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CANES Announces Implementation of Voyce Video, On-Demand Language Interpretation to Enable Employees to Effectively Communicate with the Senior Living Community

CANES Community Care is pleased to announce that it has formed a new partnership with Voyce. The Voyce app, made available on staff's mobile devices, gives CANES' Personal Support Workers (PSWs), Ride Connect drivers, and Home Maintenance workers the ability to break down language barriers on the spot through video communications while out in the field.

"Investing in interpretation services is an important step to improving the language accessibility for our clients. Through the Voyce app, a trained interpreter who speaks the language of our client is now just a phone call or click away," says Jyoti Brar, Senior Director of Client Services and Capacity Building at CANES Community Care.

"The Voyce app connects the user to a live, professional language interpreter on demand, typically in 20 seconds or less, to facilitate a real-time conversation that both parties can see and hear to ensure the most effective communication possible," says Andrew Royce, CEO of Voyce. "Our expansive network of medically trained interpreter staff represents more than 235 languages and dialects, ensuring that no matter how many different languages are spoken across the CANES network, Voyce provides someone who speaks yours."

Previously, language barriers could often lead to frustration and confusion between a client and employee. Whether a client is making a grocery list for one of our Ride Connect drivers or trying to describe to a Home Maintenance worker where to install a grab bar, clear communication is key to the client's overall happiness and safety.

About Voyce:

Voyce is a technology company deeply committed to helping people in need facing language barriers, enabling them to easily and quickly communicate and get help. Voyce's professional and qualified language interpreters provide interpretation across a variety of technology and telehealth platforms in 235+ languages and dialects, including American Sign Language. Across the U.S., Canada, U.K. and globally, Voyce supports thousands of sessions a day providing language assistance to those in need. Learn more at voyceglobal.com.

About CANES:

CANES Community Care offers fifteen care services to over 5,000 clients living in Brampton, Malton, Etobicoke, Woodbridge, Oakville and Mississauga. For more information on the agency and its services please visit our website: www.canes.on.ca.

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