

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON  
 MUNICIPALITÉ RÉGIONALE D'OTTAWA-CARLETON

REPORT  
RAPPORT

Our File/N/Réf. 03-07-98-0094  
 Your File/V/Réf.

DATE 2 July 1998

TO/DEST. Community Services Committee

FROM/EXP. A/Co-ordinator  
 Community Services Committee

SUBJECT/OBJET **LANGUAGES OF LIFE: REQUEST FOR SUPPORT**

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**REPORT RECOMMENDATION**

**That the Community Services Committee consider a request for funding from Languages of Life Inc.**

**BACKGROUND**

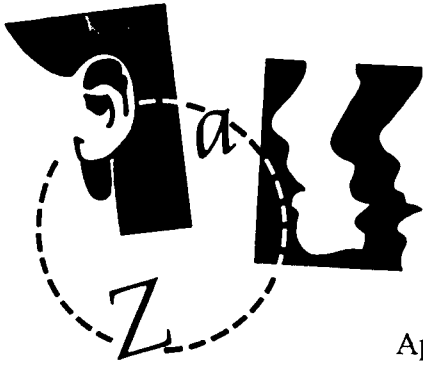
Attached please find a copy of correspondence dated April 30, 1998, from Bryna Monson, Executive Director/President, Languages of Life Inc., to the Regional Chair, R. Chiarelli, requesting annual support in the amount of \$25,000 from the R.M.O.C.

The Regional Chair has asked that the Community Services Committee consider the request and make a recommendation to Council in this regard.

Letters of support and newspaper articles relative to the work of Languages of Life Inc. are issued separately and will be kept on file with the Committee Co-ordinator.

*Approved by  
 Jennifer Bionda*

Attach: (1)



**LANGUAGES OF LIFE INC.**  
"We bridge the language gap"

Charitable #1072487-09

April 30, 1998

Via Fax: 560-6010

Our Honourable Patrons:

Her Excellency,  
Diana Fowler Leblanc C.C., B.SW

Mr. Rod Bryden

The Honourable  
Mitchell Sharp, P.C., O.C.

Mr. Robert Chiarelli, Regional Chair  
Regional Municipality of Ottawa-Carleton  
111 Lisgar Street  
Ottawa, Ont. K2P 2L7

Dear Mr. Chiarelli: *Bob*

I am writing to request your support for regional funds for *Languages of Life Inc.*

*Languages of Life* is a not-for-profit, charitable agency offering foreign language interpretation and translation services in over 150 languages and dialects for healthcare, social service and law enforcement organizations, and the business community. We respond to over 625 calls for help each year. It is the only organization of its kind in Canada. Through two full-time staff persons and a network of over 600 qualified interpreters and translators, *Languages of Life* provides service 24 hours a day, 365 days a year. An information package about the agency is attached.

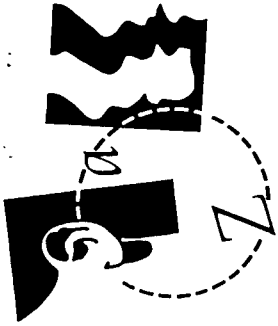
Annual support of about \$50,000 from the City of Ottawa and the Government of Ontario has been eliminated recently as the result of provincial cutbacks. The loss of these funds seriously jeopardizes the agency's ability to continue to offer the breadth and quality of service for which it has become renowned over the past 20 years. Ongoing fundraising initiatives and the introduction of service fees have helped to reduce the financial pressure, but they do not replace the significant funds that have evaporated.

I am seeking your support for \$25,000 annually from the region so we can continue to provide this unique and much-needed service.

Thank you for considering this request. I look forward to your timely response.

Yours sincerely,

*Bryna Monson*  
Bryna Monson  
Executive Director/President



# LANGUAGES OF LIFE INC.

*"We bridge the language gap"*

Specializing in foreign language interpretation & translation for healthcare, social service, law enforcement, insurance companies & other businesses

- ACCURATE, UNBIASED & CONFIDENTIAL SERVICE SINCE 1979
- IN OVER 100 LANGUAGES
- 24-HOUR EMERGENCY SERVICE

Suite 14, 99 Fifth Avenue Court  
Ottawa, Ontario, K1S 5K4  
Tel: (613) 232-9770  
Fax: (613) 232-3770

**Bryna Monson**

## *Introducing* LANGUAGES OF LIFE:

LANGUAGES OF LIFE is a non-profit, charitable foreign-language interpretation and translation agency. We are reliable, accurate and discreet.

### *We Understand Your Concerns...*

Clear communication is difficult in one language. Communicating with a client who speaks neither English nor French can be impossible. A skilled interpreter is the solution. Our interpreters and translators work in over 100 languages. We provide accurate, unbiased, and confidential interpretation and translation. Our interpreters are skilled in creating an environment where communication is based on mutual respect and trust.

### *A Proven Track Record...*

LANGUAGES OF LIFE has been operating in the Ottawa-Carleton region since 1979. It was established to serve the healthcare sector, but due to the needs of the multicultural community, it expanded to social services, law enforcement, insurance companies and other businesses.

A formal screening process aims at ensuring that all members of our team are linguistically qualified, reliable, and discreet.

LANGUAGES OF LIFE has an excellent reputation. We have assisted such institutions as the Children's Aid Society, Ottawa-Carleton Regional Police Services, Children's Hospital of Eastern Ontario, Human Rights Commission, Minto Development, Dominion of Canada Insurance, and many others. LANGUAGES OF LIFE prides itself in repeat clientele.

### *We Can Benefit You...*

We guarantee your satisfaction and meet this commitment by carefully matching the interpreter/translator to the client.

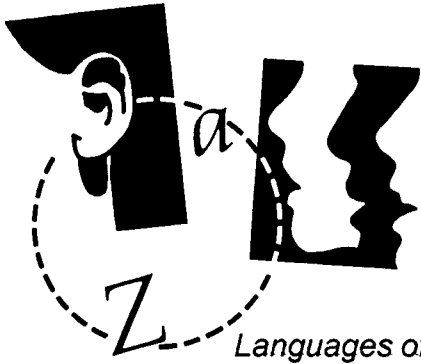
Our office is open during regular business hours; what makes us unique, however, is that **we respond to emergency calls 24-hours a day, 7 days a week.**

**Call us at (613) 232-9770 for:**

- interpretation & translation
- further information

## LANGUAGES OF LIFE INC. OFFERS INTERPRETATION AND TRANSLATION IN THE FOLLOWING LANGUAGES:

Afar	Kuwahili
Africaans	Laotian
Albanian	Latvian
Algonquin	Lithuanian
Arabic	Macedonian
Armenian	Malay
Azari	Malinke
Basque	Maltese
Bengali	Nigerian
Buganda	Nepali
Bulgarian	Norwegian
Burmese (Myanmar)	Ojibway
Cambodian/Khmer	Philippino
Chinese: Cantonese,	Polish
Fukianese, Hakka,	Portuguese
Mandarin, Toe-Shan	Punjabi
Creole	Pushu
Croatian	Romanian
Czech	Russian
Danish	Sanskrit
Dari	Serbian
Dutch	Sign Language
Eritrean	(English & French)
Estonian	Sinhalese
Ethiopian: Amharic,	Slovak
Arone, Tigrinya	Slovenian
Farsi (Persian)	Somali
Finnish	Spanish
French	Su Su
Gaelic	Swahili
German	Swedish
Greek	Tagalog
Gujarati	Tamil
Hebrew	Tapar
Hindi	Thai
Hungarian	Turkish
Indonesian	Ukrainian
Inuktitut	Urdu
Italian	Vietnamese
Japanese	Weish
Javanese	Wolof (Senegal)
Kannada	Yiddish
Kiswahili	Yoruba
Korean	Zulu
Kurdish	



## LANGUAGES OF LIFE INC.

"We bridge the language gap"

*Languages of Life Inc.* is a non-profit agency established in 1979 to provide foreign language interpretation and translation assistance. It is a community-based organization which helps those in the Ottawa-Carleton region who are unable to communicate in either of Canada's official languages.

*Languages of Life* has garnered praise and respect from the community for providing an exceptional service, where sensitive and clear communication go hand-in-hand. Our strength lies in our superb team of interpreters who provide accurate, unbiased and confidential interpretation.

We have a roster of 600 qualified interpreters and translators who can work in over 100 languages. Many of our interpreters are themselves former immigrants to Canada. Although they have successfully integrated into Canadian society, they understand the fears that come with being unfamiliar with a new environment. Our interpreters strive to develop a positive atmosphere where the respect, trust and confidence of all parties is essential.

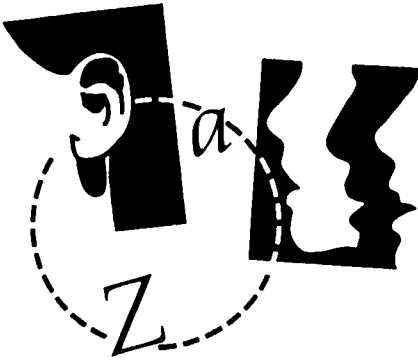
Created to work in the social services sector, *Languages of Life* has expanded its expertise to health care services, law enforcement agencies, law firms, insurance companies and in a variety of business settings. Our agency is used by institutions such as the Children's Aid Society, Probation and Parole Board, Ottawa-Carleton Regional Police Force, Children's Hospital of Eastern Ontario (CHEO), and the Human Rights Commission, to name a few.

*Languages of Life* maintains an office whose hours of operation are 9 a.m. to 5 p.m. However, what makes this agency unique is that, in case of emergency, service is available 7 days a week on a 24-hour basis.

In the past, *Languages of Life* received generous government funding which allowed services to be provided free of charge. However, due to the total loss of government assistance, it has become necessary to charge a fee for service, as well as develop ongoing fundraising initiatives.

The need for foreign language interpretation and translation in the Ottawa-Carleton region continues to grow. Having recognized this need long ago, *Languages of Life* is strategically placed to offer superior service. Our solid reputation is widely respected and we look forward to serving the community in the future.

April/98



## LANGUAGES OF LIFE INC.

"We bridge the language gap"

Executive and Board of Directors  
Languages of Life Inc.

Bryna Monson Languages of Life	President, Executive Director
Dragan Radojicic Revenue Canada	Chairman
Bryan DePape Auditor General's Office	Treasurer
Bonnie Favilla Publisher, Italian Community Directory	Secretary
Martin Masse Lawyer, Raven Allen Cameron Ballantyne	Board Member, Legal Advisor
Michael O'Connor Consultant, Fundraiser	Board Member
Shirley Roy News Commentator, CFRA	Board Member

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### Advisory Committee

Alan Guttman	Auditor
Jim Curran	Legal Advisor
Donald Burke	Lawyer
Howard Monson April/98	Financial Advisor