



**Multi-Languages Corporation Conference 2005**  
**University of Toronto – Victoria College**  
**Toronto, Ontario, Canada**  
**Saturday, November 19, 2005**



8:00 – 8:45

Registration

8:45 – 9:00

Introductions

9:00 – 9:45



***Community Interpretation: When Theory Meets Practice***  
**Effie Fragkou**

This presentation will attempt to bridge the traditional gap between theory and practice in community interpretation. Informal practices of recruiting, training and sending community interpreters on assignments have proven to be insufficient in addressing the professional challenges and in meeting the needs of the interpreters and their clients. They are also responsible for creating a multi-tier system of services in terms of quality and delivery and are putting financial pressure on interpreters, agencies and service providers alike. For that reason, interpreters tend to consider community interpretation as an intermediate solution “until something better comes along”. This attitude, for which the interpreters are not the only ones to blame, compromises any attempt to professionalize this form of interpretation.

The author will demonstrate that formal training of community interpreters, which combines theory and practice, will improve the status of community interpretation by turning it into a profession that is respected and recognized by the appropriate regulatory bodies (i.e. Provincial Associations of Translators and Interpreters) and other members of the same professional community, namely conference and court interpreters.

With respect to the theory of interpretation, the author will demonstrate that academic works already published, and research conducted and used in conference interpretation training (simultaneous and consecutive), once adjusted to the circumstances of the community interpretation setting, can be beneficial in shaping the skills of the future community interpreters who follow a formal training administered by recognized academic institutions. Last but not least, the author will give examples of some of the theories and their application in community interpreting. This interactive presentation will allow attendees to test their skills and actively participate in the discussion.

*Effie Fragkou has a BA in French Studies (University of Athens, Greece), an MA in Technical Translation (Université Marc Bloch, Strasbourg, France), an MA in Translation Theory (Glendon, York University) and is currently working on her PhD in Translation Studies (University of Ottawa). She has worked as a simultaneous interpreter and as Greek and French translator for over 10 years and has acquired an extensive experience of the North American and European (Greek) translation markets. One of the topics that interests her is the need to effectively incorporate translation theory in modern translation practices (cf. GLI), so as to address more effectively ethic and quality issues.*

9:45 – 10:00

Coffee Break

10:00 – 11:30

## **Court Interpretation**

### **Rebecca Langstaff, MBA**

This session will focus on the requirements, challenges and opportunities available to interpreters in the Ontario court system. Rebecca Langstaff, from the Ministry of the Attorney General, will provide an overview of the accreditation requirements and training provided to work in court, and will discuss recent Ministry policy developments that will affect court interpreters.

*Senior Policy Advisor, Court Services Division, Ministry of the Attorney General*

*Ms. Langstaff has worked with the Court Services Division of the Ministry of the Attorney General since 2001. She has recently taken on responsibility for developing revised policies on court interpretation, including testing and accreditation requirements, performance audits, complaint processes, interpreter training and professional development.*

### **Yuri Geifman**

With a total of 15 members, Court Interpretation is currently the smallest ATIO division. In fact, there are only about 25 certified court interpreters all over Canada. Although a rather newly established professional category, Court interpretation is gaining in status and recognition. Several major universities are offering courses and advanced degrees in Court Interpreting. It is widely acknowledged that clients in a courtroom are entitled to the best quality interpretation possible; however, it should also be recognized that high quality always comes at a higher price. This is one area that still needs considerable improvement.

The presenter will discuss the current accreditation of interpreters working within the Canadian court system and will state the advantages of ATIO (CTTIC) certification and membership. He will also discuss the challenges faced by the professional associations, namely building a strong membership and supporting continuous professional development activities for its members. The presenter will identify areas that urgently require special attention and intervention, that is training, upgrading skills, and staying in tune with all things new in CI elsewhere in the world – Australia, US, EU, etc. With that in mind, the CI division of ATIO managed to organize last year its first workshop, which was a major success. The hope is maintaining the momentum. The challenge, however, is to find the right format and to attract the right speakers.

To learn more about ATIO's admission requirements, visit its website at [www.atio.on.ca](http://www.atio.on.ca)

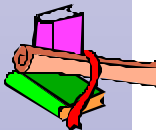
*Yuri has a degree in English and Russian Literature. He has worked as a translator and interpreter for more than 30 years. He is Certified as translator and Court interpreter by ATIO (CTTIC). Currently he serves the association (ATIO) as Director of Court Interpreters.*

### **Himmat Benjamin**

The Court Interpreter: Role, skills and expectations

The presenter will analyze what is expected from Court interpreters to effectively fulfill their roles. By facilitating communication, a Court Interpreter assumes one of the most important roles in court proceedings involving parties who do not share the same language. This means faithfully and promptly conveying the message uttered by all parties. In order to provide his/her services in the a professional manner, a court interpreter has to master his/her working languages, i.e. English and the target language/s in which s/he is accredited, adheres to the Code of Ethics for interpreters and has an extensive knowledge of the Court system, including but not limited to the role of the judge/JP, the Crown and Defense Counsels, the Police, the Court Staff, the Victim and Witnesses, etc. An important requirement, on which depends the everyday performance of a professional Court Interpreter, is Court terminology, which is acquired through practice, self-study and continuous research. Presentation and appearance are equally important although often neglected (i.e. dress code). Last but not least, a Court Interpreter must be able to switch between consecutive and simultaneous interpretation.

*Himmat Benjamin is a trilingual interpreter and translator. He has been working as a Court Interpreter for over 13 years. Accredited by NAATI in Australia as an interpreter and translator and subsequently in Canada by the Ministry of the Attorney General (MAG), the Immigration and Refugee Board (IRB), the RCMP and some private clients. He took "Specialist Legal Interpreting" at the School of Law and Languages of Sidney and served as a panel member for the NAATI Examinations for Punjabi and Hindi. Author of poetry in Punjabi, Hindi and Urdu.*



11:45 – 1:15

## **Medical Interpreting: Challenges**

### **Interpreting in Mental Health**

#### **Stella Rahman**

Interpreting in medical settings itself is challenging for many reasons - even more challenging is interpreting in mental health settings because the clients suffer from various degrees of disorganized speech & thought which usually makes interpreting very difficult even for interpreters with years of experience. I will discuss what the challenges are and how to overcome the challenges. In addition, I will also discuss the role of culture while interpreting for mental health clients.

*Stella Rahman is a physician from Bangladesh and immigrated to Canada after working in the Middle East for 16 years. Her 1<sup>st</sup> job as a physician was in Dubai in U.A.E. where the population spoke Arabic. She soon mastered the skills of working through an interpreter until she could herself learn enough Arabic to communicate with her Arabic-speaking clients. She herself became accredited as a court interpreter after arriving in Toronto, Canada and is currently working as the Coordinator, Cultural Interpretation Services at the Centre for Addiction and Mental Health in Toronto, Canada and is the President of the Healthcare Interpretation Network.*

### **Working With Interpreters in Pediatrics Cases**

#### **Kathy Gravel**

##### Session Description

The act of interpreting is complex and mentally challenging. In a pediatric medical setting, skilled and professional interpretation is an essential part of providing excellent service.

Kathy Gravel, Social Worker and Community Developer from Bloorview MacMillan Children's Centre in Toronto, is pleased to be participating in this panel presentation. In her presentation, she will share experiences and recommendations for medical interpreting in a pediatric setting.

##### Session attendees will:

1. Learn what some pediatric rehabilitation professionals have experienced working with Interpreters.
2. Obtain recommendations to best provide Medical Interpretation in a pediatric rehabilitation setting.

*Kathy Gravel is a Social Worker / Community Resource Developer working in the Neuro Rehabilitation Outpatient Program of Bloorview MacMillan Children's Centre. Bloorview MacMillan Children's Centre is a rehabilitation and treatment Centre in Toronto dedicated to enabling children and youth with disabilities or special needs to achieve their personal bests. The Outpatient Program that Kathy works with is a team of professionals dedicated to helping children and families to better cope and adjust to living with Acquired Brain Injury.*

*Kathy has a Bachelor's degree in Psychology from Queen's University at Kingston, and earned a Master of Social Work (MSW) degree from the University of Toronto. She is currently receiving training in marriage and family therapy at the post-master's level and follows the Codes of Ethics of the OCSWSSW and American Association for Marriage and Family Therapy (AAMFT). She has over 16 years of experience supporting children who have disabilities, and their family members.*

1:30 – 2:30

Lunch

2:30 – 4:00

## **Globalization 101**

**Nancy A. Locke**

Globalization, the pros and cons, makes the headlines daily and we see its effects all around us. But what is globalization exactly and what does it mean to language professionals? Nancy A. Locke, a freelance writer, educator and public speaker specializing in language matters, will present an overview of the economic phenomenon of globalization and its impacts on the language services industry. She will explain in broad strokes the technology-driven processes of localization and internationalization that, together, represent the cornerstones of enterprise-level globalization and their dramatic effects on the way we work.

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*After working in the language services industry for over eight years, Nancy A. Locke now writes freelance and lectures on language matters. An instructor in the Localization Certificate program at Université de Montréal and a frequent speaker at industry conferences, Ms. Locke's articles have appeared in Intercom (STC), The Chronicle (ATA), Localisation Focus (Ireland) and the Canadian national daily, The Globe and Mail. She is a regular contributor to Multilingual Computing & Technology. Her book, International by Design, will be published in 2005.*

4:15 – 5:15

## **What is Terminology?**

**Nelida Chan**

Not all the words in a specialized text are the same. Most words come from the lexica that make up general language. You can look up these words in general language dictionaries. Then there are words that make up the terminology of special language. How does one distinguish lexica from terminology? It is important to know how general language dictionaries prepared by lexicographers differ from the specialized dictionaries for terminology, even though their boundaries overlap and are increasingly converging. This presentation will review the features that characterize terminology as opposed to everyday words (lexica). The presentation will look at everyday words in relation to specialized terms, eponyms, appellations and generic appellations and how they are dealt with in translation.

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*Nelida Chan has a Master in English, York University and has been working as a terminologist for over 20 years. She is currently working in the Terminology Unit of the Ontario Government Translation Service. She has been teaching terminology in the School of Translation since 1988 and more recently in the Master in Translation program at Glendon College, York University.*

5:30 – 6:30

## ***Tools for Translators***

**Terminotix Logiterm**

**Marc-Olivier Giguère**



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## **SDL TRADOS**

**Bryan Montpetit**



SDL Desktop Technology is the localization tools division of SDL International, the world's leading provider of global information management (GIM) solutions that empower organizations to improve the quality and accelerate the delivery of multilingual content to global markets.

With over 1300 staff worldwide, its comprehensive and integrated offerings include translation memory tools such as SDLX 2005 and TRADOS 7 product suites, terminology management and server-based translation management systems. SDL has implemented more than 100 enterprise GIM solutions, has over 100,000 software licenses deployed across the GIM ecosystem and its global infrastructure spans more than 45 offices in 30 countries.

For more information on SDL, please email: [productsales@sdl.com](mailto:productsales@sdl.com) or visit [www.sdl.com/products](http://www.sdl.com/products).

6:30

**Awards**

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### **Display Tables**

- \* ATIO - Association of Translators and Interpreters of Ontario
- \* Terminotix - Logiterm
- \* SDL TRADOS

**This conference has been approved in advance for 8 CE ATA Points**