

CBSA Policy for the Use of Interpreters for CCMS

The CBSA has access to interpreters through a list of accredited and security cleared interpreters maintained by Immigration, Refugee and Citizenship Canada (IRCC).

This policy grants CCMS Service Providers (SP) access to use the IRCC interpreters to assist in service delivery during the following phases:

1. **Referral and Assessment:** the SP is required, at the request of the CBSA and/or the IRB assess individuals for ATD CCMS enrolment. This will include an interview, which may be undertaken in person or via phone and/or email.
2. **Enrolment:** once released by the IRB, the SP will meet with individuals in order to enrol them in ATD CCMS Programming. This includes discussing the terms and conditions of release and any SP-related rules for programming.
3. **Case Management:** the SP is required to meet with the individual while they're released into the community to discuss programming and verify attendance etc.

As per this policy, the CBSA and SPs will work together to gain access to interpreters via the following business process:

- a. The CCMS Service Provider will contact the CLO with details of the required interpreter services.
- b. The CLO will liaise with CBSA Regional offices to contact an interpreter, obtain services, and settle payment. Payment shall be covered by the CBSA Regional office.
- c. The CCMS Service Provider will cooperate with the CBSA CLO and/or Regional office to provide them with the required information for payment and processing, including:
 - i. the date of the service,
 - ii. the invoice reference number,
 - iii. the language,
 - iv. the name of the interpreter,
 - v. the UCI of the client involved,
 - vi. the CCMS provider who used the service and
 - vii. if it was a high or medium risk case.

The CLO's will share this information with NHQ periodically in the form of a periodic report. CBSA NHQ will assess the use of interpreters to confirm if the ATD CCMS contracts should be amended to include cost of interpreter services.