



Correctional Service  
Canada

Service correctionnel  
Canada



# DIRECTORY OF CULTURAL MEDIATORS

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We wish to acknowledge the offenders, ethnocultural advisory committees and ethnocultural communities consulted for their contribution.

Finally, thanks also goes to Suzanne Landry, Denis Barbe, Michael Bettman, Donat Bilomba Tshibusu, Dr. Emerson Douyon and Bessie Pang for their advice and guidance.

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## ► NOTICE TO THE READER

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This directory of cultural mediators is not a legal document. Individuals listed in this document are not professional accredited interpreters and translators. They are volunteers who try to facilitate intercultural communication and understanding within institutions and parole offices.

Cultural mediators are volunteers and act on their own behalf. A consent form will be signed by all parties for any mediation.

This document does not contain all languages spoken in the world. Such work would be impossible to be achieved. We have used the document published by UNESCO<sup>7</sup>. This document will be updated on an annual basis.

<sup>7</sup>[http://portal.unesco.org/education/en/ev.php-URL\\_ID=20849&URL\\_DO=DO\\_TOPIC&URL\\_SECTION=201.html](http://portal.unesco.org/education/en/ev.php-URL_ID=20849&URL_DO=DO_TOPIC&URL_SECTION=201.html)

# MISSION AND CORE VALUES\*

The Correctional Service of Canada, as part of the criminal justice system and respecting the rule of law, contributes to the public security of society by actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure and humane control.

## CORE VALUE 1

We respect the dignity of individuals, the rights of all members of society, and the potential for human growth and development.

## CORE VALUE 2

We recognize that the offender has the potential to live as a law-abiding citizen.

## CORE VALUE 3

We believe that our strength and our major resource in achieving our objectives is our staff and those human relationships are the cornerstone of our endeavour.

## CORE VALUE 4

We believe that the sharing of ideas, knowledge, values and experience, nationally and internationally, is essential to the achievement of our Mission.

## CORE VALUE 5

We believe in managing the Service with openness and integrity and we are accountable to the Minister of Public Safety Canada.

\*Excerpts from the Mission document of the Correctional Service of Canada.

# ► FOREWORD

Canada has increasingly become a multiethnic and multicultural nation. Immigration to Canada has shaped the country, with each new wave of immigrants adding to the Canada's ethnic and cultural makeup (Statistics Canada, 2001).

As with the Canadian population as a whole, the make-up of the federal offender population in Canada is quite diverse. This diversity brings opportunities and challenges.

This document is one of the activities funded by the Canadian Heritage as part of the governmental inclusive institutions Initiative. The Initiative's objective is to support federal institutions in responding to the needs and priorities of ethnocultural and ethnoracial communities. Indeed, the Initiative's overarching aim is to ensure that federal policies, programs and services are free of systemic barriers that affect the participation of Canadians across our society. The Initiative was proposed as part of *A Canada for All: Canada's Action Plan against Racism*, which was announced in March 2005. This Initiative will actively help reinforce the provisions of the *Canadian Multiculturalism Act*, which sets out the requirement for federal institutions to develop policies, programs and practices that are sensitive and responsive to the multicultural reality of Canada.

This document is divided into two parts. The first part gives an overview of languages used throughout the world. Each chapter describes the situation of a certain number of countries per continent or sub-region for a quick research. The second chapter lists the individuals who voluntarily accepted to be cultural mediators. I have to stress here that these individuals are not all professional interpreters or translators. However, their contribution is essential and indispensable for effective intercultural communication and understanding within our institutions and parole offices.

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**PART 1**  
**LANGUAGES OF**  
**THE WORLD**

## INTRODUCTION

There exists a multitude of languages throughout the world. It is important to distinguish official languages from languages in daily use that could be considered as mother tongues. We recognize that we have not listed all spoken languages because some are currently disappearing.

The following information comes from the documents published by UNESCO†.

## CHAPTER I LANGUAGES IN AFRICA

### ▶ ANGOLA

**Official Languages:** Portuguese  
**Leading Languages in daily use:** Umbundu, Mbundu, Kikongo, Portuguese, Loanda

### ▶ BENIN

**Official Languages:** French  
**Leading Languages in daily use:** Fon, Yoruba, Adja, Bariba, Gen

### ▶ BOTSWANA

**Official Languages:** English  
**Leading Languages in daily use:** Setswana, English, Kalanga, Kgalagadi, Afrikaans

### ▶ BURKINA FASO

**Official Languages:** French  
**Leading Languages in daily use:** Moore, Fulfulde, Jula, Bissa, Gurma

### ▶ BURUNDI

**Official Languages:** Kirundi, French  
**Leading Languages in daily use:** Kirundi, Swahili, French, Cham

### ▶ CAMEROON

**Official Languages:** French, English  
**Leading Languages in daily use:** Fulfulde, Pidgin-English, Ewondo, Bassa, Douala

### ▶ CENTRAL AFRICAN REP.

**Official Languages:** Sango, French  
**Leading Languages in daily use:** Gbaya, Banda, Manza, Sango, Fulfulde

### ▶ CHAD

**Official Languages:** French, Arabic  
**Leading Languages in daily use:** Arabic, Daza, Maba, Sara, Gulay

### ▶ CONGO-BRAZZAVILLE

**Official Languages:** French  
**Leading Languages in daily use:** Munukutuba, Kikongo, Lingala, Teke, Mbosi

### ▶ CONGO-KINSHASA

**Official Languages:** French  
**Leading Languages in daily use:** Lingala, Tshiluba, Kikongo, Swahili, etc.

### ▶ CÔTE D'IVOIRE

**Official Languages:** French  
**Leading Languages in daily use:** Dioula, Baule, Bete, Senoufo, Ewe, etc.

### ▶ ERITREA

**Official Languages:** Tigrinya  
**Leading Languages in daily use:** Tigrinya, Afar, Arabic, Saho, Kunama, etc.

### ▶ ETHIOPIA

**Official Languages:** Amharic  
**Leading Languages in daily use:** Amharic, Oromigna, Tigrina, Somali, Guaragigna, etc.

### ▶ GABON

**Official Languages:** French  
**Leading Languages in daily use:** Fang, Sira, Mbere, Myene, French, etc.

### ▶ GAMBIA

**Official Languages:** English  
**Leading Languages in daily use:** Mandinka, Fulfulde, Wolof, Soninke, Jola, etc.

### ▶ GHANA

**Official Languages:** English  
**Leading Languages in daily use:** Akan, Ewe, Ga, English, Abbron, etc.

### ▶ GUINEA

**Official Languages:** French  
**Leading Languages in daily use:** Maninka, Pular, Susu, Kpele, Kissi, etc.

### ▶ GUINEA-BISSAU

**Official Languages:** Portuguese  
**Leading Languages in daily use:** Balcanta, Fulfulde, Crioulo, Mandyak, Mandinka, etc.

### ▶ KENYA

**Official Languages:** English, Swahili  
**Leading Languages in daily use:** Kikuyu, Luo, Luyia, Kalenjin, Kamba

### ▶ LESOTHO

**Official Languages:** Sesotho, English  
**Leading Languages in daily use:** Sesotho, English, etc.

†[http://portal.unesco.org/education/fr/ev.php-URL\\_ID=20849&URL\\_DO=DO\\_TOPIC&URL\\_SECTION=201.html](http://portal.unesco.org/education/fr/ev.php-URL_ID=20849&URL_DO=DO_TOPIC&URL_SECTION=201.html)

### ▶ LIBERIA

**Official Languages:** English

**Leading Languages in daily use:**

Pidgin-English, Kpelle, Bassa, Mano, Dan, etc.

### ▶ MADAGASCAR

**Official Languages:** Malagasy, French

**Leading Languages in daily use:**

Malagasy, French, etc.

### ▶ MALAWI

**Official Languages:** English, Chichewa

**Leading Languages in daily use:**

Chichewa, Lomwe, Yao, Ngoni, Tumbuka, etc.

### ▶ MALI

**Official Languages:** French

**Leading Languages in daily use:**

Bambara, Soninke, Fulfulde, Malinke, Senoufo

### ▶ MAURITANIA

**Official Languages:** Arabic, Wolof

**Leading Languages in daily use:**

Arabic, Fulfulde, Tamashek, Soninke, Wolof, etc.

### ▶ MAURITIUS

**Official Languages:** English

**Leading Languages in daily use:**

Creole, Morisyen, Bhojpuri, Urdu, French, etc.

### ▶ MOZAMBIQUE

**Official Languages:** Portuguese

**Leading Languages in daily use:**

Makhuwa, Tsonga, Lomwe, Sena, Shona, etc.

### ▶ NIGER

**Official Languages:** French

**Leading Languages in daily use:**

Haus, Zarma, Songhai, Fulfulde, Tamajak, etc.

### ▶ NIGERIA

**Official Languages:** English

**Leading Languages in daily use:**

English, Haus, Igbo, Yoruba, Pidgin-English, etc.

### ▶ RWANDA

**Official Languages:** French,

Kinyarwanda, English

**Leading Languages in daily use:**

Kinyarwanda, French, English, etc.

### ▶ SENEGAL

**Official Languages:** French

**Leading Languages in daily use:**

Wolof, Fulfulde, Serere, Mandinka, Malinke, etc.

### ▶ SIERRA LEONE

**Official Languages:** English

**Leading Languages in daily use:**

Mende, Themne, Creole, Limba, Kuranko

### ▶ SOMALIA

**Official Languages:** Somali

**Leading Languages in daily use:**

Somali, Maay, Gabre, Swahili, Jiddu, etc.

### ▶ SOUTH AFRICA

**Official Languages:** Afrikaans, English, Ndebele, Sepedi, Sesotho, Setswana, Siswati, Tshivenda, Xitsonga, Xhosa, Zulu

**Leading Languages in daily use:**

Zulu, Xhosa, Afrikaans, Sepedi, English, etc.

### ▶ SUDAN

**Official Languages:** Arabic

**Leading Languages in daily use:**

Arabic, Dinka, Bedawi, Nuer, Fur, etc.

### ▶ SWAZILAND

**Official Languages:** English, Siswati

**Leading Languages in daily use:**

English, Siswati, etc.

### ▶ TANZANIA (UNITED REP. OF)

**Official Languages:** English, Swahili

**Leading Languages in daily use:**

Swahili, Bemba, English, Gogo, Haya, etc.

### ▶ TOGO

**Official Languages:** French

**Leading Languages in daily use:**

Ewe, Kabiye, Tem, Gen, Moba, etc.

### ▶ UGANDA

**Official Languages:** English

**Leading Languages in daily use:**

Swahili, Ganda, Nyanjole, Chiga, Soga, etc.

### ▶ ZAMBIA

**Official Languages:** English

**Leading Languages in daily use:**

Bemba, Tonga, Nyanja, Lozi, Lalabisa, etc.

### ▶ ZIMBABWE

**Official Languages:** English

**Leading Languages in daily use:**

Shona, Ndebele, English, Kalanga, Tonga, etc.

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## ▶ CHAPTER II LANGUAGES IN ARAB STATES

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### ▶ ALGERIA

**Official Languages:** Arabic

**Leading languages in daily use:**

Arabic, Kabyle, Chaouia, Tachelhit, French, etc.

### ▶ EGYPT

**Official Languages:** Arabic, English, French

**Leading languages in daily use:**

Arabic, Domari, Nubian, Armenian, Greek, etc.

### ▶ IRAQ

**Official Languages:** Arabic

**Leading languages in daily use:**

Arabic, Kurdish, Azeri, Farsi, Turkmen, etc.

### ▶ JORDAN

**Official Languages:** Arabic

**Leading languages in daily use:**

Arabic, Adyghe, Armenian, etc.

### ▶ KUWAIT

**Official Languages:** Arabic

**Leading languages in daily use:**

Arabic

### ▶ LEBANON

**Official Languages:** Arabic, French

**Leading languages in daily use:**

Arabic, French, English, Armenian, Kurdish

### ▶ LIBYAN ARAB JAMAHIRIYA

**Official Languages:** Arabic

**Leading languages in daily use:**

Arabic, Nefusi, Zuara, Tamashek

### ▶ MOROCCO

**Official Languages:** Arabic

**Leading languages in daily use:**

Arabic, Techelhit, Tamazight, Tarifit, French

### ▶ OMAN

**Official Languages:** Arabic

**Leading languages in daily use:**

Arabic, English, Baluchi, Swahili, Farsi, etc.

### ▶ SAUDI ARABIA

**Official Languages:** Arabic

**Leading languages in daily use:**

Arabic

### ▶ SYRIAN ARAB REP.

**Official Languages:** Arabic

**Leading languages in daily use:**

Arabic, Kurdish, Armenian, Azeri, Assyrian, etc.

### ▶ TUNISIA

**Official Languages:** Arabic

**Leading languages in daily use:**

Arabic, Jerba, French, etc.

### ▶ UNITED ARAB EMIRATES

**Official Languages:** Arabic

**Leading languages in daily use:**

Arabic, Pashto, Baluchi, Somali, Farsi

### ▶ YEMEN

**Official Languages:** Arabic

**Leading languages in daily use:**

Arabic, Somali, Soqotri, Mehri, etc.

## ▶ CHAPTER III LANGUAGES IN ASIA AND PACIFIC

### ▶ AFGHANISTAN

**Official Languages:** Pashto, Dari

**Leading languages in daily use:**

Pashto, Dari, Hazaragi, Uzbek, Aimaq, etc.

### ▶ ARMENIA

**Official Languages:** Armenian

**Leading languages in daily use:**

Armenian, Azerbaijani, Russian, Kurdish, Ukrainian

### ▶ AUSTRALIA

**Official Languages:** English

**Leading languages in daily use:**

English, Italian, Greek, Cantonese, Arabic, etc.

### ▶ AZERBAIJAN

**Official Languages:** Azeri

**Leading languages in daily use:**

Azeri, Russian, Turkish, English, French, etc.

### ▶ BANGLADESH

**Official Languages:** Bangla

**Leading languages in daily use:**

Bangla, English, Urdu, Sylheti, Hindi

### ▶ BHUTAN

**Official Languages:** Dzongkha

**Leading languages in daily use:**

Dzongkha, Nepali, Scharchup, Kebumtamp, Gurtu, etc.

### ▶ CAMBODIA

**Official Languages:** Khmer

**Leading languages in daily use:**

Khmer, Vietnamese, Chinese, etc.

### ▶ CHINA

**Official Languages:** Mandarin

**Leading Languages in daily use:**

Mandarin, Cantonese, Xiang, Min, Hakka, etc.

### ▶ GEORGIA

**Official Languages:** Georgian

**Leading languages in daily use:**

Georgian, Mingrelian, Armenian, Russian, Azeri, etc.

### ▶ HONG KONG SAR

**Official Languages:** ----.

**Leading Languages in daily use:**

Cantonese, Min Nan, English, Mandarin, etc.

### ▶ INDIA

**Official Languages:** Assamese,

Bengali, English (Associate),

Gujarati, Hindi, Kannada, Kashmiri,

Konkani, Malayalan, Manipuri,

Marathi, Nepali, Oriya, Punjabi,

Sanskrit, Sindhi, Tamil, Telugu, Urdu

**Leading languages in daily use:**

Hindi, Bengali, Telugu, Marathi,

Tamil, etc.



▶ **INDONESIA**

**Official Languages:** Bahasa, Indonesian  
**Leading languages in daily use:** avanese, Bahasa, Malay, Madura, Minang, Indonesian, etc.

▶ **IRAN (ISLAMIC REP. OF)**

**Official Languages:** Farsi  
**Leading languages in daily use:** Farsi, Azeri, Kurdish, Arabic, Baluchi, etc.

▶ **JAPAN**

**Official Languages:** Japanese  
**Leading Languages in daily use:** Japanese

▶ **KAZAKHSTAN**

**Official Languages:** Kazakh  
**Leading languages in daily use:** Kazakh, Russian, Uzbek, Uigur, German, etc.

▶ **KOREA (DEM. PEOPLE'S REP.)**

**Official Languages:** Korean  
**Leading Languages in daily use:** Korean

▶ **KOREA (REP. OF)**

**Official Languages:** Korean  
**Leading Languages in daily use:** Korean

▶ **KYRGYZSTAN**

**Official Languages:** Kirghiz  
**Leading languages in daily use:** Kirghiz, Russian, Uzbek, Ukrainian, Tatar, etc.

▶ **LAO PEOPLE'S DEM. REP.**

**Official Languages:** Lao  
**Leading languages in daily use:** Lao, Khmu, Tai, Hmong, So, etc.

▶ **MALAYSIA**

**Official Languages:** Malay  
**Leading languages in daily use:** Malay, Chinese, Tamil, Javanese, English, etc.

▶ **MONGOLIA**

**Official Languages:** Mongolian  
**Leading Languages in daily use:** Mongolian, Kalmyk, Kazakh, Buriat, Chinese, etc.

▶ **MYANMAR**

**Official Languages:** Burmese  
**Leading languages in daily use:** Burmese, Karen, Shan, Arakanese, Chinese, etc.

▶ **NAURU**

**Official Languages:** English  
**Leading languages in daily use:** Nauruan, English

▶ **NEPAL**

**Official Languages:** Nepalese  
**Leading languages in daily use:** Nepali, Maithali, Bhojpuri, Tharu, Tamang, etc.

▶ **NEW ZEALAND**

**Official Languages:** English, Maori  
**Leading languages in daily use:** English, Maori, Samoan, Cantonese, Mandarin, etc.

▶ **NIUE**

**Official Languages:** English, Niuean  
**Leading languages in daily use:** Niuean, English

▶ **PAKISTAN**

**Official Languages:** Urdu, English  
**Leading languages in daily use:** Urdu, Pashto, Punjabi, Sindhi, Baluchi

▶ **PAPUA NEW GUINEA**

**Official Languages:** English  
**Leading languages in daily use:** Pidgin-English, Motu

▶ **PHILIPPINES**

**Official Languages:** Tagalog, English  
**Leading languages in daily use:** Tagalog, Cebuano, Ilocano, Bicolano, Waray, etc.

▶ **SAMOA**

**Official Languages:** Samoan, English  
**Leading languages in daily use:** Samoan, English, French, Tokelauan, etc.

▶ **SINGAPORE**

**Official Languages:** Chinese, English, Malay, Tamil.  
**Leading languages in daily use:** Chinese, Malay, English, Tamil, Thai, etc.

▶ **SRI LANKA**

**Official Languages:** English, Sinhala, Tamil  
**Leading languages in daily use:** Sinhala, Tamil, English, Malay, etc.

▶ **TAJIKISTAN**

**Official Languages:** Tajik  
**Leading languages in daily use:** Tajik, Uzbek, Russian, Tatar, Kirghiz, etc.

▶ **THAILAND**

**Official Languages:** Thai  
**Leading languages in daily use:** Thai, Malay, Chinese, Khmer, Karen, etc.

▶ **TURKMENISTAN**

**Official Languages:** Turkmen  
**Leading languages in daily use:** Turkmen, Russian, Uzbek, Kazakh, etc.

▶ **UZBEKISTAN**

**Official Languages:** Uzbek  
**Leading languages in daily use:** Uzbek, Russian, Kazakh, Tatar, Karakalpak, etc.

▶ **VIET NAM**

**Official Languages:** Vietnamese  
**Leading languages in daily use:** Vietnamese, Tai, Muong, Nung, Chinese, etc.

## CHAPTER IV LANGUAGES IN EUROPE AND NORTH AMERICA

### ▶ ALBANIA

**Official Languages:** Albanian  
**Leading languages in daily use:** Albanian, Macedonian, Macedonian, Romani, Greek, etc.

### ▶ ANDORRA

**Official Languages:** Catalan  
**Leading languages in daily use:** Catalan, Spanish, French, Portuguese, etc.

### ▶ AUSTRIA

**Official Languages:** German  
**Leading languages in daily use:** German, Serbian, Croatian, Slovenian, Turkish, etc.

### ▶ BELARUS

**Official Languages:** Byelorussian  
**Leading languages in daily use:** Byelorussian, Russian, Polish, Ukrainian, Tatar, etc.

### ▶ BELGIUM

**Official Languages:** Dutch, French, German  
**Leading languages in daily use:** Dutch, French, German, Luxembourggeois

### ▶ BOSNIA AND HERZEGOVINA

**Official Languages:** Bosnian  
**Leading languages in daily use:** Bosnian, Serbian, Croatian, English, etc.

### ▶ BULGARIA

**Official Languages:** Bulgarian  
**Leading languages in daily use:** Bulgarian, Turkish, Romani, Macedo Rom., Armenian, etc.

### ▶ CANADA

**Official Languages:** English, French  
**Leading languages in daily use:** English, French, Chinese, Italian, German, Hebrew, Arabic, Portuguese, Creole, Spanish, Vietnamese, Ukrainian, etc.

### ▶ CROATIA

**Official Languages:** Croatian  
**Leading languages in daily use:** Croatian, Serbian, Italian, Hungarian, Slovenian, etc

### ▶ CYPRUS

**Official Languages:** Greek, Turkish  
**Leading languages in daily use:** Greek, Turkish, English, etc

### ▶ CZECH REPUBLIC

**Official Languages:** Czech  
**Leading languages in daily use:** Czech, Slovak, German, Polish, Romani

### ▶ DENMARK

**Official Languages:** Danish  
**Leading languages in daily use:** Danish, Turkish, Greenlandic, Faroese, Serbo-Croatian, etc.

### ▶ ESTONIA

**Official Languages:** Estonian  
**Leading languages in daily use:** Estonian, Russian, Ukrainian, Byelorussian, Finnish, etc.

### ▶ FINLAND

**Official Languages:** Finnish, Swedish  
**Leading languages in daily use:** Finnish, Swedish, English, Russian, Estonian, etc.

### ▶ FRANCE

**Official Languages:** French  
**Leading languages in daily use:** French, Occitan, Alsatian, Arabic, Breton, etc.

### ▶ GERMANY

**Official Languages:** German  
**Leading languages in daily use:** German, Turkish, Serbo-Croatian, Italian, Kurdish, etc.

### ▶ GREECE

**Official Languages:** Greek  
**Leading languages in daily use:** Greek, Turkish, Albanian, etc.

### ▶ HUNGARY

**Official Languages:** Hungarian  
**Leading languages in daily use:** Hungarian, Ukrainian, German, Romani, Romanian, etc.

### ▶ IRELAND

**Official Languages:** English, Gaelic  
**Leading languages in daily use:** English, Gaelic, etc.

### ▶ ISRAEL

**Official Languages:** Hebrew, Arabic  
**Leading languages in daily use:** Hebrew, Arabic, Russian, English, Yiddish

### ▶ ITALY

**Official Languages:** Italian  
**Leading languages in daily use:** Italian, Neapolitan, Piemontese, Venetian, Ligurian, etc.

### ▶ LATVIA

**Official Languages:** Latvian  
**Leading languages in daily use:** Latvian, Russian, English, German, Polish, etc.

### ▶ LITHUANIA

**Official Languages:** Lithuanian  
**Leading languages in daily use:** Lituanian, Russian, Polish, Byelorussian, Ukrainian, etc.

### ▶ MACEDONIA (FORMER YUGOSLAV REP. OF)

**Official Languages:** -----  
**Leading languages in daily use:** Macedonian, Albanian, Turkish, Serbo-Croatian, Romani, etc.

► **MOLDOVA (REP. OF)**

**Official Languages:** Moldovan  
**Leading languages in daily use:** Moldovan, Ukrainian, Russian, Bulgarian, Gagauz, etc.

► **NETHERLANDS**

**Official Languages:** Dutch, Frisian  
**Leading languages in daily use:** Dutch, Frisian, Arabic, Turkish, Papiamcutu, etc.

► **NORWAY**

**Official Languages:** Norwegian  
**Leading languages in daily use:** Norwegian, Saami, Swedish, Vietnamese, Danish, etc.

► **POLAND**

**Official Languages:** Polish  
**Leading languages in daily use:** Polish, German, Byelorussian, Kashubian, Russian, etc.

► **PORTUGAL**

**Official Languages:** Portuguese  
**Leading languages in daily use:** Portuguese, Arabic, Galician, Mirandesa, Calo, etc.

► **ROMANIA**

**Official Languages:** Romanian  
**Leading languages in daily use:** Romanian, Hungarian, Romani, Turkish, German, etc.

► **RUSSIAN FEDERATION**

**Official Languages:** Russian  
**Leading languages in daily use:** Russian, Tatar, Ukrainian, Byelorussian, German, etc.

► **SAN MARINO**

**Official Languages:** Italian  
**Leading languages in daily use:** Italian

► **SLOVAKIA**

**Official Languages:** Slovak  
**Leading languages in daily use:** Slovak, Hungarian, Romani, Ruthenian, Ukrainian, Czech, etc.

► **SLOVENIA**

**Official Languages:** Slovenian  
**Leading languages in daily use:** Slovenian, German, Hungarian, Italian, etc.

► **SPAIN**

**Official Languages:** Spanish  
**Leading languages in daily use:** Spanish, Catalan, Valencian, Galician, Basque, etc.

► **SWEDEN**

**Official Languages:** Swedish  
**Leading languages in daily use:** Swedish, Finnish, Serbian, Bosnian, Farsi, etc.

► **SWITZERLAND**

**Official Languages:** French, German, Italian, Romansh  
**Leading languages in daily use:** German, French, Italian, Spanish, Serbo-Croatian

► **TURKEY**

**Official Languages:** Turkish  
**Leading languages in daily use:** Turkish, Kurdish, Zaza, Kirmanjki, Arabic, etc.

► **UKRAINE**

**Official languages:** Ukrainian  
**Leading languages in daily use:** Ukrainian, Russian, Romanian, Bulgarian, Hungarian, etc.

► **UNITED KINGDOM**

**Official Languages:** English, Welsh  
**Leading languages in daily use:** English, Italian, Arabic, Gujarati, Urdu, etc.

► **UNITED STATES OF AMERICA**

**Official Languages:** English  
**Leading languages in daily use:** English, Spanish, Chinese, Russian, Italian, Creole, French, etc.

► **YUGOSLAVIA**

**Official Languages:** Serbian  
**Leading languages in daily use:** Serbian, Croatian, Albanian, Romanian, Slovak, etc.

## CHAPTER V LANGUAGES IN LATIN AMERICA AND THE CARIBBEAN

► **ANTIGUA**

**Official Languages:** English  
**Leading Languages in daily use:** English, Spanish, Chinese, Creole-French, etc.

► **ARGENTINA**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, Quechua, Guarani, Mapuche, Toba, etc.

► **BARBADOS**

**Official Languages:** English  
**Leading Languages in daily use:** English

► **BELIZE**

**Official Languages:** English  
**Leading Languages in daily use:** English, Spanish, Creole-English, Garifuna, Ketchi, etc.

► **BOLIVIA**

**Official Languages:** Aymara, Quechua, Spanish  
**Leading Languages in daily use:** Spanish, Quechua, Aymara, German, Chiquitano, etc

► **BRAZIL**

**Official Languages:** Portuguese  
**Leading Languages in daily use:** Portuguese, Spanish, English, French, Créole, etc.

► **CHILE**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, Mapudungun, Aymara, Rapa Nui, Huilliche, etc

► **COLOMBIA**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, Wayuu, Paez, Embera, Romani, etc.

► **COSTA RICA**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, English, Creole-English, Bribri, Cabecar

► **CUBA**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, English, French

► **DOMINICAN REP.**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, Creole-French, Creole-English

► **ECUADOR**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, Quechua, Shuar, Colorado, Chachi, etc.

► **EL SALVADOR**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, Kekchi, Nahuat

► **GUATEMALA**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, Quiche, Cakchiquel, Mam, Tzutujil, etc

► **HAITI**

**Official Languages:** French, Creole  
**Leading Languages in daily use:** Creole, French

► **HONDURAS**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, Garifuna, Arabic, English, Miskito

► **JAMAICA**

**Official Languages:** English  
**Leading Languages in daily use:** Creole-English, English

► **MEXICO**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, Nahuatl, Maya, Zapoteco, Mixteco, etc.

► **NICARAGUA**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, Miskito, Creole-English, Sumo, Rama, etc.

► **PANAMA**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, English

► **PARAGUAY**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Guarani, Spanish, German, Chilupi, Pai, etc.

► **PERU**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, Quechua, Aymara, Campa, Aguaruno, etc

► **ST. LUCIA**

**Official Languages:** English  
**Leading Languages in daily use:** English, Creole-French

► **ST. VINCENT**

**Official Languages:** English, Creole-English  
**Leading Languages in daily use:** English, Creole-English, French

► **TRINIDAD AND TOBAGO**

**Official Languages:** English  
**Leading Languages in daily use:** English, Hindi, Creole-English, Creole-French, Chinese, etc.

► **URUGUAY**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish

► **VENEZUELA**

**Official Languages:** Spanish  
**Leading Languages in daily use:** Spanish, Wayuu, Warao, Pemon, Kariña, etc.



**PART 2**  
**CULTURAL**  
**MEDIATORS**

## INTRODUCTION

This second part contains two chapters. The first chapter provides useful information to anyone who will be a cultural mediator. Cultural mediators facilitate intercultural communication.

The second chapter lists the individuals who are able to understand and to speak different languages as well as cultural aspects of the countries where these languages are used. The list below shows the languages used by CSC employees and in different ethnocultural communities.

## CHAPTER I USEFUL INFORMATION FOR CULTURAL MEDIATORS<sup>‡</sup>

### CONDUCT GENERALLY

- A. Cultural mediator shall, at all times, conduct themselves with courtesy, discretion and decorum and provide high-quality services.
- B. At no time shall the cultural mediator withdraw from, or leave, a proceeding without discussing the reasons.

### COMPETENCE

- A. Cultural Mediator shall only undertake to provide and shall only provide services for which they have the required competence.
- B. If at any time the cultural mediator believes that he or she is unable to act in his or her role competently, the employee shall, without delay, inform the case management officer.

<sup>‡</sup>Information adapted from document published by Immigration and Refugee Board of Canada

### CARE, SKILL, DILIGENCE AND EFFICIENCY

Cultural mediators shall take all reasonable care to faithfully and accurately interpret or translate what is stated in the source language into the target language, having regard primarily to meaning and secondarily to style, without any paraphrasing, embellishment, omission, explanation, or expression of opinion, using the same person as in the source language and the closest natural equivalent of the source language.

### IMPARTIALITY AND AVOIDANCE OF CONFLICT OF INTEREST

- A. Cultural mediators shall be, and shall appear to be, objective and impartial at all times.
- B. Cultural mediators shall avoid, and where it arises, shall, without delay, disclose any real, potential, or apparent conflict of interest in relation to any matter for which they provide services.

#### COMMENTARY:

- I. As soon as a cultural mediator becomes aware, for example, of any ties, whether personal, professional, or other, that the cultural mediator has or may have with the person with respect to whom he or she is providing interpretation, the cultural mediator is required to disclose this fact, without delay.
- II. A cultural mediator is likewise required to disclose, in the same manner and to the same person, for example, any other activity, association, or private interest, (such as membership in an organization that is critical of or in favour of the government of the country of origin of the person concerned), that may be incompatible with his or her duties as an interpreter.
- III. A cultural mediator is also expected to refrain from giving advice to, or discussing any aspect of a case with anyone

### CONFIDENTIALITY

Cultural mediators shall keep confidential all information gained in the course of providing services.

## ▶ CHAPTER II CULTURAL MEDIATORS

*Cultural mediators are listed in alphabetical order of the languages spoken or understood.*

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## CONCLUSION

The *Corrections and Conditional Release Act* (Section 4h), CSC Mission statement as well as the Commissioner's Directives 767 on Ethnocultural Offender Programs and 702 on Aboriginal Offenders all require that correctional policies, programs and practices respect gender, ethnic, cultural and linguistic differences and be responsive to the special needs of women and aboriginal peoples, as well as to the needs of other groups of offenders with special requirements.

In all regions, Diversity Committees contribute to an environment that respects ethnocultural diversity. In addition, national and regional ethnocultural advisory committees assist CSC in all areas related to multiculturalism. Through their advisory role the committees can make suggestions to improve policies, to better accommodate employees with special needs and to ensure a respectful management framework to help put in practice those policies.

We have some examples that show that Correctional Service of Canada is open to linguistic diversity of its employees.

At the La Macaza institution in the Quebec region, an employee acts as an interpreter for an Aboriginal inmate who speaks only Algonquin language and Inuit inmates who speak Inuktitut.

In the Pacific region, third language benefits are realized. An appreciation for the different Aboriginal and Asian cultures found on the west coast enable those staff to manifest their culture in the workplace and provides managers with appropriate ways to respond to staff.

In the Ontario region, CSC realized that a multi-cultural workforce would help to enhance cultural understanding and dialogue between staff and offenders.

In particular, there has been a very concerted effort to increase Aboriginal participation in Case Management activities as there is a strong belief that having Aboriginal staff in the counselling and assessment role with Aboriginal Offenders will help reverse the trend that Aboriginal offenders on average are released at a later date than non-aboriginal offenders.

In the Central Parole District–Great Toronto Area (GTA), Parole Officers with the ability to speak third languages, in particular Chinese are appropriately utilized.

In Prairie region, a multicultural workforce provides positive, visible role models for offenders and increases sensitivity of staff to others who might be different in appearance, values and culture. A multi-cultural workforce offers new and often better solutions to problem solving and conflict situations. Language services are more readily available through a multi cultural workforce and there is more likelihood of fairness to others who come from different culture.

Differences in language, culture and religion can be bridged through understanding and representation within staff members which will improve overall service delivery. It will also serve to break down barriers between two already well defined groups: a culturally homogenous staff and a diverse offender population that is over-represented in some cultural groups.

