



ANNUAL REPORT 2005



Assured Communication, Shared Understanding





**Assignments by Language
2005 > 25 Languages**

SPANISH	3567
ARABIC	1389
VIETNAMESE	801
FARSI (PERSIAN)	627
PORTUGUESE	543
POLISH	358
KURDISH	342
ALBANIAN	315
MANDARIN	312
KHMER	302
FRENCH	287
LOW GERMAN	184
SOMALI	165
CANTONESE	165
SERBO-CROATIAN	150
KOREAN	135
DARI	126
BOSNIAN	124
RUSSIAN	90
PUNJABI	82
ITALIAN	67
AMHARIC	67
GREEK	59
HUNGARIAN	58
CROATIAN	57
TURKISH	50
UKRAINIAN	42
GERMAN	35
ROMANIAN	33
URDU	31
ASSYRIAN	31
TIGRINYA	28



Message from the President and Executive Director



2005 was marked by sustained growth, and continued advances in our core service areas — interpretation, translation, language skills test development and marking, interpreter education, and service provider training.

We delivered a record number of interpretation service hours. We translated more documents in more languages than ever before. We won a significant training contract in another province. And we helped London's hospitals communicate massive changes to Emergency Care by translating public service messages into more than 20 languages. Yet we also ventured successfully into new areas, such as multilingual audio production and voice services.

We translated and audio-produced 12 new Interpreter Language & Skills Assessment Tests and were contracted by the Ministry of Citizenship and Immigration to produce 10 additional ILSAT languages for 2006.

Despite these accomplishments, we continued to be keenly aware that more remains to be done. Service systems have yet to become adequately responsive to linguistic and cultural diversity. All too many of the people who enrich our society still face monumental hurdles in gaining basic needs and services. And often, providers still place the burden of effective communication

not on themselves, but on their customers, clients and patients.

We dedicate this report to the many individuals and organizations that have encouraged and supported Across Languages in our mission, especially those who toil to end violence against women and children and all who strive to fulfill the promise and meet the challenges of diversity. We thank the United Way of London and Middlesex for its unstinting generosity in support of our Community Interpreter Access Program. Heartfelt thanks goes to Women's Community House for its extraordinary gift in responding to overnight and weekend emergency interpreter requests.

We extend thanks to our Directors, who volunteer their time, commitment, leadership and vision. We offer a very special thanks to our office team, whose skills, dedication and professionalism are the core of our quality and service.

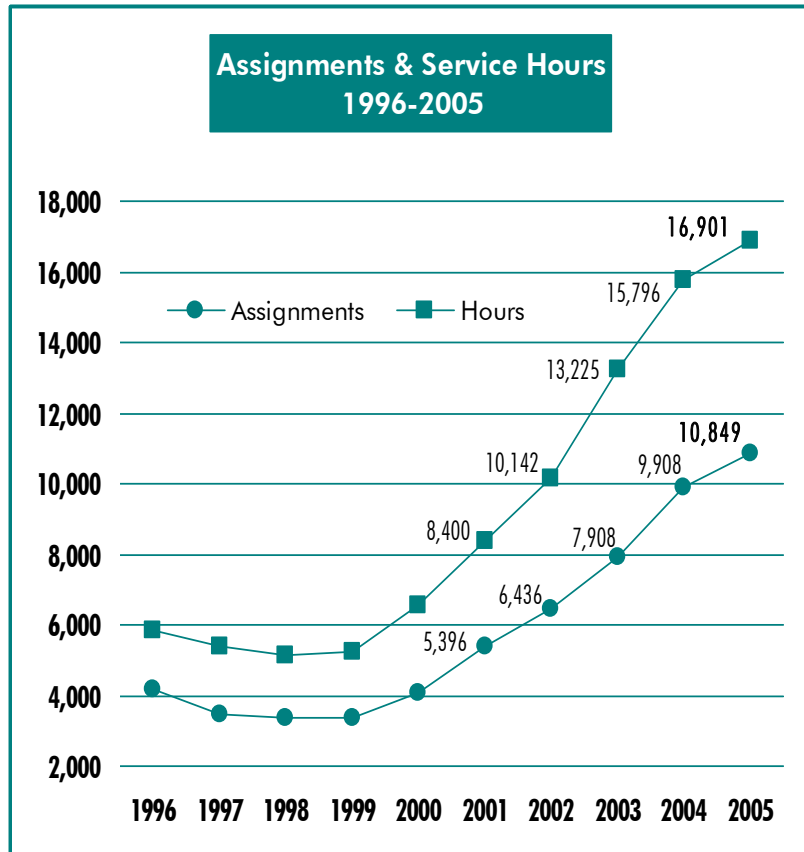
And finally, we express our deep appreciation to the interpreters, translators, ILSAT markers and other language professionals. Their efforts assure communication; their expertise makes shared understanding attainable across the divides of language and culture.

Larry Kryksi, President

Mike Sauer, Executive Director



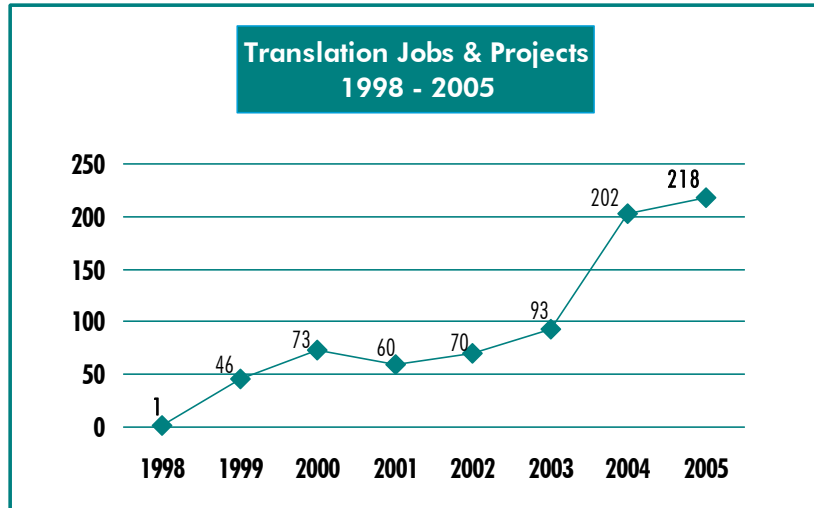
Assignments and Service Hours



Quick Facts and Stats

- Δ We provided services in a record 59 languages/dialects.
- Δ 60% of interpreting assignments were for women.
- Δ Assignment volumes topped the 10K mark, increasing by almost 10%.
- Δ A long growth trend has seen volumes triple since 1999.
- Δ A record 242 language professionals delivered the services.
- Δ Agency revenue topped the \$1 million mark for the first time ever.

Translation, ILSAT and Other Language Services



Translation, ILSAT marking and other triadic communication activities represent a small proportion of our overall assignment volume, but play an ever-growing and increasingly important role in our work. Translation alone accounted for 10% of total revenue in 2005, as we delivered jobs in 50 languages.

ILSAT test development and ongoing marking service in 23 languages have added yet another layer to our multifaceted skills and service profile. As the services we deliver and the projects we undertake have grown in scope and complexity, we have honed our expertise, building capacity and capability.

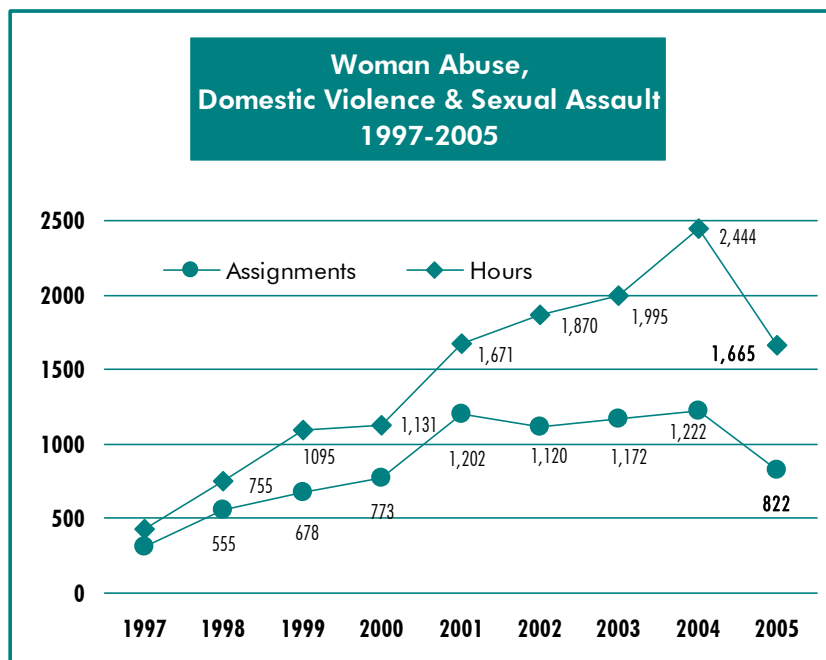
Among our clients in 2005: Thermon Manufacturing, Acumen Research Group, Women's Community House, London Health Sciences Centre, The City of London, Siskinds Law Firm, The Healthcare Interpretation Network (Toronto), Lerner LLP, Roberts Research Institute, Shelternet, the Middlesex London Health Unit, Bow Valley College (Alberta).

Great news!! It works! You guys are amazing. Thanks for your perseverance.

Donna Enright, Director of Technology, Shelternet

(offered when Across Languages solved an intricate, apparently intractable problem in rendering a South Asian font on the Shelternet.ca website)

Woman Abuse, Domestic Violence and Sexual Assault



As these figures to March 2005 show, for the first time in several years, we saw a decline in requests for interpreters in situations involving domestic violence, woman abuse and sexual assault. Nonetheless, we served 126 victims in 27 languages.

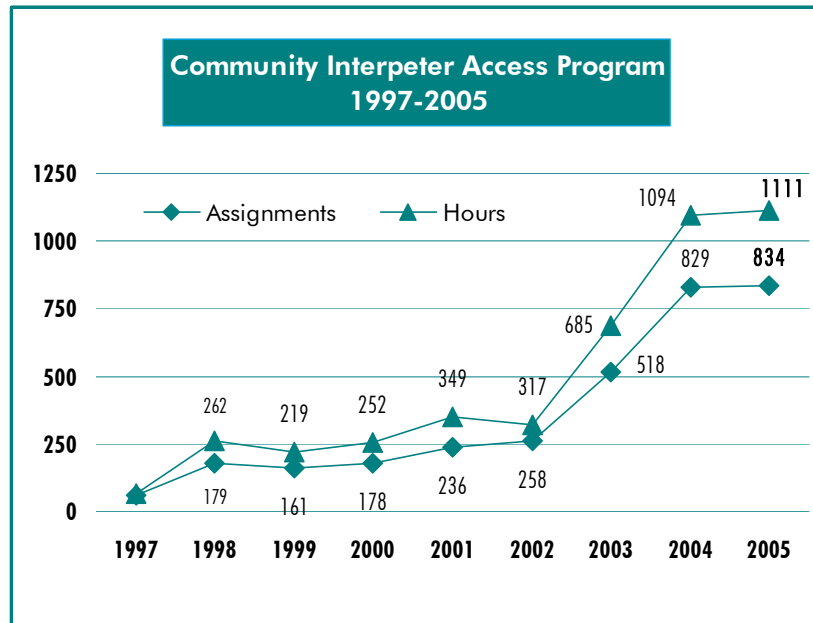
The drop in demand vanished in spring and summer 2005 with a return to assignment levels averaging 180 hours per month.

Interpreting requests came from across the region. In 2005, we served women and providers in London, St. Thomas, Strathroy, Stratford, Sarnia, Woodstock, Brantford, Simcoe, Owen Sound, Goderich and Windsor.

[The interpreter] was very professional, explained her role, as every interpreter has in first session, and clarified the meaning if uncertain, prior to interpreting the message.

Counsellor, Abused Women's Centre

Community Interpreter Access Program

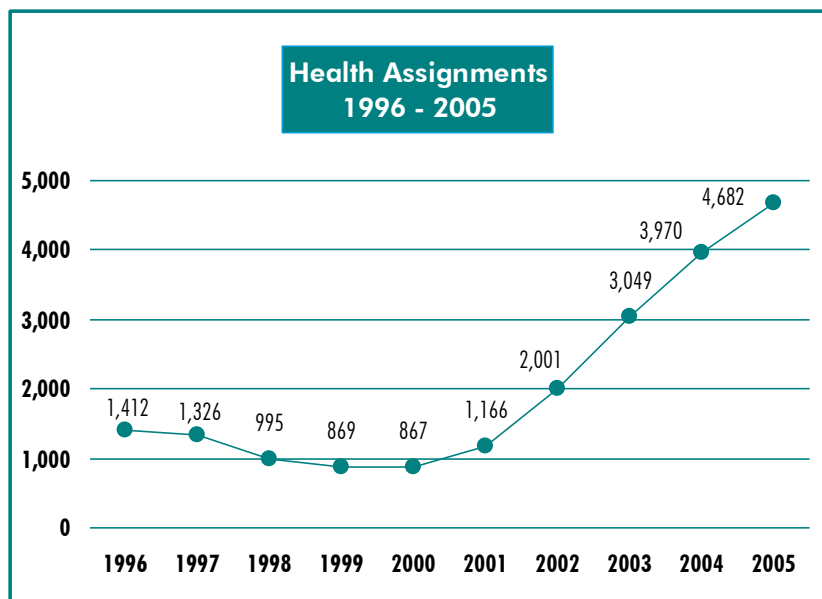


The Community Interpreter Access Program provides qualified interpreters in situations of risk to health, income, or legal status when the service provider is unable or unwilling to supply one for their client or patient.

Primary health care (family doctors, clinics) makes the heaviest use of the program, accounting for about two thirds of all assignments. Community non-profit agencies, and those assisting refugee asylum seekers are also major users. In these settings, the Government of Canada and the Province of Ontario decline to provide resources for health care and other service providers to pay for qualified interpreters.

Our United Way grant pays for direct interpreter fees, maximizing the number of hours of service provided. Across Languages provides the administrative support and operational costs of the program and also makes direct interpreter payments through revenue from fees and donations. In 2005, the total value of resources committed to the program exceeded \$50,000.

Health



Our parent seminar went very well. The interpreter is a fantastic match for the Mandarin speaking families. This opened the door for some of the families to seek help and discussion... It was so successful that we would like to do it again, in May. We will wait to see which parents sign up for the seminar, and we will get in touch with you if an interpreter is needed. Thank you for the excellent work that the interpreters do.

Marg Glendon, Parent Educator, Childreach

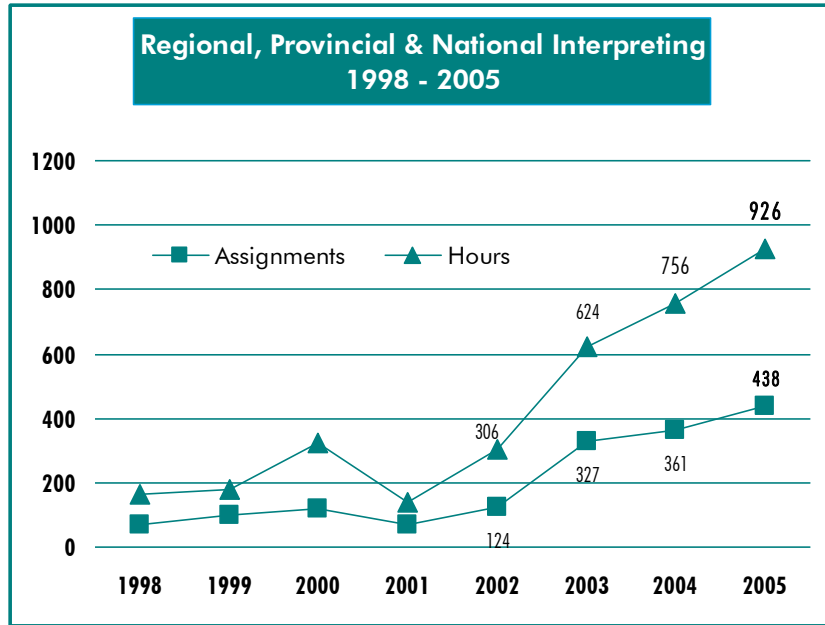
I just wanted to say how lovely it was to finally meet you and many of your staff. You have a wonderful group of friendly, helpful staff. Thank you for your interest in how the many areas of our office work and how we can better serve our mutual customers.

Jennifer Foster - Manager, Ontario Works London

I just wanted to say how much we enjoy working with your team— professional, fun, what more could there be. Thanks for always responding so quickly and with such quality. (regarding an urgent translation request)

Lynda Robinson, Robarts Research Institute

Regional, Provincial and National Services



While Across Languages maintains strong roots in London-Middlesex, regional and even extra-provincial activity grew significantly this year.

In 2005, we carried out assignments in virtually every major town and city in Southern Ontario. We continued working with the Halifax, Nova Scotia Courts, providing interpreters in Somali, Vietnamese and Tigrinya. We also provided service for specialized language needs of the Toronto Hospital for Sick Children.

We also worked throughout 2005 to identify and recruit qualified interpreters from across the region. Through these efforts, we have also been able to ensure continuity of service locally, in languages for which there are limited numbers of London-based interpreters.

A job well done on a challenging assignment. I will definitely hire [this interpreter] specifically again. (regarding an Examination for Discovery)

Andrew Murray, Lawyer, Lerner LLP

Training and Professional Development

Across Languages second Annual Interpreter Professional Development Conference was a highlight of the year, with more than 30 interpreters participating in the day-long event. The theme, **Interpreting in Acute Health Care Settings**, reflected our awareness of the working interpreter's need for learning focused on this field.

In all, 61 interpreters participated in professional development sessions during 2005. Topics included an overview of the legal system, interpreting for children and families in the justice system and a review of refugee settlement policies and trends. The Interpreter Professional Development Committee continued as the guiding force behind our innovative and vigorous program.

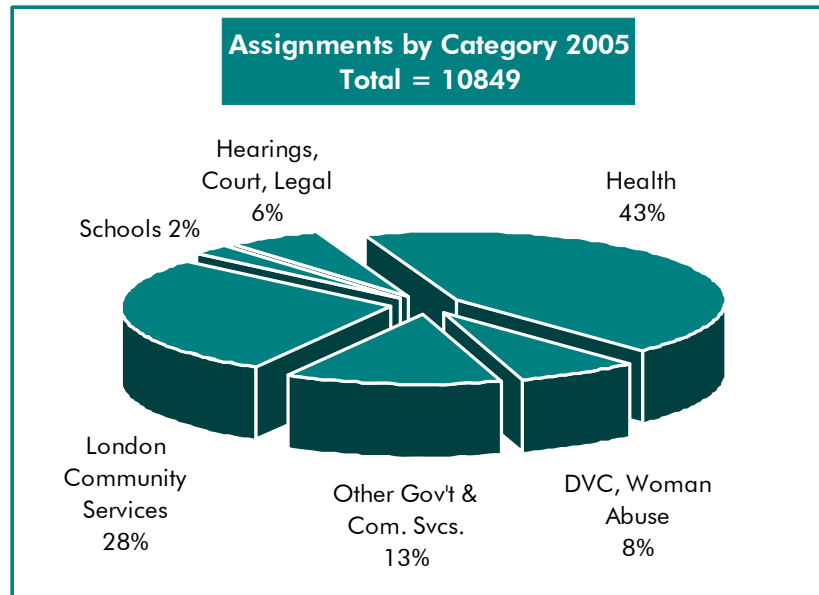


Across Languages interpreter training program graduated 12 new interpreters, among them two of the first qualified Dinka-speaking interpreters in the country.

We presented on recruiting, screening and testing of training candidates at the Healthcare Interpretation Network's workshop on training interpreters for the healthcare sector in Toronto. We also presented at the King's College 2005 Social Work Conference, *Embracing the Rainbow – Diversity in Social Work*, and continued as presenters with London Health Science Centre's *Psychology Intern Program*.

Our versatile service provider training and intercultural communication program, *Managing Linguistic and Cultural Barriers in Working with Clients and Patients*, drew welcomed attention and a new partner from outside our home province of Ontario. As a result, we are looking forward to fulfilling a new service provider training contract in 2006, with the Workers' Compensation Board of Manitoba.

Service Categories



Guiding Principles for Service Providers and Decision Makers

- Δ Ensure effective and confidential communication with all those you care for, provide service to or make decisions about.
- Δ Enable individuals to speak and act for themselves and support them to be full participants in the processes that affect them, irrespective of their proficiency in your language of communication.
- Δ Respect the primary the communication relationship between you and your client or patient, regardless of barriers of language and culture.

The interpreter's role is to assure communication between the primary parties, who can then speak on their own behalf, seek shared understanding together, and make their own decisions.

(Adapted from **Across Languages Standards of Practice for Interpreters**)



Across Languages Board and Staff 2005



Staff

Mike Sauer
Executive Director

Eva Assaff
Translation Services Associate

Terri Burman
Training Program Coordinator

Maria Chacon-Bake
Training Program Assistant
(contract to January 2005)

Ardita Gusija
Interpretation Services

Sylvia Krecsko
Interpretation Services

Sofia Mahari
Office Manager

Alena Sedlacek
Training/Translation
Program Associate

Krystyna Serniwka
Service Coordinator (p/t)

Charity Kabango
Emily Stecca
Summer Career Placements

Lourdes Assis
Zamrud Hassan
Office Relief (casual)

Board of Directors

Executive

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Larry Kryski/Christopher Collins
Vice President
Rashmi Bhat/Larry Kryski
Treasurer
Lori Cunningham
Secretary
Philippa Crawley

Directors

Michel Lacerte
*Carmen Ocampo**
John Paré
Louise Pitre
Raul Llobet
Shelley Yeo
*retired during year



Thanks and Acknowledgements



Agencies & Organizations

Women's Community House
London Abused Women's Centre
Sexual Assault Centre London
Changing Ways
City of London Ontario Works
London Health Sciences Centre
St. Joseph's Health Care London
CAS London & Middlesex
London Interfaith Counselling Centre
Provincial Offences Court London
London Police Services
Middlesex-London Health Unit
Ministry of the Attorney General
Victim Witness Assistance Program
Crown Attorney's Office
Cross Cultural Learner Centre
Children & Families in Justice System
Siskinds Law Firm
Ministry of Community Safety and
Correctional Service

Individuals & Businesses

Mohamad Abokhabza
Boreal Forest Productions
Sergio Chuy*
German Gutierrez
Nasreen Hussain*
Steve Jakob
Kelly Jenkins, McCabe Promotions
Meridian Edge Consulting
Peter Mitsopoulos, P&M Graphics
Yvonna Sarkees
Wayne Wissing
Wide Skies Information Technologies

Thanks also to the interpreters who assisted in skills practice and assessment of interpreter-trainees.

Trainers/Presenters

Barbara Aldis
Rosie Berthet-Gomez*
Beatrix Chryssoulis*
Kathy Corley
Sheena Ewen
Laurie Ewing
Jennifer Foster
Kim Gray
Veronica Grunwald*
Lisa Hewitt
Christine Hughes
Luz Mari Jaramillo*
Joann Kane
Tim Kelly
Shani Kingston MacClure
Marcia Langhorn
Bo Lavrencic
Glen Matthew
Hanna Marti*
Darlene McNeil
Bina Osthoff
Paul Scott
Debbie Slater
Judi Tapp
Laurie Tuttle
Mary Williamson
Wayne Willis

Professional Development Committee

Lourdes Assis*
Terri Burman
Maria Chacon-Bake*
Sergio Chuy*
Brigitte Laforce*
Alena Sedlacek*

* Across Languages Interpreters

Financial Summary*

Revenue	2005	2004
Ministry of Citizenship & Immigration	\$166,873	\$194,755
United Way of London & Middlesex	\$24,000	\$19,000
Interpretation & Translation Fees	\$773,401	\$701,798
HRSDC (federal)	\$3,218	\$2,826
Training/Professional Dev. Fees		\$480
Fundraising & Other Income	\$47,404	\$32,436
Interest Income	\$3,187	\$3,724
Donations	\$1,034	\$988
Total Income	\$1,019,117	\$956,007
Expenses		
Interpreter & Translator Payments	\$603,624	\$548,021
Salaries & Benefits	\$272,304	\$243,858
Consultants & Trainers	\$52,072	\$42,470
Internet, Email, Telephone	\$6,804	\$8,050
Facilities Costs	\$19,310	\$19,304
Insurance & Professional Fees	\$9,852	\$9,187
Materials, Supplies, Copying, Printing	\$14,273	\$16,807
Travel	\$2,040	\$414
Postage & Courier	\$5,469	\$4,656
Advertising	\$10,932	\$10,636
Amortization	\$7,955	\$8,055
Fundraising & Special Events	\$4,609	\$4,375
Administrative & Other	\$3,934	\$7,487
Total Expenses	\$1,013,178	\$923,320
Revenue less expenses	\$5,939	\$32,687
Net assets (unrestricted)	\$246,557	\$238,421
Net assets (capital)	\$18,553	\$20,750

*audited statement available on request

Across Languages is a registered charity (#12575-6874-RR0001) governed by a voluntary Board of Directors. We are a proud member agency of the United Way of London & Middlesex. Other memberships include the Ontario Council of Agencies Serving Immigrants, the Pillar Non-Profit Network, Critical Link Canada, the Healthcare Interpretation Network, Networking for an Inclusive Community, the London Coordinating Committee to End Woman Abuse and the London-Middlesex, St. Thomas-Elgin and Woodstock-Oxford Domestic Violence Court Advisory Committees. Across Languages acknowledges the support of the Government of Ontario through the Ministry of Citizenship and Immigration Language Interpreter Services Program.



Languages of Service*

ALBANIAN	KHMER (Cambodian)
AMHARIC	KURDISH (Bahdini, Sorani)
ARABIC	KOREAN
ASSYRIAN	LAO
AZERBAIJANI	LOW GERMAN
BENGALI	MACEDONIAN
BOSNIAN	MALAY
BULGARIAN	MALTESE
BURMESE	MANDARIN
CANTONESE	NUER
CHINESE (Other Dialects)	PASHTO
CROATIAN	POLISH
CZECH	PORTUGUESE
DARI	PUNJABI
DIDINGA	ROMANIAN
DINKA	RUSSIAN
DUTCH	SERBIAN
FARSI (Persian)	SERBO-CROATIAN
FINNISH	SLOVAK
FRENCH	SOMALI
GERMAN	SPANISH
GREEK	TAGALOG
GUJARATI	TAMIL
HEBREW	THAI
HINDI	TIGRINYA
HUNGARIAN	TURKISH
INDONESIAN	UKRAINIAN
ITALIAN	URDU
JAPANESE	VIETNAMESE

*interpretation, translation and ILSAT

Mission and Goals

- Δ Equal access and equitable treatment for non-English speakers and cultural minorities in the fields of health, law, education, and social welfare.
- Δ Service providers and non-English speakers will be able to communicate effectively through competent, well-trained, ethical, impartial interpreters.
- Δ Service providers and service systems will be more responsive to the diverse needs of our multicultural community.
- Δ Our organizational structure and operations will exemplify our values.



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United Way
of London & Middlesex

Member Agency