



**REPORT ON COMMUNITY TRANSLATION AND INTERPRETATION
SERVICES IN NEW BRUNSWICK SETTLEMENT AGENCIES: A
DESCRIPTIVE STUDY**

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SUMMARY/RÉSUMÉ

ENGLISH: This report offers a portrait of community translation and interpretation services that are made available or accessible to newcomers in New Brunswick, more specifically in settlement agencies. We conducted mixed-method research with questionnaires sent to settlement agencies staff, community translators and interpreters working with the agencies, as well as interviews with newcomers. This allowed us to collect perspectives from the different parties involved. To date, no data is available regarding community translation and interpretation services in the province. This research gives a clearer understanding of the availability of services in settlement agencies, but also illuminates service availability outside of the agencies, on translators and interpreters' profile and brings to light newcomers' perspective. In light of these results, we share recommendations that support the improvement of community translation and interpretation services. Indeed, we understand that all three parties (staff, translators/interpreters and newcomers) feel some level of dissatisfaction with the actual situation which limits newcomers' support and involvement. We will reflect on how advocacy, training and resource pooling could be three significant levers. While the research was lead in New Brunswick, the recommendations would be relevant to other regions sharing the same challenges.

Keywords: community translation and interpretation; settlement agencies; immigration; languages; New Brunswick

FRANÇAIS: Le présent rapport présente les résultats d'une recherche qui a permis de dresser un portrait des services de traduction et d'interprétation en milieu social offerts ou accessibles aux nouvelles arrivantes et nouveaux arrivants au Nouveau-Brunswick, plus particulièrement dans les agences d'établissement. Il n'existe aujourd'hui aucunes données concernant ces services dans la province. L'étude permet de comprendre non seulement la disponibilité des services dans les agences d'établissement, mais également le profil des traductrices, traducteurs et interprètes. Les résultats doivent permettre d'améliorer la prestation de service.

Ainsi, la recherche comprenait trois volets : deux enquêtes, l'une basée sur un questionnaire bilingue envoyé au personnel de première ligne des agences d'établissement du Nouveau-Brunswick, l'autre basée sur un questionnaire bilingue envoyé aux traductrices, traducteurs et interprètes travaillant avec les agences

d'établissement du Nouveau-Brunswick. Le troisième volet consistait à mener des entrevues avec des personnes immigrantes.

Grâce à l'analyse des résultats, il est possible de décrire la situation et d'analyser la perception du personnel des agences, des traducteurs et interprètes et des personnes immigrantes allophones concernant les services existants et les améliorations nécessaires.

Les trois parties impliquées dans la recherche expriment une certaine insatisfaction, jugeant que les services limitent le soutien et l'implication des nouveaux arrivants et nouvelles arrivantes. À la lumière des résultats, nous formulons des recommandations au sujets d'outils et de procédures dont la mise en place permettrait d'améliorer la qualité et la durabilité de la prestation de services de traduction et interprétation en milieu social dans les agences d'établissement. Nous proposons notamment des actions en lien avec la sensibilisation, la formation et la mutualisation de ressources qui pourraient constituer des leviers importants. Si le Nouveau-Brunswick est ici le terrain de recherche, il n'en reste pas moins que les recommandations seraient pertinentes pour d'autres régions partageant les mêmes défis.

Mots clés : traduction et interprétation en milieu social; agences d'établissement; immigration; langues; Nouveau-Brunswick

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INTRODUCTION

The research project entitled *Community Translation and Interpretation Services in New Brunswick Settlement Agencies: A Descriptive Study* started in the summer of 2022. The project was led in partnership with the New Brunswick Multicultural Council (NBMC) which is an umbrella not-for-profit organisation created in 1983. Its role is to support its 20 members which are New Brunswick (NB) settlement agencies serving immigrants coming to the province, as well as multicultural and ethnocultural associations. NBMC also encourages the development of settlement services in areas where there are no such services. It supports the well-being of newcomers as well as work toward the education of the New Brunswick society on the economic, social and cultural value of diversity. It is a bilingual organisation.

The research project aims to support the NBMC in understanding the ins and outs of community translation and interpretation (CTI) services in order to develop the organisation's capacities to better respond to the needs of newcomers who cannot sufficiently express themselves in one of the two official languages, and to further develop strategies that would ensure a consistent service procurement quality throughout their member agencies in New Brunswick.

CTI services are services offered to people who need help to communicate within the context of usually public services so they have access to information and can receive services and engage in society as any other individual.

To draw up a portrait of the situation, the research team collected data about CTI services. This could be of interest not only to the NBMC but also to anyone looking to better understand CTI services in NB and in Canada, a field for which data and acknowledgement are lacking today.

Indeed, despite the strong traditions of immigration and language services in Canada, there is little scientific data or literature on CTI services, their availability or quality. It is however crucial to understand the situation since frontline workers in public services and settlement agencies agree that shortcomings of language services cause deficiencies.

This report is divided into three parts. First, we will describe the context surrounding immigration and language services in New Brunswick, we will then present the results which will themselves lead to recommendations. The methodology we followed for the research can be find in *Appendix 1*.

OBJECTIVES

After discussions with the NBMC and conversations with provincial local parties involved in settlement, our assumption was that CTI services currently offered did not provide the best possible support to settlement agencies' allophone clients, and that there were service discrepancies across the province of New Brunswick. In order to develop recommendations and potential improvements in services, it was crucial to better understand the actual situation.

Therefore, to depict CTI services in NB settlement agencies and develop recommendations, four objectives were targeted with the research:

1. Take a snapshot of community translation and interpretation services in settlement agencies
2. Draw a profile of community translators and interpreters working with settlement agencies
3. Understand newcomers' perspective on community translation and interpretation services
4. Develop recommendations for improving community translation and interpretation services within settlement agencies throughout the province, and eventually improve service procurement overall in New Brunswick accordingly to the needs expressed in the field by the different agents.

TERMINOLOGY

Translation and interpretation are two different activities. Translation is a written activity. In this report, translation refers to the transfer of information written in one language into another language. Any kind of text can be translated: websites, reports, directions, novels, instructions, signage, advice, registration forms, notifications, etc. Interpretation is a spoken activity. In this report, it refers to the transfer of information verbally expressed in one language into another language: the interpreter reproduces the words of the speaker in the language of the listener. While the two activities have many points in common, they also have a number of differences that need to be taken into account during training, for example.

The report revolves around community translation and interpretation services. These services refer to language services offered between a non-official language and an official language. In Canada, it would be a translation or an interpretation service from English or French to any other language. We choose to use the term community

translation and interpretation in the report, but there does not seem to be an agreement regarding which term to use. In other research, we also find terms such as *public service translation and interpretation* or *cultural mediation* (Taibi, 2016). In Canada, in English, the term *community translation and community interpretation* seems to stand out (Beinchet, 2022; Fiola, 2004; Health Care Interpretation Network, 2007). Community translation and interpretation carry some characteristics that differentiate their practice from other types of translation and interpretation, and this is mostly due to the profile of the population they serve and the context in which they occur.

CONTEXT: IMMIGRATION AND LANGUAGE SERVICES IN NEW BRUNSWICK

Immigration has been changing the Canadian sociodemographic and economic settings. In 2022, a record-breaking number of more than 5.2 million admissions were processed nationally by the Immigration Refugees and Citizenship Canada (IRCC), surpassing the previous record established in 1913 (Government of Canada, 2023a); 437,539 permanent residents were admitted. That same year, international migration accounted for 95.9% of Canada's record-high population growth (Government of Canada, 2023b). According to the current strategic plans and immigration objectives, it is expected that by 2040, visible minorities will account for more than 30% of the Canadian population (APEC, 2021a). In 2021, one in four people in Canada were part of visible minorities (Government of Canada, 2022b). Numerous study findings put forward benefits of immigration, such as promoting economic growth and stability, fostering diversity, diversifying knowledge, and meeting the needs of an aging population (Chand & Tung, 2019; IRCC, 2022; APEC, 2021a).

A portrait of immigration in New Brunswick

New Brunswick has one of the lowest immigration rates compared to the national average of 23% (Statistics Canada, 2022b). Indeed, the New Brunswick 2022 immigration rate was 5.8% (Statistics Canada, 2022b). In 2022, New Brunswick admitted 10,233 permanent residents, which represents 2.3% of the total newcomers coming to Canada (Statistics Canada, 2023). The province also has one of the lowest immigrant retention rates (McDonald & Miah, 2021). Due to its sociodemographic settings, the province faces unique challenges due in part to disparities between rural and urban areas, an aging population, and the lack of labour force (Balzer, McDonald & Mokhtar, 2021). To overcome these challenges, there are currently specifically designed immigration pilot

programs, such as the New Brunswick Critical Worker Pilot, a five-year pilot program that aims to “attract skilled workers into occupations that are difficult to fill” (Government of New Brunswick, 2022).

As for efforts toward retention, they are Opportunities NB 2022-2027 strategic plan’s second priority. Out of the 40,000 newcomers expected to settle in NB between 2022 and 2027, the organisation aims for a 75% retention rate over 3 years (Opportunities NB, 2022). As a comparison, McDonald and Miah in the very thorough study found that between 2005 to 2018, the retention rate after 3 years was 65% (McDonald & Miah, 2021). No more recent data has been found for the 3-year retention rate. However, it is important to note that the short-term retention rate (1 year) of skilled workers and skilled trades categories seems to be on the rise in Atlantic Canada, including in New Brunswick where it increased by 22% in the last 4 years: 50% in 2016 versus 72% in 2019 (Government of Canada, 2022a). What is more, New Brunswick is Canada’s second most aging province (Statistics Canada, 2022c), which gives immigration a key role in fulfilling the needs of the workforce and to stabilize this rapidly aging population (APEC, 2021b).

For these reasons amongst others, Canada’s perspective on immigration is deeply rooted in the concept of ‘human-capital citizenship’, perceiving citizenship as a financial asset, resulting in a hierarchical immigration process (Ellermann, 2020). Depending on the immigration category of newcomers, the immigration journeys are not without their share of challenges, and for allophones, these challenges are significantly amplified.

Language as a barrier for allophones

In this study, the term ‘allophone’ refers to individuals whose mother tongue or language of use differs from the official language of the country where they live (Conrick & Donovan, 2010; Usito, 2023). In Canada, the word ‘allophone’ “refer[s] to mother tongue speakers of languages other than English and French” (Leeman, 2019).

While most immigrants fall into the economic category, others fall into either the family class or the refugee and protected persons categories. In the former case, proficiency in one of the official languages is a selection criterion for the principal applicant. In 2020, they represented around 58% of all permanent resident admissions, rising to 62% in 2021. For the other two categories, language is not a criteria. Therefore, applicants are likely to be unable to communicate in the official languages. In the economic immigration category, as mentioned, the principal applicant must prove proficiency in one of the two official languages. Family members of economic applicants, on the other hand, do not need to demonstrate proficiency in either English or French. Here again, people are likely to speak neither official language. In fact, according to the IRCC's *Annual Report to Parliament on Immigration 2021* (Immigration, Refugees and Citizenship Canada, 2020), approximately 10% of people granted permanent residence in

2021 speak neither official language, all immigration categories combined. Note that this figure does not include allophone permanent residents or those with illegal status. These realities explain the presence of allophones in Canada.

According to the last census, there are currently 689,730 people who do not speak either French or English in Canada (Statistics Canada, 2022a). In New Brunswick, there are 1,900 people (Statistics Canada, 2022a). However, for various reasons, we believe those numbers to be underestimated because very few allophones seem to be represented in the census. Census material and a telephone line were available in several languages, but one had to go through several other steps available in French or English only before accessing these multilingual resources. It is a population that is not easy to reach. Minorities, immigrants and refugees usually underparticipate or are underrepresented in surveys (Simon & al., 2019; Kappelhof, 2017).

Language is a source of dissatisfaction for newcomers who often express frustration regarding language training. The reason is that they are expected to reach a certain language benchmark before they are eligible for professional certifications or before being able to enter the labor market for certain professions. For instance, one might have to take a skill test that has to be taken in an official language (Hellstrom, 2020). Also, depending on their immigration status, not all newcomers have access to Language Instruction for Newcomers to Canada (often referred to as LINC) classes as they arrive, which will postpone their access to the labor market and any other social integration. LINC classes are the language, life and employability skills classes to help immigrants integrate into the Canadian society.

Language is a central component when navigating the legal immigration process, accessing healthcare services, education, social and public services, and much more. Individuals who cannot communicate in either French or English can be subject to significant challenges when accessing these services. In addition, the rise of the neoliberalist ideology in the past decades has shifted the approach to essential services to a market-based model (Ellermann, 2020), making social services, healthcare and other essential public services subject to major budget cuts, structural reforms, and scaled down professionals' scope of intervention as a result (Lévesque & Negura, 2021).

If we take the example of the healthcare system, language comes as a barrier in many ways. As in any other Canadian province, New Brunswick health system is in crisis: long waiting lists to access a physician, aging health professionals, nursing shortage, sick leave of employees, an obsolete model of care, and much more (Government of New Brunswick, 2021). To overcome these challenges, the province has a strategic plan that aims to improve the connectedness of the healthcare system, access to primary health care, to surgery, to addiction and mental health services, and lastly, support seniors to age in place. However, this strategic plan does not consider access to health care and the linguistic barriers faced by newcomers (Government of New

Brunswick, 2021). This gap can be alarming considering that the ability to access healthcare services can be directly related to the skills and level of proficiency in the English or French language, such as making an appointment, identifying, and understanding services (Pandey et al., 2021). Furthermore, the linguistic barrier can cause the patient to misunderstand information critical to their care (i.e. prescribed medication, medical instructions), and cause difficulties building a therapeutic alliance with health care professionals (Pandey et al., 2021). The language barrier in healthcare can result in poorer health outcomes for newcomers (Pandey et al., 2021, Rasi, 2020; Salami and al., 2020; Seale et al., 2022). Healthcare is not the only essential component that is subject to language barriers. In fact, social and settlement services are also essential for the integration and the well-being of newcomers (Hellstrom, 2020).

The roles of settlement agencies'

Compared to metropolitan cities across Canada, such as Toronto, Montréal or Vancouver, smaller urban centers, such as Saint-John, Fredericton, or Moncton, offer more opportunities to create meaningful social networks (Nguyen, 2020). In these centers, local settlement agencies can offer more in-depth social support for newcomers (Nguyen, 2020). Settlement agencies offer a variety of services available to newcomers: workshops, newcomers connection programs, community gatherings, employment programs, child and youth programs, community awareness and education, for instance (YMCA Greater Saint John, 2023; YMCA of Greater Moncton, 2022; Restigouche Regional Service Commission, 2020). Local settlement agencies help newcomers navigate services that are essential to their integration: employment connections, applying for health insurance, counselling services, opening banking accounts, housing, transportation services, school registration, etc. (MAGMA, 2020). However, language remains a critical barrier when it comes to accessing these services, often leaving allophone newcomers relying on informal networks in the community (Abood et al., 2021).

Accessing interpretation and translation services

Accessing community translation and interpretation services is critical for allophones newcomers as it will help them cross the bridge to public services information, but these services are often challenging to find. Although very few settlement agencies' have the capacity to offer translation and interpretation services professionally, they often encounter situations where they become essential in supporting allophone newcomers (Liu & Guo, 2023). When these services are not available through settlement agencies', newcomers often rely on family members, volunteers, community networks, or even automatic translators to have access to information (Pandey et al., 2022). Not receiving reliable professional interpretation or translation services can create misunderstandings that lead to important consequences, especially in the health care context (Pandey et al.,

2021). Health care workers are not always properly trained to interpret or translate medical dialect or have awareness of certain cultural factors that could potentially affect their therapeutic relationship with the patient (Abood et al., 2021). Interpretation and translation services are critical for allophones newcomers that are settling in New Brunswick. In fact, immigrating from a foreign country and learning English or French as a new language can take years before becoming fluent (Hamm et al., 2020). In the meantime, allophones newcomers require translation and interpretation services in various public settings like banks, public transportation, job fairs, government and legal services, schools, or workplaces. These are all areas that are listed essential by the settlement services of New Brunswick (New Brunswick, s.d.). This highlights the importance of having proper interpretation and translation training, because these services play a key role for the social, physical, psychological, well-being and living conditions for newcomers (Al-Salman, 2016).

Overview of language services and policies in New Brunswick

We will close our contextualisation with a word on language services in New Brunswick. Official bilingualism dates back to 1969 with the first *New Brunswick Official Languages Act*. In 1993, section 16.1 is added to the *Canadian Charter of Rights and Freedoms*. It guarantees equal rights for the English-speaking and French-speaking communities of New Brunswick. Today, it is the *New Brunswick Official Languages Act* of 2002 reviewed in 2023 that is in force. Being officially bilingual, the province holds a translation and interpretation tradition and expertise in language services procurement.

There is also in Canada a policy of multiculturalism established within the bilingual framework dictated by the *Official Languages Act* of 1969. According to Li (1999), this is a symbolic recognition of cultural diversity. The laws do not assert language rights for non-official languages, and there appears to be no mechanism for modifying language policies in response to the country's evolving demolingistic situation in order to meet the needs of its changing linguistic population (Hébert, 2016). As a result, there is no obligation on governments or public entities to produce information in languages other than the official ones.

RESULTS

The research findings are presented in three sections. First, we share the perspectives of settlement agencies' staff on the current state of CTI services, then we profile translators and interpreters, and describe their perceptions of CTI services. Finally, we explain the perspectives of people likely to receive CTI services, i.e. allophones. For staff and language specialists, data was collected via questionnaires distributed online. For allophones, the research team conducted interviews. As mentioned in the introduction, the research methodology is detailed in Appendix 1.

Settlement Agencies' Staff Perspective

We received a total of 81 responses throughout the province, from 16 different agencies. The agencies most represented were the YMCA Saint John and the Multicultural Association of Fredericton. The results show that 23.5% of the respondents are monolingual, 32.1% bilingual, and 24.7% trilingual, and 19.7% speaks 4 or more languages. Hiring multilingual staff is a way to widen communication in the different languages of the clients. Another relevant aspect of the staff profile is the years of service. Indeed, 46.9% of the respondents have been working for their employer for less than a year. This number suggests that agencies spend a lot of time recruiting, hiring and training new people. Among the respondents, 81.5% have regular interactions with allophone newcomers, meaning they do have a clear understanding of how communication with allophones takes place. Results are displayed into three categories. Firstly, we will present the overall situation in New Brunswick, with all agencies, so that it gives a provincial overview of the situation, then we will compare rural *versus* urban areas, and finally we will highlight how the perceptions in one agency stands out from other agencies in the province. Such a layout will highlight the gaps that emerged quite outstandingly in the survey results.

All of New Brunswick

Throughout the province, almost half of the respondents (49.4%) consider that they have access to CTI services every time they want to (meaning that a translator or an interpreter will support staff members in their task), and 42% consider that they have sufficient CTI services. Around a quarter of the respondents are not sure whether they have enough access to CTI, nor if the level of service is enough to address newcomers needs. We will discuss this observation in more details in the *Uncertainty* subsection. A few comments in the open questions in fact show that some respondents believe there should not be CTI services as newcomers have to learn an official language and could become "lazy" if they were given CTI services. Again, such comments reveal that it would be interested to discuss with staff what the literature shows, i.e. that supporting allophones in their language during the first steps of the settlement process will help them thrive faster in their integration process.

	Yes	No	I am not sure	No answer
<i>Do you have access to interpretation or translation services whenever you want them?</i>	49.4%	37.0%	7.4%	6.2%
<i>Do you think you have sufficient access to translation/interpretation services?</i>	42.0%	29.6%	24.7%	3.7%
<i>Do you think that the level of translation/interpretation services is sufficient for the agency to offer the necessary services to immigrants who speak neither French nor English?</i>	35.8%	33.3%	25.9%	4.9%

Table 1: Access to CTI services in all NB settlement agencies according to staff

Staff options when no CTI services are available

When staff cannot access CTI services, different scenarios arise. Usually, staff choose among various options to still communicate with their clients. The number one solution chosen by front line staff is to use automatic translation applications (43%)—on computers or phones. The only application used that was cited is Google Translate. This is an important piece of information to take into consideration when reflecting on how to improve CTI services; we will discuss this point in the recommendation section. The other options chosen by staff members when CTI services are unavailable are to resort to gestures or body language (12%) or to drawings (8%). Other solutions mentioned were to ask children to translate for the parents or require support from the agency. In other circumstances, staff cancel appointments (9%). These coping strategies do not guarantee an accurate or reliable communication.

Consequences of the lack of CTI services

The lack of services leads to a number of undesirable situations. The following information has been gathered from staff comments expressed in the survey. They feel some frustration for not doing their job as they should and there are various causes to this frustration. For instance, because of language barriers, staff members feel that they sometimes cannot precisely identify their clients' needs nor reach clients' expectations, and they cannot judge the level of understanding from the client. As a consequence, it takes more time to address situations, help clients or relay a message, and staff might even have to postpone meetings. Employees believe that the lack of CTI services slows the integration process and adds barriers, plus, because of communication failures, it leads to important information that can get missed, with clients making uninformed decision at times, or clients missing out on opportunities. In their comments, staff members also refer to the fact that some individuals find themselves excluded, or that people have to travel to places where they can find CTI support.

Solutions shared by staff members

Staff members were given the opportunity to share their ideas regarding potential actions that would improve CTI services. Their suggestions, which are taken into consideration in the recommendation section, are organised below in four categories:

◇ Training

There should be training for translators/interpreters as, most of the time, they are not trained, and challenges are more acute in healthcare contexts. These two concerns which were recurrent in the comments involve that there is a lack of skills from translators/interpreters who would benefit from training.

◇ Funding

There should be more funding for language support such as translation and interpretation so that documents can be translated faster, especially in the case of refugees. When there is no funding for language support, clients rely on community members, family members, sometimes children, and situations become complex as clients lose their privacy.

◇ Language Solutions:

- Creating visual aids, videos and settlement documents and procedures in different languages so that clients can inform themselves in their own language and have a better understanding of the different steps and services;
- Call for online CTI services that could be booked ahead of time so that what needs to be covered during meetings is indeed covered;
- Hiring more multilingual staff who could support clients in their own language;
- Agencies should support clients so that they create bonds among each other and bring mutual support;
- Add language classes.

Uncertainty

Often times, participants chose the answer ‘Not sure’ to the questions in the questionnaire. For instance, 29.6% of the participants are not sure whether they have sufficient access to CTI services in their agency, and 26% are not sure whether they have enough services to meet newcomers needs. Such a degree of uncertainty may indicate that what is at stake with CTI services is not well understood. This means that it could be relevant to share information about the different forms of potential CTI services and about the importance of such services in the integration process with all employees.

Rural versus urban areas in New Brunswick

The overview of CTI services in all settlement agencies in the province that was just presented offers relevant and useful information to improve services, but we wish to narrow down our understanding of the situation. The gaps between rural and urban areas will particularly allow for a deeper reflection, and lead to the adaptations of improvements.

The survey clearly showed gaps in CTI services between rural and urban areas. It is important to acknowledge such a reality and to quantify it, as any improvement to CTI services might be given a different angle depending on the region that they will support. The total number of individuals in the sample is 72 since 9 participants gave no indication regarding the name of their employer. In rural areas the total number of individuals in the sample is 19. In urban areas, the total number of individuals in the sample is 53.

<i>Numbers in percentage</i>		Yes	No	Not sure	No answer
<i>Do you have access to interpretation or translation services whenever you want them?</i>	Rural	21.1	63.2	5.3	10.4
	Urban	58.5	28.3	7.5	5.7
<i>Do you think you have sufficient access to translation/interpretation services?</i>	Rural	5.3	73.7	21	0
	Urban	39.6	34	20.8	1.9
<i>Do you think that the level of translation/interpretation services is sufficient for the agency to offer the necessary services to immigrants who speak neither French nor English?</i>	Rural	5.3	52.6	36.8	5.3
	Urban	37.7	32.1	24.5	5.7

Table 2: Comparative table reflecting access to CTI services in NB between rural and urban settlement agencies according to staff

Numbers speak for themselves. According to staff members, there is a major lack of CTI services in rural areas, much more than in urban areas. Indeed, only 5.3% of the respondents in rural areas think that the level of translation/interpretation services is sufficient for their agency to offer the necessary support to immigrants who speak neither French nor English, while 37.7% are satisfied in urban areas (at the level of the entire province—earlier, we mentioned a 35.8% satisfaction rate).

NB settlement agencies: one special case

Surveys also show that one agency in New Brunswick that seems to have a more satisfactory access to CTI services than the other agencies. It is the Newcomer Connections at the YMCA of Greater Saint John (NCY).

The total number of individuals in the sample of agencies other than NCY is 49, and the total number of individuals in NCY agency's sample is 23.

<i>Numbers in percentage</i>		Yes	No	Not sure	No answer
<i>Do you have access to interpretation or translation services whenever you want them?</i>	Not NCY	42.9	40.8	6.1	10.2
	NCY	60.9	30.4	8.7	0
<i>Do you think you have sufficient access to translation/interpretation services?</i>	Not NCY	24.5	46.9	22.4	6.2
	NCY	43.5	39.1	17.4	0
<i>Do you think that the level of translation/interpretation services is sufficient for the agency to offer the necessary services to immigrants who speak neither French nor English?</i>	Not NCY	20.4	34.7	36.7	8.2
	NCY	47.8	43.5	8.7	0

Table 3: Comparative table reflecting access to CTI services between NB settlement agencies other than the NCY and the NCY agency

Respondents' answers show that 60.9% of YMCA of Greater St John staff consider they have access to CTI services whenever they want them, contrasting to 42.9% in other agencies. Also, 47.8% of the NCY participants consider that the level of translation/interpretation services is sufficient for the agency to offer the necessary services to immigrants who speak neither French nor English versus 20.4% in other agencies.

The Newcomer Connections at the YMCA of Greater Saint John, which has a different funding system from other agencies in the provinces, has a CTI service. As explained on the agency's website, "permanent residents with low-English levels" can receive interpretation support to "access broader settlement services and programs". For instance, the language team can "translate basic forms and documents, interpret during meetings with the NCY staff, teach clients how to navigate the city through buses, assist clients in attending appointments in a new place (i.e., find doctors' offices, register at the hospital, etc.). Services, however, can only be accessed through one of the agency's staff members". This reality explains why staff members are more satisfied than staff members in other New Brunswick settlement agencies which do not have a dedicated CTI service.

Translators' and Interpreters' Perspective

A second component of the mixed-method research approach used was the collection of data that would allow us to understand who are the translators and interpreters working with settlement agencies in New Brunswick. A questionnaire intended for translators and interpreters working with settlement agencies was therefore circulated, with the support of the Multicultural Council of New Brunswick. A better understanding of the translators' and interpreters' profile and needs will help improve the quality of CTI services, thanks, for instance, to adapted training or working conditions.

Throughout the province, 33 individuals participated. While we do not have data regarding the exact number of translators and interpreters working with agencies, we tend to believe that this participation rate is rather low given the total number of settlement

agencies in New Brunswick (NBMC counts with 20 members). While the results cannot be considered as being reliably representative of the situation, they still give an idea of the tendency, especially since results corroborate with comments received in the settlement agencies staff survey as well as with the information collected in literature. Among the respondents, 87.5% have an immigration background. Translators and interpreters working with the Multicultural Association of Fredericton are the ones who participated the most (9 respondents) to the survey. Participants were asked about compensation for their services. From the data collected, 40% offer volunteer services only, 35% offer paid services only and 25% offer both paid and volunteer services.

Translators' and Interpreters' Training

Reflecting on the quality of CTI services and possible ways to improve the services throughout settlement agencies, it was critical to investigate training levels and training expectations.

Data shows that 63.6% of the participants doing translation have not received any training in translation. As for interpreters, 50% declare that they have not received any training in interpretation. Moreover, when looking at the type of training received, it appears that training duration is rather short. Indeed, 33.3% of the translators have received a 6-month training, the others received either 2 hours or 1 day. Half of the interpreters have received one-day training, while 3 months, 6 months, 8 months and 2-hour trainings are evenly distributed for other interpreters (as shown in the graph below).

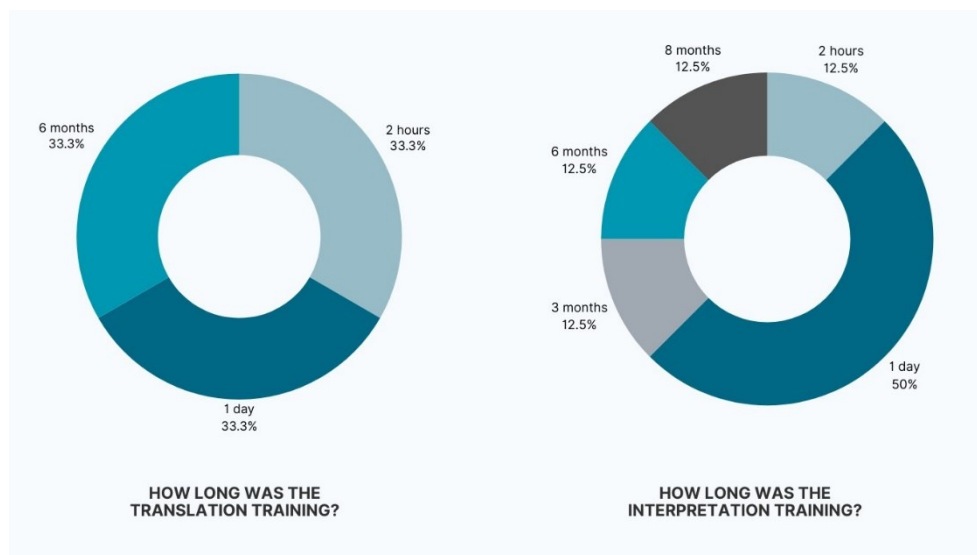


Figure 1: Translators' and interpreters' former training

We can conclude that translation and interpretation services are, for the most part, non-professional, amateur services. In fact, translation is the main profession of 23.8% of the participants, and interpretation of 21.0% of the participants. Data also shows that most trainings have happened in Canada, with English as a working language. Comments to open questions confirm the data, and so do staff members' statements.

When given the opportunity to express their vision of their contribution within settlement agencies, several translators and interpreters expressed that they are doing their best despite the lack of training. They seem both aware and realistic about their skills.

Finally, translators and interpreters were asked to share information regarding their readiness to receive training in translation and interpretation. They very clearly express interest for training since 85.7% wish to train.

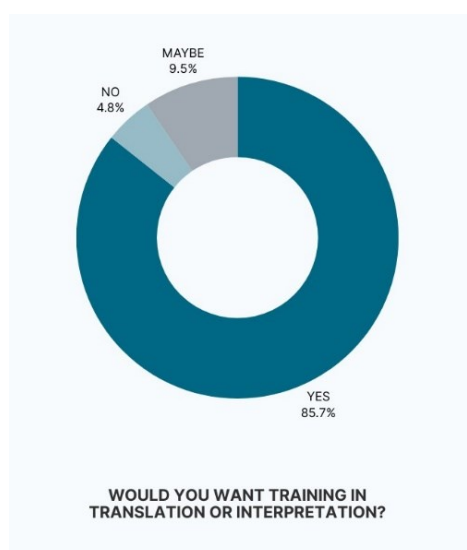


Figure 2: Willingness to receive training

To better understand translators/interpreters' readiness for training, and potentially give hints regarding training options in which translators and interpreters would be most likely to enroll, they were asked to give workshop organization preferences. Most of the respondents would like as much training as possible, as shown in Figure 3. Given the low level of training that they have received, we can only recommend taking advantage of this motivation and offer at least four one-day workshops as an initial training, and then regular professional development activities. Because it would not be possible to offer language-specific training, it is recommended that training be non language-specific, which means that training would cover ethics, strategies, language resources, just to name a few. Eventually, language skills could be then assessed through a program such as the

Community Interpreter Language and Interpreting Skills Assessment Tool (CILISAT) offered by CISOC, a social enterprise involved in cultural language services,

If we look outside of New Brunswick (and outside of standard university degrees), we can bear in mind training options offered by MCIS Language Solutions, a social enterprise based in Toronto which is involved in training for community translation and interpretation. They have a 120-hour core training for individuals who wish to start as an interpreter or a translator. Outside of Canada, we have the example of Australia, a community translation and interpretation services champion, who requires at least a 40-hour training course among other things before one can start as an interpreter or translator.

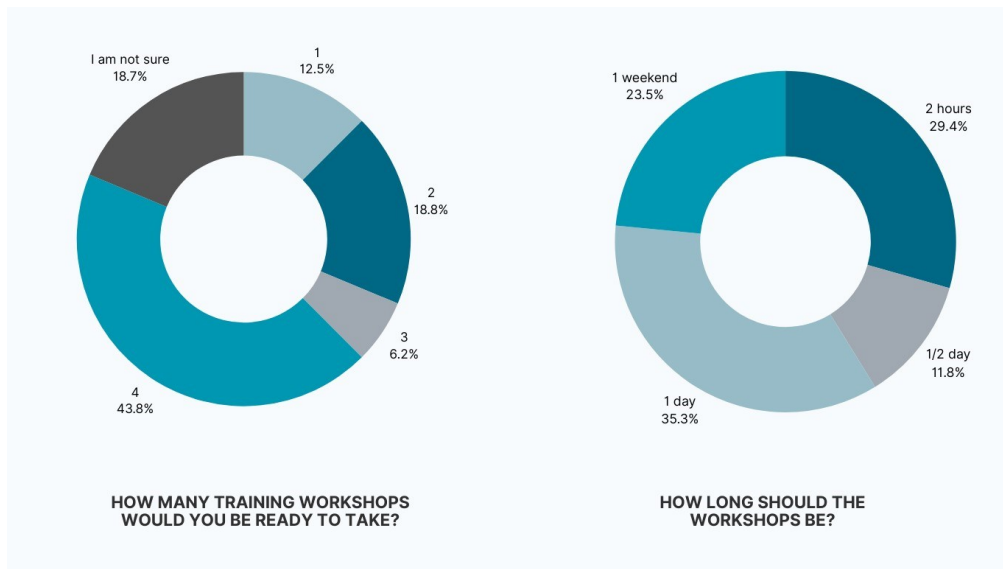


Figure 3: Future training options

In their comments, translators and interpreters specifically express the willingness to be trained in order to offer professional quality language services. Such information could guide agencies or other organisations when deciding on training options and time slots.

And finally, translators and interpreters were asked about remuneration for their services. According to the data collected, 40% of them offer only voluntary services 35% offer paid services only, and 25% offer both paid and voluntary services.

Allophone Newcomers' Perspective

The final strand of data on the state of CTI in New Brunswick settlement agencies covers allophone newcomers' perceptions on language services, i.e. the perspective of the persons receiving CTI services.

As a reminder, interviews were semi-guided, they included six categories of questions, and they lasted 1 hour at the most. Interpreters were hired when the researcher could not lead the interview in the language of the participant. Interviewees had to be 18 years old or older, arrived in Canada within the previous 12 months, and were not able to speak French nor English upon arrival.

The following information was drawn from four different interviews. Three out of four participants' family had received support from the employer to find housing and for other aspects of settlement. This is important information as such settlement aspects are usually a stress on newcomers.

We acknowledge that these four interviews are not representative of all allophone newcomers' experience regarding CTI services and cannot be generalizable. They still, however, provide an insight of what situations can look like. What is presented in the next section is a description of the main themes that emerged from the data.

The testimonies collected show that the level of satisfaction depends very much on whether a settlement agent speaks the newcomer's language or not, and whether there are community members also speaking the same language or not. No participant has received the service of a translator or interpreter (only support from a settlement agent or family member). The following recurrent themes emerged:

Participants' self-blame

All participants mentioned they considered themselves very lucky to be in Canada, believed they should not complain, and believed it was their own responsibility to learn an official language. All were very grateful for their settlement agency's support and really wanted to highlight their positive commitment. Most did not open easily about challenges; only by the end of the interview would they start to share more negative feelings. What came out for the four participants is that if they cannot understand, it is their fault, and it is their responsibility to improve their language skills. Yet, when talking about potential solutions, they revealed what had actually been challenging or problematic, due to a lack of communication options. They recognized that if they had had access to information in their language, they could have been and still could be more independent. More will be shared on this specific idea in the subsection on potential improvements.

Participants are dependent on family members because of language barriers

In all cases, participants did not speak any English or French as they arrived, and language classes were not always very accessible—sometimes occurring online only—which does not help to improve communication skills. Most participants expressed that they depended either on their partner, other family members, friends sharing the same heritage language, or settlement agents to make their way around. They could communicate thanks to either one of them. None of them mentioned the support of a translator or an interpreter. They all considered that language was as a barrier at the beginning of their stay in Canada, and that it limited their personal initiatives to some degree. A participant who was very active on social and professional levels in her home country was in fact expressing how difficult it was to suddenly change status because of language barriers. The participants did not feel in danger but felt useless.

Another participant admitted that she does not leave her house alone for the fear of not being able to handle a situation because of language.

In cases where children were old enough to speak, they often times supported the parent to communicate when the spouse was not available.

Two of the interviewees, who have been in Canada for almost a year, mentioned their language skills had improved in English.

Settlement agencies staff and newcomers share a language: a winning scenario

All participants highlighted the critical role of settlement agencies in their arrival and integration process. As a reminder, all interviewees were settling in rural areas. Three of four participants mentioned the very tight relationship with their settlement agents. When the newcomer shares a language with a settlement agent, the degree of satisfaction is very high.

One participant in particular explained the following: “I never felt lost regarding language thanks to the interpreter”, “I know what services are available thanks to the settlement agency”, “I learned about the city’s rules thanks to the agency” and “I have never felt in danger, and I feel supported thanks to the interpreter and the agency”. In this case, the interpreter is the settlement agent. However, they realize that agencies’ staff is very busy and do not want to request their support every time they would need translation or interpretation support.

For newcomers who do not share a language with the settlement agent, there is more frustration. Not toward the agency but due to the slowness of processes caused by language barriers. One participant who was supported by an agency where no one spoke their language felt that they were missing a lot of information because of language. Administrative procedures were unfolding, but the participant did not really understand

what was happening and relied solely on the agency. This participant's perception of language as a barrier was very strong.

Back up solutions: Google Translate and benevolence from community members

The participants who do venture going outside without the support of their family members or the settlement agent explain that they are using automatic translation applications, especially Google Translate which they consider sufficient for basic needs. They admit that it would be harder in more complex situations. When faced to administrative problems, they cannot communicate and have to ask the settlement worker (who speak the language) to make the call for them, or someone who share their language.

Services such as the foodbank programs take initiatives to be able to share the information with clients. For instance, they leave very basic phone messages with dates and times only as they know the users can now understand such information.

Potential improvements according to newcomers

Interviewees shared various potential improvements. All participants mentioned that they would appreciate to have material, or more material, regarding first settlement steps available in their language so that they can be more autonomous and be able to understand how their family can get organized. It would be empowering. They would find it very useful, for example, to have documents describing elementary settlement steps or Canadian cultural aspects detailed in their language. They would appreciate written documents in their language on schooling, banking or medical system procedures. They feel this would allow them to go over the information on their own, once in their house, at their own pace. If they had a better understanding of primary settlement steps, they would feel more in control; they could take initiatives on their own if they had access to basic information.

Several have mentioned that it would be useful to have access on occasion to translators or interpreters so that they present information to several persons at the same time because agencies' staff are busy. For instance, there could be specific times with an interpreter where everyone could gather and the agency could have the interpreter give the same information to everyone in one language—they could translate for everyone and professionally explain what should be done step by step, when opening a bank account, applying for financial assistance, or going to the doctor for the first time. Also, translating the guide for newcomers in newcomers' languages would be very useful when it is available in English and French only.

KEY RECOMMENDATIONS

The mixed-method research gives a three-perspective understanding of CTI services since it gathers information from agencies' staff, translators/interpreters, and newcomers, i.e. from individuals organizing services, individuals delivering services and individuals receiving services. Combining the data gives a sharp insight of potential changes that would improve CTI services in settlement agencies for allophone newcomers.

#1 Raising awareness

From the literature, we understand that little is known about the importance of CTI's implications. To receive support from decision-making bodies and authorities, one has to first make sure those bodies and authorities understand what is at stake. CTI services are not well known in Canada, this is why raising awareness is an important step toward improvement.

1.1 Raising awareness on language access in the larger community

Language access is an essential part of ensuring people understand their rights and responsibilities or make informed decisions about their future. Supporting language access is a way to discard any sort of discrimination against people who are not able to communicate in official languages.

The lack of language access slows down newcomers' integration process which can, for example, add to the workload of settlement agents. The larger public is not always conscious of the crucial incidence of language access. Broadening language access is a way to ensure that no one and no organization are excluded or discriminated against based on their language comprehension and fluency.

Raising awareness about language access could take different forms such as circulating posters, leading communication campaigns, joining existing organisations, and promoting language access (such as the Language Access Coalition of Canada). Both the New Brunswick Multicultural Council and settlement agencies could spread the information within the community, public services and private companies.

1.2 Raising awareness about CTI among decision makers

CTI lacks visibility. It is growing but remains under-considered and poorly understood. Organisations involved in settlement and support to immigrants should make

sure decision makers understand what CTI services are, and how they should be included in immigration strategies. Government (at the local, provincial and federal levels) and companies rely on immigration influx to cope with their demographic issues and lack of workforce. They need help understanding how to better articulate their strategies. Language has a central position as presented in the tool prepared in 2023 by Pathways to Prosperity and entitled [*Measuring welcoming communities: a toolkit for communities and those who support them*](#). Again, both the Multicultural Council and settlement agencies could spread the information among the decision makers with whom they are connected.

1.3 Raising awareness on the role of CTI to improve the integration process of allophones

The survey shows that some settlement agents questioned the importance of CTI services, arguing that learning official languages was key. Many were uncertain regarding access to CTI services. Consequently, it would be important to explain how CTI services actually do help the integration process instead of slowing it down. If newcomers had access to basic information in their own language, they could be more independent, and this autonomy leads to an integration that is more grounded. It contributes to creating a sense of belonging and autonomy, and to making informed decisions. Settlement agencies could organize a short workshop, video or stand-alone course, highlighting the importance of translation/interpretation services in the settlement process or could include information in their hiring documentation.

#2 CTI training

2.1 Settlement agents' training on automatic translation tools

When they cannot access CTI services, the most frequent option for settlement agents is to use Google Translate. It makes a lot of sense to turn to such an option. It would therefore be important to guide agents on the use of applications. There are many tips and tricks that would most likely improve communication and reduce ethical mistakes. For example, not all automatic translation applications are as efficient in all languages but Google Translate still remains the most popular ones among settlement agents. We recommend that agents receive training on automatic translation applications so that they become aware of the strengths and weaknesses of the tools as well as discover strategies that help improve translation quality when using such tools. This would be an easy and rather unexpensive option which would most likely improve what is currently being done with automatic translation. The final product quality would not equal human translation or interpretation services quality.

We would like to take this opportunity to point out that, while there have been major advances in machine translation in recent years, the fact remains that texts revision should be made by trained personnel. This is the only way to ensure content quality. It must be borne in mind that tools cannot adapt cultural references (cultural adaptation, however, is at the heart of translation and interpreting for allophones), and worse still, there are problems of bias in the translations produced by tools, among which gender bias and racial prejudices. Missteps in these directions could jeopardize the relationship of trust between allophones and settlement agencies, and even tarnish the agencies' image. Finally, there are very few efficient tools for languages of lesser diffusion.

2.2 Community translation and interpretation training for multilingual staff

Settlement agents who speak multiple languages and who will be doing interpretation/translation at some point in their professional activities should receive basic training to understand the ins and outs of CTI, develop tools, understand best practices and avoid pitfalls, especially ethical ones. It is both a recommendation from the research team and a request expressed by the staff questionnaire respondents. Training could take different forms. There could be in-person sessions where participants could ask questions along the training and practice in situations. Training could also be in part self-instructed using videos on the dos and don'ts of CTI and in part in-person instruction with follow-up sessions. These training sessions would be non language specific as it would not be realistic to plan on organising CTI training for all languages in use in settlement agencies. This is common practice in CTI training.

2.3 Community translation and interpretation training for translators and interpreters

Most translators/interpreters who work with agencies have stated that they have little to no training in CTI, and they are in fact asking for training. There are multiple ways of offering training. There could be workshops for each agency or joined trainings moving from one agency to another but opened to any settlement agent in New Brunswick. Surveys show that translators/interpreters are ready to attend four or more workshops of at least a day each. These numbers could be a starting point for deciding on a program.

NBMC and agencies could also choose to work either with organisations who are specialized in CTI training such as MCIS Language Solutions in Toronto, or to collaborate with other settlement agencies who have the capacity to train in CTI. In the Atlantic region, the Immigrant Services Association of Nova Scotia based in Halifax does

have CTI training expertise, for example. Another option would be to hire any other specialist in CTI training.

It is recommended to coordinate initiatives between all agencies so that they all benefit from one another's development. It would also allow for the standardization of service quality across the province and the support of rural areas.

#3 Plain language training

We recommend plain language training for anyone who communicates with allophones or prepares documents for an allophone audience. Choosing to write in plain language enables you to produce clear, concise and well-organized texts that respect specific practices adapted to the subject or field and to the target audience. On the one hand, this would facilitate subsequent translation and interpretation, and on the other, it would help allophones who are developing their official language skills to understand documents more easily.

#4 Leverage existing resources

Other places (in Canada and outside of Canada) have developed CTI services, strategies, and training. Some NB agencies have built translator/interpreter databases. All these tools that already exist could be used either as models or shared as a resource.

4.1 Resource pooling

The resources that we might want to pool are the translators and interpreters themselves. One of the frequent challenges is to identify potential translators or interpreters. Some agencies already have a large pool of resources, have easier access to multilingual volunteers or paid language professionals. One option would be for settlement agencies within New Brunswick to share a list of translators/interpreters. We could for instance imagine a database of trained translators/interpreters in New Brunswick that settlement agencies could use as needed. Other levels of pooling resources can be considered.

Indeed, it would be interesting to investigate a way to share resources with the other Atlantic provinces who are facing the same challenges because they share a similar demographic profile. A study regarding CTI services in the Atlantic provinces is underway and several other provinces seem to be in need of solutions for procurement of CTI services (research report to be published in 2024); the Atlantic Region Association of Immigrant Serving Agencies (ARAISA) could become a brainstorming partner to develop collective resources.

Turning to such a database could in fact help reduce the issue of confidentiality which is serious in minority language/culture communities which are small and where individuals often know each other. Working with a translator/interpreter from another area in the province or from another province could ease the problem.

It would also be easier to reach translators/interpreters regarding training opportunities.

Building and coordinating such a project would require commitment initial commitment, coordination, and funding but would be a great asset to the province (or regions) in terms of service consistency and quality.

Another interesting venue regarding resource pooling would be to prepare a database of documents that describe or explain as many first steps as possible for services, procedures, rights, and responsibilities that are identical all over the province, and have the documents translated into the active immigration languages. To date, all agencies already prepare such documents. Agencies therefore duplicate the efforts preparing the same sort of information sheets, and then sometimes struggle to have them translated. A multilingual basic settlement information database could serve all agencies and help newcomers in their way to autonomy. The database could be carried by NBMC.

4.2 Strategy pooling

Another recommendation would be to investigate into what CTI services look like in settlement agencies that offer more formal translation/interpretation (for instance the Newcomer Connections at the YMCA of Greater Saint John or ISAN in Nova Scotia). It will be enriching to look into their models and options for training, if any.

Outside of Canada, there are countries, such as Australia or New Zealand, who have developed various strategies and have worked with professional translation organizations. That is also a venue to investigate. NBMC should meet with the Corporation of Translators, Terminologists and Interpreters of New Brunswick (the provincial professional organization) and see what kind of collaborations are worth considering.

Governments in Australia and New Zealand are strongly involved in the implementation of CTI services, just like the Canadian government supports language training for newcomers for example. Such a situation is ideal as service procurement then becomes systematic. It fully supports quality settlement services, efficient integration processes, and access to public services. The Canadian government has not reached that level of commitment. It is giving a growing interest to CTI—with, for instance, a funded pilot program in Saskatchewan to train CTI trainers in rural areas—but this interest remains scant so far. Mobilization and requests from grassroot organizations could talk to the different levels of government about the importance to give a central space to CTI in settlement services.

#5 *Funding*

If we want to improve CTI services and train translators and interpreters, their services should be compensated. One should not rely on volunteer work for quality services. NBMC and settlement agencies should have resources to be able to hire trained, reliable translators/interpreters.

Funding would also be needed in case the province settlement agencies choose to pool the resources since that would call for a platform and staff to run the service.

Finally, funding is required to train staff and translators/interpreters.

RECOMMENDATIONS AT A GLANCE

Recommendation #1 Raising Awareness

1.1 Raising awareness on language access in the larger community

1.2 Raising awareness about CTI among decision makers

1.3 Raising awareness on the role of CTI to improve the integration process of allophones

Recommendation #2 CTI Training

2.1 Settlement agents' training on automatic translation tools

2.2 Community translation and interpretation training for multilingual staff

2.3 Community translation and interpretation training for translators and interpreters

Recommendation #3 Plain Language Training

Recommendation #4 Leverage Existing Resources

4.1 Resource pooling

4.2 Strategy pooling

Recommendation #5 Funding

CONCLUSION

This first investigation on CTI services in New Brunswick settlement agencies is the opportunity to bring to light a reality that is not given much attention. This is therefore a first step to improving the situation. Decision makers, agencies' frontline workers, and public servants need to understand what is at stake with CTI services.

Knowing that CTI services are insufficient and need to be professionalized, it would be interesting to lead research on the consequences of the lack of services in different public service spheres. It would be relevant and useful to determine what the consequences are for the newcomers themselves, in terms of integration and in terms of well-being, and what the consequences are for professionals, in terms of professional self-satisfaction as well as efficiency. We know for instance that with healthcare services or within educational or social work contexts, professionals encounter challenges to serve the allophone population as they should, but we do not know much about the consequences of these challenges.

Whatever the focus of future research, it will be important to question a larger number of participants, representing a greater diversity of profiles, in order to have a deeper understanding of their perspective.

On a larger scale, initiatives and conversations should be undertaken to better regulate the profession and professionalize the services that are for now rather informal. While this is not the settlement agencies' role, they can be part of the conversation supporting these changes.

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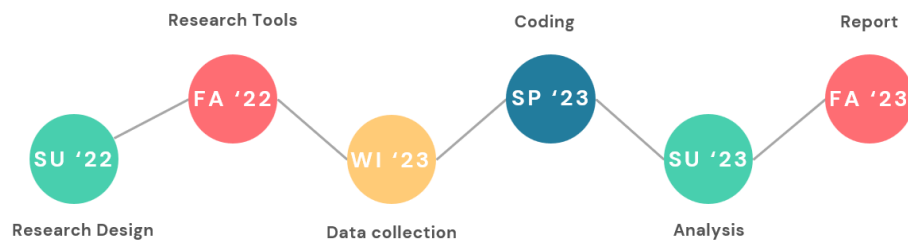
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APPENDICES

Appendix 1 – Research Methodology

We conducted a mixed-method study which included two different questionnaires, interviews and a literature review.

The research ran from the summer 2022 to December 2023, in accordance with the following timeline:



Data collection, which consisted in gathering the perspectives of the different groups involved in CTI services (i.e. frontline workers from settlement agencies, translators and interpreters and newcomers) was conducted in three stages. It started in November 2022 and lasted until May 2023. Survey participants recruitment was done through NBMC who used their monthly newsletter, and direct contacts when needed. The research team also collected survey answers during an event organized by the NBMC in March 2023 where several agency members attended. Paper versions of the survey were also dropped in some of the settlement agencies in the Moncton area.

Once the surveys were circulating, we launched interviews with newcomers. Again, NBMC supported the research team, asking settlement agents to help recruit newcomers.

Surveys

There were two surveys. One was sent to frontline staff in settlement agencies in New Brunswick, the other one was sent to translators and interpreters working with settlement agencies in New Brunswick.

The objective of the survey for immigrant serving organizations' (sometimes called settlement agencies) staff in New Brunswick was to understand the frequency of use of translation or interpretation services within the agencies, whether front-line workers believed that they had sufficient access to language services, and if the language

services available enabled them to fulfill their mandate. In New Brunswick, the government defines these organizations as “agencies across the province ready to welcome [newcomers] and help [them] adjust to [their] new life in New Brunswick. [They] can assist [newcomers] with accessing language training, finding employment, and getting to know [the] new community, [... and] be a place to go when information about living and working [is needed]”. There are 17 agencies listed on the Government of New Brunswick’s webpage of settlement services (see Appendix 2).

The questionnaire consisted of 32 questions (closed or multiple choice), and three open questions which allowed participants to express anything they wanted to share regarding CTI services and potential improvement options. In total, 81 staff members participated to the survey.

The second questionnaire was aimed at translators and interpreters working with settlement agencies (whether volunteer and paid). The aim was to draw up a profile of these agents, to identify their level of training and experience, and whether or not they were paid. The questions were also intended to provide information on their training needs and expectations, since one of the general objectives of the research was to consider ways of improving the situation of services, both in terms of frequency and volume, but also in terms of quality. The questionnaire consisted of 43 questions (closed or multiple choice), and three open questions which, here again, allowed participants to express anything they wanted to share regarding CTI services and potential improvement options. In total, there were 33 participants.

Interviews

The final element of this mixed-method research was the collection of newcomers’ testimonials. There were several selection criteria for participants. They had to be 18 or older, they did not know English nor French upon their arrival in Canada, and they had to have been in Canada for a year or less. An interpreter was recruited when the researcher did not speak the participant's language. The semi-guided interviews included six categories of questions (Arrival in Canada and status/Education and languages/Experience with language services/Barriers and needs/Potential solutions), and lasted one hour at the most. Participants received a \$25 in compensation and could decide the time and location for the interview to take place.

Interviewees recruitment was slow and difficult, particularly in urban areas. One settlement agent in fact mentioned that it could be hard to set appointments with newcomers because they have recently arrived and already have many different appointments for their settlement process.

Challenges encountered during data collection

No research is flawless. We encountered some limitations. Data collection took much longer than expected because it was difficult to mobilize participants from all agencies for the questionnaires. It was also complex to organize interviews as we had to find newcomers willing to take part in an interview, find available interpreters, and coordinate interview participants (interviewee, researcher and interpreter). We also had to have formal forms (such as the *Free and informed consent form for participation in a research project*) translated into the participant's language once we knew what the participant's language of choice was. This aspect does not affect the results validity.

Interview participants' recruitment was quicker and easier in rural areas. We believe that the proximity between frontline workers and newcomers may explain why the task was easier. The arrival of waves of newcomers (Ukraine, Afghanistan, Roxham Road asylum seekers), the end of the fiscal year, internal changes and challenges faced by settlement agencies probably also explain the slowness of recruitment and the low participation rate for the interviews in other areas. Indeed, we were aiming for 8 to 10 interviews, but ended up with 5, one of which was discarded as the participant did not meet the inclusion criteria. We wanted to interview 4 individuals from rural areas and 4 from urban areas, but instead interviewed 5 in rural areas and none in urban areas. Regarding questionnaires, it was also harder to receive answers from larger urban agencies, except for one as seen in the results. The response rate was excellent in rural areas while some urban centers had low participation rates.

Also, while not all interviewees came through the same immigration programs or with the same status, they were all spouses of newcomers who had a job, and three out of four families had received support from the spouse's employer to find housing and for other aspects of settlement. Such settlement aspects are usually a stress on newcomers.

We acknowledge that these realities affect the representativeness of the data. To ensure that data accurately represents the current situation, we distinguish geographical areas in the analysis.

Regarding the literature review which helped us elaborate on the context, the difficulty lied in the fact that there is no data in Canada regarding CTI services. We identified two articles written by translation studies scholars touching CTI, one regarding a multilingual support offered in Edmonton, Alberta (Cisneros & De Leon, 2020), the other regarding sign language interpretation. We therefore searched in other related disciplines such as healthcare or social work for articles that referred in part to the problems caused by the lack of CTI services or the management of allophone patients or clients.

Appendix 2 - New Brunswick Immigrant-Serving Agencies (as listed on the Government of New Brunswick's webpage)

St. John County

- The Saint John Newcomers Centre, Saint John, NB
- YMCA of Greater Saint John, Saint John, NB
- PRUDE (Pride, Race, Unity, Dignity, Education), Saint John, NB

Westmorland County

- Multicultural Association of the Greater Moncton Area, Moncton, NB
- Centre d'accueil et d'accompagnement francophone des immigrants du Sud-Est du Nouveau-Brunswick (CAFI), Dieppe, NB
- Cap-Pelé Office – Centre d'accueil et d'accompagnement francophone des immigrants du Sud-Est du Nouveau-Brunswick (CAFI), Cap-Pelé, NB

York County

Multicultural Association of Fredericton Inc., Fredericton, NB

Carleton County

Multicultural Association of Carleton County, Woodstock, NB

Gloucester County

- Multicultural Association Chaleur Region Inc., Bathurst, NB
- Comité d'accueil, d'intégration et d'établissement des nouveaux arrivants de la Péninsule acadienne (CAIENA-PA), Shippagan, NB

Madawaska County

Centre de ressources pour nouveaux arrivants au Nord-Ouest Inc., Edmundston, NB & Grand Falls, NB

Northumberland County

Miramichi Regional Multicultural Association, Miramichi, NB

Charlotte County

Multicultural Association of Charlotte County (CCMA), St. George, NB

Restigouche County

- Association Multiculturelle du Restigouche, Campbellton, NB
- Multicultural Association for the Integration of Newcomers – AMINA, Saint Quentin, NB

Queens County

Rural Settlement Network – Grand Lake Region

Kings County

Multicultural Association of Sussex, Sussex, NB

Source last consulted on February 5, 2024: <https://www.welcomenb.ca/content/wel-bien/en/LivingSettling/content/SettlementAgencies.html>