loan out Aboriginal Book Bags to families for cultural awareness

R. Millar, YMCA

- Staff speak several languages, including Russian, Ukranian, Chinese
- interpreters booked through CIC
- use family or Google translate for language services
- Settlement Series.ca – offers tutorials in 13 different languages on completing government forms
- Settlement.org – information in a variety of languages
- MyLanguage.org – 8 different languages to look at settlement
- Most clients internet suave
- Community interpreter may not be ideal due to privacy.
- Independent, trained interpreter preferred.

G. Webster, OPP

- Identify what language spoken
- OPP (OPP Bound) a one week program in summer. Invites applications from those who represent diverse communities and speak English and another language or languages that are interested in a policing career.
- In emergency, consult family or bring a policeman who can speak language
- In certain areas, police who speak language would be placed in that area
- Officers select areas of choice
- When call received, police can isolate where person is so not necessary to speak English
- Language Links- phone in – must have a contract to use.

D. Wood, Child Youth & Family Services Coalition

- Don't deal directly with clients
- Policy of translating any document in French
- Child abuse policy – translated in 2 official languages and Ojibwa.

S. Varughese, Catholic Family Services

- More clientele from different countries
- No language services offered other than in English
- Speaks Hindi & Tamil

What's Next for Interpretation?

- Develop an awareness strategy
- educate others on the need for services in other languages (health, medical), and being respectful of those who are speaking another language
- Compile a directory with a focus on translation/interpretation? – on-line and hard copy version → would be beneficial to service providers. → 211 has an excellent resource guide
- Use Media
 - Radio commercials – have someone speak in their language – Where can I buy eggs – Radio 101
 - Visual, bus shelter posters– who's in your community?
 - Channel 10
- Connect with any of the other sub-councils

Best Practices Conference

Tabled.

5. Other Business

Upcoming Events: A flyer on the Funders Forum for non-profit organizations and registered charities, being held at Casino Rama, on the evening of May 23rd was distributed. Short presentations will be given by each funder and booths will be set up to answer questions. Information was also circulated on the upcoming Opening Doors Project workshops as well as a copy of the MOSAIC newsletter. Any suggestions for the newsletter should be sent to R. Holt.

Next Meeting: The next meeting is scheduled for June 28, 2012, at 2:00 p.m.