

TORONTO STAFF REPORT

May 15, 2003

To: Administration Committee
From: M. Joan Anderton, Commissioner of Corporate Services
Subject: Annual Report: Multilingual Services

Purpose:

This report is in follow-up to the Multilingual Services Policy passed by Council in early 2002. The report discusses the need for translation and interpretation services and how the policy is monitored. The report also includes, in the appendices, a submission from each department describing how the policy is being applied in the delivery of departmental programs and services.

Financial Implications and Impact Statement:

There are no immediate financial implications arising from this report.

Recommendations:

It is recommended that this report be received for information.

Background:

This report is in response to a number of related directives from Council.

City Council, at its meeting of February 15, 2002, approved the Multilingual Services Policy and Clause 4 of Administration Committee Report No. 2 that directed the Commissioner of Corporate Services to

“monitor the policy and report back to Administration Committee... on any additional strategies that need to be considered to ensure the policy is effective.”

City Council, at its meeting of March 4-5-6-7-8, 2002, approved Clause 1 of Policy and Finance Committee Report No. 4 that directed staff to

“report to Administration Committee... on the results of assessing the City’s need for translation and interpretation services for its residents as well as a mechanism to

monitor the City's ability and success in delivering the approved multilingual policy."

City Council, at its meeting of November 26-28, 2002, adopted Clause 10 of Administration Committee Report No. 14. The clause states:

"that each Department be requested to provide a summary report to the Administration Committee, on an annual basis starting June 2003, describing how the multilingual policy has been applied in the delivery of each department's programs and services to the public."

Comments:

Monitoring the Policy:

Following Council's approval of the Multilingual Policy in early 2002, staff in the Corporate Communications Division began an extensive education campaign about the new policy directed to staff in all departments. Corporate Communications staff made presentations at departmental Senior Management Team meetings and attended numerous staff briefings at all levels across the City. In addition to informing staff about the policy, the information briefings also served to ensure staff were familiar with the corporate resources available to them through the Corporate Communications Division's Multilingual Services Unit.

The response to the new policy was, and continues to be, very positive. The consultations that were held with departments during the development of the policy resulted in a policy that is flexible enough to meet the differing requirements for multilingual services across the City and is one that staff can readily apply in the delivery of services and programs. As a result of the staff briefings there were new materials translated for a number of departments, and Language Line accounts, to provide telephonic interpretation, were established in several customer service areas.

Staff who work in all parts of the Corporate Communications Division play a role in monitoring how the Multilingual Policy is being applied across the City. For example, staff responsible for developing communications plans for corporate initiatives know to address multilingual needs in their plans. In other areas, if a department requests design services for a brochure in English only, creative services staff will inquire about the need for other languages. Across departments, staff monitor the policy by working closely with those areas that require multilingual services in the delivery of services to residents. Additionally, the request by Council to have departments report annually on the Multilingual Policy will serve as a mechanism to monitor the policy. Appended to this report are the individual submissions by departments in response to this Council directive.

Need for Multilingual Services:

Part of the education campaign about the policy includes information about the need for translation and interpretation services for Toronto residents. Toronto is one of the most multicultural cities in the world. Indeed, every year, an increasing number of immigrants from around the world choose Toronto as their new home. And Council has supported numerous initiatives, aside from the Multilingual Policy, to ensure that these new residents are familiar

with, and have equal and open access to their municipal government. Providing these residents with basic information in their own language is one way to do this.

Staff rely on data from Citizenship and Immigration Canada and from Census Canada to help identify the need for translation and interpretation services. For example, on the 2001 Census, 43% of residents indicated that they speak a language other than English at home. The 2001 detailed Census data has proven to be extremely useful to staff when communicating to specific neighbourhoods, as it allows staff to identify key languages in different parts of the city.

Most often the need for translation and/or interpretation service is identified by the front line staff who deliver the services and programs to residents. Making sure that the staff are aware of the multilingual services resources available to them helps staff to meet these needs.

Summary Reports on the Application of the Policy in Departments:

As requested by Council, each department has submitted a report describing how the multilingual policy has been applied in the department's programs and services to the public. These reports have been compiled and are appended to this report as follows:

Appendix #	Department	Contact	Tel. 416-
1	CAO's Office	Ceta Ramkhalawansingh Manager, Community Engagement	392-6824
2	Community and Neighbourhood Services	Julie Mathien Policy Development Officer	392-8334
3	Corporate Services	Patricia MacDonell Manager, Public Information	392-8591
4	Economic Development, Culture and Tourism	Monica Kucharski Sr.Coordinator, Promotions & Comm	397-5305
5	Finance	Cindy Bromley Manager, Communications	392-4993
6	Urban Development Services	Carol Moore Director, Business Support	397-4669
7	Works and Emergency Services	Nicole Dufort Manager, Communications	392-2963

Conclusions:

In the year and a half since Council passed the Multilingual Services Policy, there has been increased awareness among staff at all levels about the need to consider multilingual services in the delivery of programs and services to residents. The policy has been well received and staff responsible for the implementation of the policy have monitored the policy by working closely with departments to ensure staff take advantage of the multilingual resources available to them. The comprehensive reports of multilingual activity in departments, appended to this report, are a testament to the success of this policy. These reports will be submitted to Council on a yearly basis.

Contact:

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M. Joan Anderton, Commissioner
Corporate Services Department

Appendices 1 to 7

How the multilingual policy has been applied in each department's programs and services to the public: Individual Submissions by departments.

Appendix 1 – Chief Administrative Officer

Project	Multilingual Activity
Community consultations on the Plan of Action for the Elimination of Racism and Discrimination May to July 2002	Language plugs were included in the flyer to solicit involvement in the consultation process (Korean, Spanish, Tamil, Russian, Polish, Greek, French).
Report of the community consultation on the plan of Action for the Elimination of Racism and Discrimination November 2002	A summary of the consultation report was developed and translated into French and the top 14 languages spoken in the city (Tagalog, Greek, Italian, Russian, Chinese, Korean, Polish, Somali, Vietnamese, Tamil, Portuguese, Ukranian, Arabic, Spanish).
Community consultations on community revitalization in North Etobicoke-Rexdale May 2003	Consultations will be held North Etobicoke-Rexdale. This area has large Twi, Ashanti, Italian and Spanish speaking populations. Staff resources will be used to facilitate consultation sessions in these languages.
Human Rights Awards Summer 2002	The brochure to solicit nominations for the Awards included language slugs in French and 14 languages.

Appendix 2 – Community and Neighbourhood Services

Meeting Multilingual Needs:

Many of the current initiatives and actions related to multilingual access for the Community and Neighbourhood Services Department (CNS) have their roots in the early 1990's. This reflects the Department's longstanding emphasis on responding to the needs of our diverse client groups, as well as the fact that, on a daily basis, essential services are provided directly to large numbers of Toronto residents who are new Canadians. Widespread translation of key documents, community-based initiatives undertaken in conjunction with community partners, specific access-related pilots and extensive staff training and orientation to service delivery in a multicultural/multilingual environment have all been features of the Department's delivery system since the beginning of the 1990's.

In the former Municipality of Metro Toronto, CNS was the recipient of an award from the United Nations in 1995 for its innovative service responses in the context of a rapidly changing community. At that time, the Department's submission was credited with being an international best practice in terms of planning, designing and delivering services in a diverse metropolitan environment.

While the Department remains a leader in these areas, changes in provincial priorities and funding for access-related initiatives, combined with ongoing constraints at the city level, have made it increasingly difficult to continue to reach out to diverse communities and to effectively communicate with them. As the City becomes increasingly diverse, it will be critical to ensure the capacity to preserve existing levels of access, prevent the erosion of the capacities that have been developed over the past 10-15 years in the Department and, wherever possible, build on our past successes by being innovative and working with our community partners. It is necessary that the strain on Departments be shared at the corporate level. This would require increased corporate resources, as well as partnerships among Departments and Divisions. Such an infusion of resources will augment those already committed by Departments and will help to ensure equitable access to services for all Toronto residents.

Divisional Submissions on Multi-Lingual Services:

The following is a compilation of contributions provided by the Divisions within CNS as well as the Toronto Public Library, Toronto Public Health and the services offered to CNS by Corporate Communications.

Social Development & Administration:

Community Outreach Support (COS) uses a combination of Corporate resources and community groups to produce printed materials in a variety of languages, and also to present events using the services of interpreters. In the case of events, COS co-ordinates interpretation services based on the needs stated by participants on their registration forms. The major translation/interpretation projects involving COS in 2002 include:

(a) Nissan Toronto Challenge

COS made a strong, continuing effort to involve a wide variety of cultural communities in this event, by spending the bare minimum. Cultural groups are provided with short articles and advertising copy about the event, which they translate and include in their own publications. The most common languages appearing in 2002 were Chinese and Italian.

COS has actively pursued the ethnic press as media sponsors. COS has a long association with Sing Tao Daily News, which translates and runs display advertisements, and also provides significant editorial coverage of the event. As well, ads appeared in Italian in Corriere Canadese.

(b) Public Awards

Sections of the Homes for the Aged Volunteer Awards Display were translated into French and appeared alongside the English versions at the City Hall display in April 2002.

In response to the requests of guests at the Mayor's Community Safety Awards awards in May, both sign language interpreters and professional note-takers were provided.

(c) Emergency Community Services Response Team

This team has established linkages with a wide variety of community organizations that provide services in many languages. Multilingual staff and volunteers are called upon when emergencies arise and the victims do not have English as their first language. As well, general public information materials are routinely translated into a variety of languages for use in displays and presentations.

(d) Community Meeting

A meeting was held at 1900 Sheppard Avenue West to inform the community about plans to designate this City-owned site for low-cost rental housing. A vast majority of the surrounding residents speak Italian as their first language, so Italian interpreters were used.

(e) Other Services Provided

The COS unit also provided support to the Social Development and Administration Division and Homes for the Aged, detailed below in their respective submissions. Some major projects take place on a bi-yearly or irregular basis, and may therefore not be reflected in a report on one particular year.

Early in 2002, the SDA Division, with the support of COS unit, published the four-page summary of the Social Development Strategy, in 11 languages: Greek, Tamil, French, Chinese, Polish, Portuguese, Italian, Somali, Spanish, Tagalog, Vietnamese. The summaries were mailed to the appropriate ethno-racial organizations and publications were posted on the SDS website www.toronto.ca/sds

SDA provides support to the Toronto Seniors' Assembly (TSA). Registration forms for public events include a space for interpretation needs. Although no large scale public event was hosted by the TSA during 2002, in 2001 and 2003, simultaneous interpretation was provided in Vietnamese, Italian, Chinese and Portuguese. Requests for interpretation in additional languages are regularly made by seniors' groups across the city. In collaboration with COS unit, the TSA newsletter, "Edition One", will include brief articles in other languages beginning in mid-2003. All information meetings regarding City grants utilized American sign language interpreters.

Homes for the Aged:

Volunteer Orientation booklets are printed in several languages including French, Chinese, Portuguese and Japanese. With the support of the COS unit, this handbook was revised and retranslated into French, for use at Bendale Acres and in two other homes with French-speaking volunteers. Sections of this handbook were also translated into Japanese for use at Castlevue Wychwood Towers.

Some of the Homes have cultural units, for example French, Chinese, Japanese. Where possible, staff are hired to provide services in the residents' language. Each Home has developed an interpreter list of multilingual staff to provide this service for residents. Key documents have been translated into French. Cultural agencies and services have partnerships with individual Homes to provide foods and/or activities for specific cultural groups, for example Armenian, French, Chinese, Jewish and Japanese.

To meet the spiritual and religious needs of the residents, community spiritual and religious groups hold services in the Homes. Special events are held in the Homes depending on the cultures or spiritual and religious beliefs of the residents, for example Robbie Burns, Chinese New Year, Passover. Fudger House has a Chinese unit, in which the décor reflects Chinese tradition and culture. Castlevue Wychwood Towers held a "Celebration of Cultural Diversity" week for staff, visitors, residents and families to learn about the cultures of the five predominant groups they serve (Estonian, Korean, Jewish, Portuguese and Japanese).

Shelter, Housing & Support:

Staff in the Shelter, Housing and Support Division respond to the language needs of clients and the community in a variety of ways.

Information has been translated for public meetings regarding new housing and hostel developments, and interpreters (including American Sign Language) have also been available as required at these meetings. Public information produced by the Division has included translated summaries and/or translated information on how to receive more information in different languages, for example second suites brochure and tenant support grants.

Shelters use interpreters to provide assistance in counselling/case management. Shelters access the Language Line to assist in emergency and information calls. Shelters recruit staff with more than one language. Agency and shelter clients are regularly referred to ethno-specific agencies in the community where they are able to receive support and service in their own language.

(examples include the Francophone Centre of Toronto, South East Asian Family Centre, Ethiopian Association, etc.). Shelters have on hand information in other languages from organizations or City services, such as Toronto Social Services.

Children's Services:

Children's Services' basic documents have been translated into French (client checklist, subsidy eligibility requirements and Operating Criteria). Program registries on the Children's website show languages spoken by program staff working in all licensed programs. The division has a dedicated Francophone consultant who supports the 12 Francophone childcare programs in the City. The map showing the location of Francophone childcare and family resource programs has been translated into French. In 2002, a child care community action planning meeting was held with the Francophone community within the City.

Children's Services' nutritionist within the Directly Operated Program routinely uses Canada's Food Guide to Healthy Eating in her nutrition awareness work with child care centres, programs and families. This Guide has been translated into seven languages: Portuguese, Chinese, Punjabi, Spanish, Tamil, Urdu and Vietnamese. Children's Services received no corporate assistance in translation. The Division's dedicated Francophone childcare consultant provides ad hoc French translation. The Division relies on community interpreters on an ad hoc basis.

Staff with other language capabilities frequently provide interpretation services. Past city-wide consultations have included interpretation for parents, in various languages.

Social Services:

Toronto Social Services has a long-standing commitment to promoting access and ensuring services are available to those who are most vulnerable and in need. Various strategies were designed to facilitate and enhance access for clients of diverse backgrounds. Utilizing our own resources, a language inventory has been developed which lists various languages spoken by staff across the Division. Partnerships with various agencies, such as the Canadian Hearing Society and the Francophone Centre, were established and the largest endeavour, the Multilingual Phone line, was established in July 1992.

Phone lines are housed centrally which provide client access to 10 different languages and are serviced by the multilingual service providers. These lines have voicemail which allows clients to leave messages and with a 24 hour response time. The multilingual service providers are comprised of a group of staff within the Division who respond to clients' messages and provide information on social services for clients who wish to apply for assistance and cite language as a barrier. Multilingual service providers volunteer to use their language skills in the workplace to improve access for clients. The staff is responsible for advising clients of interpreter policies and making appropriate referrals to community agencies that provide interpreter services in a client's respective language. When appropriate, staff may provide interpreter services for emergency application situations.

The languages currently available on the multilingual phone lines are as follows: French, Russian, Chinese, Somali, Persian/Farsi, Vietnamese, Polish, Spanish, Portuguese, American Sign Language.

Toronto Social Services has established effective partnerships with community agencies such as the Francophone Centre, Centre for Spanish-speaking People, Vietnamese Association of Toronto and the Multilingual Community Interpreter Services. French intake applications may be completed off-site at the Francophone Centre, located at 20 Lower Spadina Avenue. Additionally, interpreter services are available through the Vietnamese Association of Toronto and the Multilingual Community Interpreter Services for clients to access Ontario Works Assistance.

TSS has established a Divisional list of staff who has volunteered to provide service in a second language. This list is updated annually.

TSS has worked in partnership with the Canadian Hearing Society in joint meetings to discuss and resolve service issues facing deaf and hard of hearing clients. To improve access, a central caseload has been established that houses all the clients who are deaf and hard of hearing. A designated caseworker, who has the ability to communicate through Sign Language, completes new intake applications and manages all the active hearing-impaired cases. Two TDD (Telecommunication Device for the Deaf) lines are also available for hearing-impaired clients to communicate with the caseworker by telephone.

Each Divisional District has a designated Francophone caseworker who is responsible for completing intake applications in their assigned District. French-speaking clients can call the appropriate Francophone caseworker directly to arrange an intake appointment. Intakes can be completed off site at the Francophone Centre. The district office that services the area a client resides in manages active cases.

The Language Line is a service provider of telephone-based interpreter services that provides 24 hour access to more than 140 languages. Many organizations such as the Toronto Police Service, the TTC and Access Metro use this language line service when they provide service to non-English speakers. As part of ongoing Divisional efforts to improve service access and to remove any language barriers, the Language Line was installed in March of 1993. Although this service is not intended for lengthy interviews, it may be utilized after all other possible means such as staff resources, multilingual lines and supportive community partners have been exhausted. The Client Service and Information Unit is responsible for tracking the number of calls and supervisory approval is required prior to any use of the Language Line service to ensure appropriate expenditure.

The TSS divisional multilingual initiatives serve to validate the continued need and importance of ensuring access to Social Services to all residents of the city of Toronto. The Community Access Team meets on a regular basis to share information, identify any trends or gaps in service for a language group with an ongoing assessment of the service making any recommendations for improvement.

Toronto Public Library:

Toronto Public Library (TPL) provides a broad range of multilingual collections, services and programs through its 98 branch network as well as electronically through its web site. Key results are highlighted to demonstrate the extent to which Toronto residents use these services.

(a) Key Results in 2002

- Toronto residents borrowed 4.3 million items in French and other languages. This represents an increase of 9% over 2001, and 15% of the total 29.2 million circulation in TPL. These statistics attest to the demand for these items.
- Toronto residents borrowed 514,874 ESL materials.
- Toronto residents borrowed 216,544 French language items.
- 19,035 children called Dial a Story to listen to stories in other languages.
- 520 newcomer children attended English can be Fun programs.
- 1,720 newcomers took advantage of Settlement and Education Partnerships in Toronto in TPL branches.
- In the first 3 months of 2003 alone, 24,290 visits were made to Multicultural Connections on the TPL web-site.

Highest languages in 2002	circulating
Chinese	2,213,830
Hindi	362,898
Tamil	273,831
Polish	156,605
Spanish	150,464
Russian	120,765
Italian	120,569
Urdu	100,097
Gujurati	65,686
Persian	60,374
Vietnamese	59,456
Korean	45,803

(b) French and Multilingual Collections, Services and Programs

The Toronto Public Library Strategic Plan 2000--2003 includes the goals of expanding city-wide access to French and multicultural collections and developing multicultural services that enable and encourage participation in Canadian society, and provide links to cultures of origin and bridges between generations and cultures. Toronto Public Library supported the principles of the City's Multilingual Services Policy through the following collections, services and programs.

(c) Translations of Library Information

The Library Board adopted a Translation Policy for TPL in May 2003. The purpose of this policy is to provide residents with broad access to electronic and print information about Toronto Public Library's collections, services and programs by offering this information in selected languages.

French, as one of Canada's official languages, has been specifically identified to ensure that whenever Library information is translated into a language other than English, it is also translated into French either in full or summary form.

The policy provides a framework for identifying priorities for translation as well as languages to be translated. This policy complies with the City's Multilingual Services Policy.

The following provides some highlights of materials that have been translated:

- How to Use the Library and Telephone Interpretation Service information translated into 10 languages for distribution in the branches and posting on the TPL website.
- Conditions of Use for the Toronto Public Library card translated into 15 languages for distribution in the branches and posting on the web site.
- Public notices regarding library programs and public consultations distributed in various languages and published in newspapers.
- 50,000 Summer Reading Club program booklets published in bilingual English/French format for distribution in summer 2003.
- Summary Report of the French Language Services and Collections Plan translated into French.

(d) Telephone Interpretation Service

All TPL branches provide access to interpretation services through Language Line. In 2002 staff accessed service in 19 languages.

(e) Adult and Children's Library Collections

- TPL provides collections in more than 100 languages. Collections for adults and children, in formats which include books, videos, CD's, newspapers, and magazines, are strategically located throughout the City. The Toronto Reference Library (TRL) has 138 language collections. These collections supplement the materials found in branch collections and specialise in languages that are not available elsewhere. TRL collections also include Inuit and First Nations languages.
- TPL has developed a model to extend the availability of its multilingual collections at many locations across the city. Large resource collections are located in branches serving diverse communities; portions of these large collections rotate on deposit to

other branches serving smaller populations in that language. The model allows the library to respond quickly to changes in demographics. TPL has 169 large resource collections, 309 deposit collections, and 69 permanent collections in other languages.

- French Language Services and Collections Plan was adopted in December 2002. This report develops a framework for the provision of well-developed French collections and services throughout the City of Toronto.
- English as a Second Language (ESL) collections include audio kits, videos, books and CD ROMs and are held at almost all branches. These materials are used by adults to support ESL training as well as by adults who wish to pursue learning English on their own.
- \$1.8 million will be spent on new library materials in French and other languages and ESL in 2003.
- Most multilingual materials and all ESL materials are listed in the on-line library catalogue and can be reserved. In addition a Chinese catalogue, in print form, is available at every library branch to assist customers in the transliteration of titles.

(f) Children's Programs and Services

- Dial a Story, a telephone story program which includes non-English options, lets children listen to stories in French, Italian, Spanish, Cantonese, and Portuguese. Mandarin stories were added in May 2003, and stories in Somali and Polish are in development.
- Newcomer children can develop English language skills during the summer months at English can be Fun programs. The program was offered in 22 locations in 2002, is being expanded to 25 locations and lengthened from 4 to 6 weeks in 2003.
- Pre-school children can attend story programs in languages such as French, Cantonese, Mandarin, Persian, Tamil and Polish at various branches throughout the city.

(g) Adult Programs and Services

- Classes in ESL (20 locations) and Conversation Circles (6 locations) assist newcomers in developing language skills, and Citizenship Classes (7 locations) prepare newcomers for citizenship tests.
- The Languages Centre at TRL provides 50 stations for ESL learners to listen to tapes, CD's, videos, Web resources and CD-ROM's to learn English.
- Settlement and Education Partnerships in Toronto (SEPT) provides settlement workers in library branches to assist newcomers in accessing resources and services

during the summer months when schools are closed. The program is being expanded from 22 to 29 locations in the summer of 2003.

(h) Electronic Services

- Multicultural Connections provides a new section on the TPL website (<http://www.tpl.toronto.on.ca>) to promote the library's multilingual book and video collections, as well as services and programs such as story times, citizenship and ESL classes. It also provides links to internet resources. Examples include immigrant settlement and orientation information as well as international directories and search engines. The most popular web page on this site is the sample citizenship test.
- Internet instruction is offered in 8 languages through the Young Canada Works rover program and through ongoing classes in 11 Learning Centres across the City.
- By logging on to Newsconnect (<http://newsconnect.tpl.toronto.on.ca>) newcomers are able to read current news from around the world in their own languages. This service provides access to online news sites in 70 languages, including many in non-western fonts.
- 147 non-western fonts are available on 1300 library workstations with access to the internet.
- Career Bookmarks, a career and job search gateway, includes a guide (<http://careerbookmarks.tpl.toronto.on.ca>) to assist new Canadians in their job search.

Toronto Public Health:

Toronto Public Health's (TPH) Access and Equity Policy includes a goal that "Toronto Public Health programs, services and resources will be equitable and accessible for all populations and communities." In addition, TPH must comply with the Ministry of Health and Long Term Care (MOHLTC) Mandatory Programs and Services Guidelines, Equal Access program standard. This standard ensures that all Ontarians have access to public health programs and its objective is "to reduce educational, social and environmental barriers to access mandatory public health programs." In order to be compliant with the MOHLTC Equal Access program standard and its policy goal, translation and interpretation services are essential to the delivery of a number of TPH programs. The public health services and programs include communicable disease control, dental, child and family health, chronic disease and injury prevention, environmental health which all require the support of translators and interpreters. Multilingual resources are essential to the provision of public health programs and services.

Toronto Public Health programs use Access Alliance Multicultural Health Centre cultural interpreters as necessary to meet the individual needs of their diverse client populations. As well, staff uses the ATT Multilingual line (Language Line) for emergency situations. The ATT Multilingual line enables staff to have immediate access to teleconference with the client and interpreter. This facilitates the staff to determine the client's health needs and the appropriate

cultural interpreter required if home visits are necessary. Health education materials are also translated to various languages depending on community need. For example, the SARS fact sheets were translated to make them accessible to the major linguistic communities of Toronto.

TPH has and continues to hire staff who can speak languages other than English. TPH also has programs designed for specific ethnoracial communities with ethnospecific staff delivering the programs such as the Peer Nutrition and Family Home Visitors.

Corporate Communications Translation Services:

Below is a list of translation services provided by Corporate Communications to CNS, TPH and TPL:

CNS (excluding TPH):

- FCM checklist (French)
- Night of Knights fundraiser (French)
- Nissan Toronto Challenge (Chinese)
- Social Development Strategy Summary (Chinese, French, Greek, Italian, Polish, Portuguese, Somali, Spanish, Tagalog, Tamil and Vietnamese)
- Social Service appeal (French)

Word count: 22,000

Toronto Public Health:

- Breast feeding (Chinese, Farsi, Portuguese, Punjabi, Somali, Spanish, Tamil, Urdu and Vietnamese)
- Car seat safety (Somali and Tamil)
- Dental clinic signage (Tamil)
- Free condoms (Chinese)
- Heart health (French, Hindi, Somali, Spanish and Tamil)
- Hepatitis B Prevention Program (Arabic, Chinese, Farsi, French, Portuguese, Punjabi, Russian, Spanish, Tamil and Urdu)
- HIV and AIDS (Chinese)
- Immunization records of newly enrolled students (Arabic, Bengali, Bulgarian, Farsi, Greek, Gujarati, Hebrew, Hindi, Hungarian, Japanese, Korean, Polish, Romanian, Tamil, Thai, Turkish and Urdu)
- Immunization forms (French and Hungarian)
- IVY Avenue PAH environmental risk assessment (Chinese)
- Peer Nutrition (Punjabi and Urdu)
- Preschool Speech and Language Services (Chinese and Portuguese)
- Quit smoking tips (Arabic, Chinese, Farsi, French, Greek, Italian, Polish, Portuguese, Punjabi, Russian, Spanish, Tagalog, Tamil and Vietnamese)
- TB Prevention (Chinese)
- Wadsworth Park soil contamination (Italian and Portuguese)

Word count: 105,000

Toronto Public Library:

- Invitation to use library card (Arabic, Chinese, French, Spanish, Tamil, Urdu and Vietnamese)
- Need Help (Chinese, French, Italian, Portuguese and Tamil)

Word count: 100

Appendix 3 – Corporate Services

The Corporate Services Department provides a variety of services directly to the public, mainly through the City Clerk, Corporate Communications, Court Services, and Facilities and Real Estate Divisions. Staff in these areas work closely with the Corporate Communications Division's Multilingual Services Unit to ensure the language needs of residents are considered in the delivery of services.

The following activities are examples of how these divisions apply the Multilingual Policy.

City Clerk's Office:

The Legislative Services Unit, which is responsible for a variety of public services, is fortunate to have a number of front-line staff who can answer inquiries in the most common languages spoken by residents of Toronto. These staff are often called upon to assist customers who have difficulty communicating in English, either in person or by phone. Additionally, the Legislative Services Unit has recently initiated a project with Multilingual Services to have some key instructional materials related to marriage license applications and birth registrations translated several key languages. Staff have identified a number of languages that are most in demand at City Hall and at the Civic Centres in different parts of the city.

Other examples of how the City Clerk's Office addresses multilingual needs include: providing translations of selected polls issued to the public, and providing language interpreters at public meetings, if requested in advance of the meeting. For the upcoming 2003 Election, staff have identified numerous initiatives including translated print materials and multilingual signage at various polling locations.

In 2002, the Multilingual Services Unit provided a total of 20,470 translated words to the City Clerk's Office.

Corporate Communications Division:

The Access Toronto Unit, which provides an information and referral service directly to the public, relies on a combination of staff who speak other languages (Chinese, Italian, Spanish) and Language Line interpreters to help residents who have difficulty communicating in English. Access Toronto has produced a small brochure containing basic information about City services (*Our City*) and has had this translated into eleven languages (Chinese, French, Greek, Italian, Portuguese, Polish, Punjabi, Spanish, Tagalog, Tamil and Vietnamese.) Other brochures available in languages other than English include a brochure describing Access Toronto's services (eight languages) and the Self-Guided Tour of City Hall (seven languages). These multilingual brochures are an integral part of the recently created "Immigration and Settlement" portal on the City's Web site.

Corporate Communications staff apply the Multilingual Services Policy in a number of other ways as well. For example, staff ensure that multilingual needs are considered in the

development of all communications plans. The recent communications work surrounding SARS, which included full translations of critical information and the provision of language interpreters at all information sessions exemplifies staff's commitment to ensuring the multilingual needs of Toronto residents are considered.

In 2002, the Multilingual Services Unit provided a total of 52,105 translated words for Corporate Communications projects.

Court Services:

Shortly after the Court Services Division became part of the Corporate Services Department, staff began to take advantage of the translation and interpretation resources available through the Multilingual Services Unit. Multilingual Services provided French translations of various forms and signage and established Language Line accounts for the Court Services Call Centre and other inquiry lines. A total of 70 Court Services staff were trained on the use of the Language Line, allowing them to provide service in the 140 languages spoken by Language Line interpreters.

Facilities and Real Estate:

Translations were recently provided to this division for signage relating to the York Civic Centre renovations. It is anticipated that other signage translation needs will be identified for similar projects in the future.

Appendix 4 – Economic Development, Culture and Tourism

Economic Development, Culture and Tourism strives to provide services that make Toronto the world's best city in which to live, work and play. We recognize the importance of communicating with all residents and employ a variety of methods to do so on an ongoing basis. Translation and interpretation services are an essential tool that we employ not only to reach our residents, but also to sell Toronto internationally as a desirable business and/or leisure destination.

Economic Development, Culture and Tourism (EDCT) divisions use a number of methods to communicate with residents and businesses in languages other than English. The communication methods and languages employed are determined by the intended audience (i.e. specific neighbourhood, city-wide, foreign), the financial resources available and the nature of the message itself.

Parks and Recreation Division makes extensive use of translation and interpretation services in their communications with Toronto residents. Staff at community recreation centres have been oriented in how to access the AT&T language line for interpretation assistance. Similarly, staff in the Administration and Support Services Division call centres who take public calls for program registration also make use of the AT&T language line for interpretation support.

In addition to using the AT&T language line, staff who speak a second language may assist with interpretation at community recreation centres. Staff with second language skills, such as Cantonese, Mandarin, German, and French, for example, have also been called upon to speak with local and international media on behalf of the Department.

Parks and Recreation Division routinely includes language “blurbs” in its print materials targeted for general distribution to all city residents. While the body of the brochure is in English, “blurbs” in a number of languages, such as French, Chinese, Portuguese, Spanish, Italian, Vietnamese, Tamil, Polish, Ukrainian, Russian, Korean, Punjabi, Urdu, summarize the contents of the printed piece and refer people to the Access Toronto telephone number for assistance in their language (through the AT&T language line) to find out more about the program or service outlined.

Current print materials that contain “blurbs” include:

- The Toronto FUN Parks and Recreation Program Guide
- Leisure Swim brochure
- Leisure Skate brochure
- Volunteer Opportunity guide

Parks and Recreation Division has also translated entire brochures into a number of languages in accordance with need as defined by the census and advice from the Multilingual Services Unit in Corporate Services. The Welcome Policy brochure, for example, which is about a program that ensures that everyone has access to Parks & Recreation programs regardless of their ability to pay fees, has been translated into 19 languages. This brochure is available to residents at

community centres across the city, as well as through social agencies and English as a Second Language (ESL) classes.

Another information piece, targeted at the general population, about the benefits of recreation for the health and well-being of children, has been translated into 11 languages.

At present, the Parks and Recreation Division is preparing to seek community input into its new Strategic Plan. The public information campaign will include newspaper advertisements to encourage public attendance at meetings, and background materials about the plan process in 15 languages. Additionally, the newspaper advertisements will advise people that second language “whisper” interpretation at the community meetings will be available with advance notice.

Culture Division provided second language interpretation (with advance notice) at its public meetings when it sought input into the development of the new Culture Plan.

Economic Development Division translates materials used on its trade missions overseas. The information is primarily related to general investment messages that outline Toronto’s key competitive advantages, cost of doing business and so on. Most recently, materials have been translated into Chinese, Italian and German. In the past, a piece entitled Toronto Speaks Your Language, about Toronto’s ethnic diversity was translated into Japanese, Korean, Spanish and Italian.

The Special Events Unit of the Tourism Division which produces large scale festivals such as Winterfest and Toronto Street Festival has had several media releases translated into Chinese and French for ease of use by the respective media. The other units of the Tourism Division are currently developing their materials and it is expected that those materials will also be translated into other languages in accordance with the Division’s mission to position Toronto as a dynamic and culturally vibrant year-round international destination.

Appendix 5 – Finance

Accounting Services:

Accounting provides SAP end user training and this month will be training an individual who will be bringing a sign language interpreter. However overall, this division has not had a requirement for multilingual service provision.

Corporate Finance:

On occasion, this division utilizes the City's interpreters for presentations such as those to several groups visiting from China in recent years.

Financial Planning:

On occasion, this division utilizes the City's interpreters for presentations such as those to several groups visiting from China in recent years.

The Development Charges brochure provides an offer for services in the top 12 languages of the City.

Pension, Payroll & Employee Benefits:

This division has utilized the services of a sign language interpreter for a hearing-impaired employee during meetings.

The City's benefits provider, Manulife, does have some multilingual customer service capabilities offering the following languages: French, Portuguese, Spanish (written only), Russian, Serbian, Croatian and Japanese.

As a result of privacy and confidentiality concerns, Manulife would not be able to use an outsourced third party translation service and for this reason when a claimant's linguistic needs are not met by Manulife customer service, the plan member is redirected to the plan administrator to assist in resolving any issue.

Purchasing and Materials Management:

A brochure entitled "An invitation to do Business with the City" is utilized by purchasing in informational mailings, with service information in five languages, in addition to English. Although not part of the job requirement, staff are multilingual and can assist with telephone inquiries when required. In the past, Purchasing has produced multilingual tradeshow presentations and multilingual video productions.

Revenue Services:

All bills and information packages for property tax and water billing include a service message translated into the 12 most commonly spoken languages in Toronto. Tax information is mailed twice per year to 600,000 tax accounts and water bills are sent every four months (twice per year for central Toronto) to 460,000 water accounts.

Although not part of job requirement, tax and water call centre has multilingual staff to assist with telephone inquiries in 15 languages. In 2002 there were 2,604 telephone inquiries responded to in languages other than English. Languages spoken by call centre staff include Arabic, Cantonese, Filipino, French, German, Hakka, Hindi, Italian, Mandarin, Polish, Portuguese, Punjabi, Spanish, Ukrainian and Urdu. In addition, the call centre uses the Language Line services approximately 24 times per month.

In Parking Tag Operation, staff language skills include French and Italian, both of which have been utilized to deliver services. There has been no need for the Language Services Line for the past three years, however staff do have it available should the need arise.

Support Services:

This division is an internal support area that included Finance Communications who assist other Finance divisions to prepare public information. Communications ensures that brochures and other public information is translated and disseminated.

Appendix 6 – Urban Development Services

Urban Development Services requests interpretation and translation services to reach targeted audiences for City Planning Division notices and community meetings in different neighbourhoods across the city. Inspectors in the Building Division and the Municipal Licensing Standards Division also use interpreters, largely to resolve problems for property owners and tenants.

The Business Support Services Division has trained staff in each division and district in use of the Language Line to link inspectors, planners and the public to interpreters by telephone. In addition, the Business Systems Section has developed a feature in IBMS (Integrated Business Management System) to allow easy insertion of translated text into computer generated community consultation notices.

In the past two years, UDS has arranged for translations into Amharic, Arabic, Bengali, Chinese, French, Farsi, Greek, Italian, Korean, Latvian, Polish, Portuguese, Punjabi, Russian, Somali, Spanish, Tagalog, Tamil, Urdu and Vietnamese. Translation word counts came to 7,000 in 2001, and 70,000 in 2002 when the City published summaries of the Official Plan.

Appendix 7 – Works and Emergency Services

The Works & Emergency Services department recognizes that providing multilingual services, in addition to those in English, is the best way to ensure that the department's messages reach the widest possible audiences within the diverse communities that make up the City of Toronto.

Works & Emergency Services (WES) divisions currently implement a range of multilingual communications activities to assist Toronto's residents. This range of activities, and the languages in which they are offered, is largely dependent on the nature of the message, the intended audience (e.g. city-wide or neighbourhood-based) and the financial resources available to the program area.

A description of some of the multilingual initiatives carried out by WES is highlighted below:

Emergency Medical Services (EMS) responds to 200,000 requests for emergency service and 50,000 requests for non-emergency service annually. There are two points of contact with the public: the first through 911 and the second, the crew at the scene. There are about 350 staff on duty in a 24-hour period, and these staff have a mix of language capabilities, but EMS cannot guarantee that the right person is at the right place at the right time. The Ministry of Health has bilingual service areas in the province, however Toronto is not designated as such.

To service the approximately 100 languages spoken in Toronto, EMS has subscribed to Language Line Services since 1992. This provides translation services to the call receiver as EMS determines the location and type of call. In 10 years, EMS has used this service 7,730 times and, since 1997, has requested interpretation in approximately 70 languages. In 2002, EMS used this service 1,151 times, requesting 58 languages with a call length of about six minutes. The top five languages requested by EMS were Cantonese (15.6%), Mandarin (12.3%), Spanish (8.7%), Italian (8.4%) and Russian (6.5%). EMS has also translated information brochures on the use of the 911 system into other languages.

Over the past several years, Fire Services has translated a number of information brochures into Chinese, Farsi, French, Greek, Italian, Korean, Polish, Portuguese, Punjabi, Somali, Spanish, Tamil, Ukrainian and Vietnamese. In addition, the division placed recruitment ads in approximately 30 ethnic newspapers and have provided some interpretation services on family visits for fire safety.

In the WES divisions of Solid Waste Management Services, Technical Services, Transportation Services, and Water and Wastewater Services, a substantial range of multilingual outreach activities take place. Because many of the public awareness campaigns initiated by these divisions promote behaviour change by the public, significant attention is paid to the value of translating and disseminating information effectively to non-English speaking populations.

Some of the public education activities carried out by these program areas are implemented for the entire city while others are intended for specific communities. For example, the three city-wide, semi-annual, door-to-door newsletters – on solid waste management issues, transportation issues and water/wastewater issues – contain summaries of the key information in up to six

languages that are spoken most widely across the city. Similarly, the new Solid Waste Management collection calendar, while using icons so it can be understood without words, provides translations of important information in the city's main languages.

On a neighbourhood-specific basis, staff will often reference census data to determine the dominant languages in an area and craft public education activities accordingly to ensure the most effective approach for the local population. For example, translations, interpretation, customer service, advertising, door-to-door outreach and community outreach for the Green Bin Organics Program have been specifically tailored for the residents of Etobicoke and Scarborough respectively.

Other multilingual initiatives carried out include:

- translations of public education materials on such programs/issues as Blue Box recycling, drinking water quality, traffic and pedestrian safety, etc., in up to 17 different languages;
- door-to-door and additional community outreach (presentations, displays) using students/volunteers who speak languages in addition to English;
- advertising programs and services in other-language newspapers;
- providing press releases to the multilingual media;
- public attitude surveys that target particular ethno-racial groups to help us craft our public education;
- regular presentations and information provided to ESL classes;
- links on our web site to information in additional languages.

For public consultation projects, local need is the primary factor that determines the provision of multi-lingual services. When carrying out public consultation activities in different areas of the city, staff use census data, speak with local contacts, or make use of existing staff knowledge to help decide whether to provide information in languages other than English.

This is then reflected in the provision of fact sheets, flyers, updates, or "other language" inserts in English language material. Whenever possible, multi-lingual information is distributed together with English language material to ensure the broadest possible reach. For example, one side of the flyer may be printed in English, and the other in the appropriate language. In addition, staff or hired translators are utilized to provide on-site interpretation services. During some public events, simultaneous translation is provided and/or translators are made available to answer questions from interested citizens.

One of the difficulties of providing multi-lingual services has been the cost and logistics of taking information and responding to inquiries in a large number of languages. Public consultation has developed the 24-hour "Comment Line", which is a voice mailbox that answers in specific languages and, if a message is left, is responded to by a staff member or hired translator. If a hired translator is hired, a three-way call is used to ensure that the citizen receives accurate information. At present, the 24-hour Comment Line is answered in the following languages: English, Italian, Mandarin/Cantonese, Greek, Arabic, Tamil, French, Portuguese and Vietnamese. New languages are added to this list as required.

In the Customer Service area, staff (customer service agents, receptionists and dispatchers) have had or are currently participating in Language Line training. Existing staff with second language capabilities place a call to the staff in training, who go through the process of contacting Language Line Services and use the translator service to provide answers to scripted questions. About 55 of 75 staff have been trained to date and this will be completed by the end of June. In addition, staff hiring is carried out with second language capabilities as part of the selection criteria especially for programs such as the Green Bin. Existing staff with second language abilities are frequently used to provide translation. Portuguese, Italian, and Greek are common second languages.