



Multi-Languages Newsletter

High quality language solutions for your global audience



EN 15038 Certified



CAN GCSB 131.10 Certified

Issue 14, Fall/Winter 2009

Conference on translation and interpretation 2009

9:00 am – 10:30 am

Legal Interpreting - Marjory Bancroft

Community interpreters need specific skills and strategies for legal interpreting in community settings. This presentation highlights lessons learned from **THE LANGUAGE OF JUSTICE** project in the U.S., a three-day training program developed by legal interpreting experts, attorneys and community service leaders. The presentation clarifies procedures and protocols, ethical dilemmas, legal terminology used outside the courtroom, and skills for handling communication barriers safely. The result is clear guidance for court and community interpreters.

Marjory Bancroft is a national leader in the development of U.S. training programs for community interpreting. She has lived in eight countries and holds degrees in French linguistics from Quebec and advanced language certificates from Spain, Germany, and Jordan. Her career spans the teaching of translation, English and French; community interpreting; and directing a non-profit language bank. A veteran interpreter trainer and author of numerous publications and training manuals, Ms. Bancroft directs Cross-Cultural Communications, a training and technical assistance agency devoted to community interpreting.

10:45 am – 11:45 am

Specialization in Translation

Betty Cohen

Do we choose to specialize, or does specialization follow naturally as our career progresses? When we start in a field we like, don't we tend to stay there, primarily because it interests us, and also because the work becomes easier and easier?

But how do we specialize? How do we enter a new field and begin to understand it? What tools are available to us?

A translator specializing in finance, Betty is the author of *Lexique des cooccurrents – Bourse et conjoncture économique*, a lexicon on securities markets and economics phraseology and one of the first lexicons of its kind. As President of la Société des traducteurs du Québec she played a significant role in obtaining the professional titles of certified translator, certified terminologist and certified interpreter in Quebec and in the creation of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ). She then moved on to the international level, as treasurer, then president, of the International Federation of Translators from 1996 to 2005. In the past few years, she was involved in the establishment of quality standards for translation in Canada and she is currently working on an OTTIAQ project aiming at getting the government to make the translation of certain official documents by certified translators mandatory.

11:45-12:45

Revision - Jacques Roland

Self-revision can be an important part of the translation process. One should however be careful to determine in what circumstances a translator should be expected, allowed or required to self-revise. In some cases, self-revision will do more harm than good (just as revision performed by an unqualified intervener will). This presentation will attempt to offer a few suggestions and ideas on the procedures to be applied by translators, project managers and other stakeholders when deciding whether self-revision is required, appropriate and cost-productive, depending on a translator's qualifications and other parameters such as deadline, nature of the source document (incl. complexity and technicality), stylistic attributes (clarity, consistency), and end-user expectations.

The Institut Supérieur de Traducteurs et d'Interprètes in Brussels. Translator and conference interpreter for the United Nations from 1967 to 1973. Certified member of the Association of Translators and Interpreters of Ontario since 1967. Roland Translations Inc.

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Multi-Languages is now CAN CGSB 131.10-2008 Certified



Orion Assessments Services of Canada has performed an audit of **Multi-Languages Corporation** to test conformity with the Canadian Standards concerning translation services. We are glad to announce that **Multi-Languages Corporation** has passed the test of conformity and we are therefore CAN GCSB 131.10-2008 Certified.

The certification, an initiative from AILIA, L'Association de l'industrie de la langue / Language Industry Association, is based on **CAN/CGSB-131.10-2008, Translation Services**, a national standard developed by the Canadian General Standards Board - CGSB - and approved by the Standards Council of Canada. It involved the participation of representatives from AILIA, professional associations, government, education, clients, and other stakeholders.

Multi-Languages also renewed the **EN 15038 Certification** based on the European Standards on "Translation Services - Service Requirements". The EN standards were published in 2006 by the European Committee for Standardization (CEN).



How safe is the work as an interpreter?

By: Soheila Khatami, President - Association of Professional Language Interpreters - APLI

If you work as a professional interpreter like me, you must have encountered at least one occasion in your career, whereby you have felt that your safety is being challenged.

Safety is so imminent in our career that even Hollywood made a movie on us “the Interpreter”, and, on a more serious and extreme note, number of interpreters were recently killed on a mission in Afghanistan and Iraq.

Let us examine few factors pertaining to assignments, which can be relevant:

- ⇒ Location of the assignment (some parts of our beautiful city can be questionable)
- ⇒ Time of the assignment (After hours or dark winter nights)
- ⇒ Weather conditions (winters in Canada!)
- ⇒ Nature of the assignment (Police / domestic problems)
- ⇒ Infections (this area will be dealt with as a separate issue)
- ⇒ Release of private information (Phone number etc.)

How can I make sure, my safety is preserved?

- ⇒ Interpreters should only work with reputable and professional agencies.
- ⇒ Interpreters should question and make themselves aware of the agency’s protocols on safety.
- ⇒ Interpreters should adhere to the Ethical codes and Standards of Practice as per the **NSGCIS**, “Maintenance of Role Boundaries”, item 27 : “**The Interpreter protects her or his own privacy, well-being and safety**”
- ⇒ Interpreters should place top priority on their safety at all times.
- ⇒ Interpreters as a right can ask the agencies for provision of information about the assignment, should they be concerned about safety issues.
- ⇒ Interpreters should be able to withdraw from an assignment if and when their safety is jeopardized.

My view is that not only interpreters are responsible for maintenance of their safety but also the Service Providers and the clients are equally accountable. Below is the guidance to this effect; NSGCIS (Pages 17 and 18)

6. Responsibilities of Clients

The Client shall:

Always inform the Interpreting Service Provider (agency or interpreter) of any known risks and provide any advice, protection and safety measures generally available to participants in the interpreted event. The interpreter shall never be forced to enter a situation that poses a risk to his/her health and well being. [1](#)

1. American Society of Testing Materials (ASTM)

7. Responsibilities of Interpreting Service Providers - ISP

1. Ensure proper working conditions for the interpreter. This includes:

- a. Promoting an adequate working environment.
- b. Briefing the client about the interpreter’s needs.
- c. Providing the required number of interpreters or team of interpreters if applicable.

Finally I would add that in order for this profession to develop further and reach a point whereby everyone within the spectrum of this industry can not only benefit but also contribute to professionalism and advancement, it is of utmost importance that each and every component part of the profession should take its part seriously, responsibly and enthusiastically. After all we provide a service to a multicultural society which is the most diverse that I have ever known and interpretation being it, legal, conference, community or any other type of interpretation is a high demand and expanding profession. Therefore it is our personal and national responsibility to advocate for the integrity and professionalism of our career.

The Importance of Safety and Risk Management for the Medical Interpreter

By Anita Coelho Diabate, Vice-President International Medical Interpreters Association - IMIA

I never thought when entering the field of Medical interpretation that I would be faced with such occupational hazards. It was an eye-opening realization that many interpreters actually can find themselves in difficult situations that pose risks to their safety and health. Professionally trained Medical interpreters are the nation's primary resource in providing language access to foreign speaking patients in a healthcare setting. The safety of each interpreter in an interpreter-assisted encounter depends largely on the skills of the professionally trained interpreter to use his or her knowledge, judgment and common sense to remain safe and avoid the associated risks.

To orient themselves to the safety guidelines of the healthcare system where they are employed is paramount. Understanding protocols most appropriate in an emergency situation involving fire, hazardous spills, bodily fluids and sharps will help to minimize the chance of bodily harm and can often save the lives of others.

The interpreter must always be aware of all factors and be proactive in maintaining their own safety while interpreting. Examples would be that an interpreter never allow themselves to be left alone with a patient if a situation feels at all unsafe or if the patient might be potentially volatile, either in a medical encounter and most especially in a Mental Health setting. Others might be that if a patient has a known contagion, the interpreter be sure to take proper precautions to wear a gown and mask to stay protected, or to wear a lead apron and remain behind the protective glass in Radiology settings.

Hand-hygiene is of the utmost importance in staying healthy in an environment where many bacterial and viral contagions are present and can be the single most effective method of preventing the spread of disease to not only the interpreter but also from patient to patient. Most interpreters are not aware that they should wash their hands between patient visits just as physicians are required to. In addition, taking yearly flu vaccines and not going to work when sick will also help greatly in protecting all concerned.

Though it may sound dangerous, having made the choice to become a Medical interpreter has been the most rewarding professional decision I have made and continues to prove on a daily basis that helping patients to communicate with their healthcare providers as their interpreter outweighs all the risks.

Translator's corner

The Translation Brief

We cannot pretend that a given source text contains all the instructions about how it should be translated

The translation brief is also referred to as translation instructions (Nord 1991) and it is extremely valuable when dealing with a translation project. In fact, it presupposes the gathering of information (explicit or implicit) about:

- ⇒ the (intended) text function(s),
- ⇒ the target text addressee(s),
- ⇒ the (prospective) time and place of text reception,
- ⇒ the medium over which the text will be transmitted, and
- ⇒ the motive for the production or reception of the text.

This information will allow some conjectures as to the communicative function(s) the text is intended to have for the prospective receivers.

The intended communicative function of the target text is the crucial criterion for the translator's decisions in the translation process.

Translation Errors as Non Functional Translations

Functionalism: the notion of translation error must be defined in terms of the **purpose** of the translation process or product (Sigrid KupschLosereit 1985:172) a translation error is an offence against:

1. the function of the translation,
2. the coherence of the text,
3. the text type or text form,
4. linguistic conventions,
5. culture and situation specific conventions and conditions,
6. the language system

A Functional Classification of Translation Errors

«If a translation error is defined as a failure to carry out the instructions implied in the translation brief and as an inadequate solution to a translation problem, then translation errors can be classified into four categories»:

1. **Pragmatic translation errors**, caused by inadequate solutions to pragmatic translation problems such as a lack of receiver orientation

2. **Cultural translation errors**, due to an inadequate decision with regard to reproduction or adaptation of culture specific conventions

3. **Linguistic translation errors**, caused by an inadequate translation when the focus is on language structures

4. **Text specific translation errors**, which are related to a text specific translation problem and, like the corresponding translation problems, can usually be evaluated from a functional or pragmatic point of view.

Source: Ch. Nord: FUNCTIONAL APPROACH TO TRANSLATION. Source text Analysis, Translation Briefs & Identifying Translation Problems. Full text at: www.pfri.hr/~bopri/documents/06NORD-STanalysis-fol_001.pdf



NEWS! NEWS!

Canadians now have FREE access to *TERMIMUM Plus*® and its writing tools

The Government of Canada launched the Language Portal of Canada www.ourlanguages.gc.ca the first national Web site showcasing Canada's language expertise. One of the key tools in the Portal is *TERMIMUM Plus*®, which is now available free of charge.

Users now have access to language-related articles and to many other Canadian resources on the Web. They can also keep abreast of what is happening in the language field across Canada.

All Canadian organizations interested in language can submit content to the Language Portal. The site's content will be updated weekly.

- ⇒ The Government of Canada's terminology and linguistic databank
- ⇒ More than 3,900,000 terms in French, English and Spanish
- ⇒ More than 4,000 monthly updates

**National Standard Guide for
Community Interpreting
Services– NSGCIS**
www.healthcareinterpretationnetwork.ca
(Free and easy download)



Academic Programs - Professional Development - Certification

Multi-Languages Conference 2009 (cont.)

12:45 pm - 1:45 pm Lunch

MC for the afternoon **Calvin Strachan**,
Director Toronto Power Group, Actor.

2:00 pm - 3:00 pm

Physiology/Body Language for success Marina Toledo

By doing fun exercises based on NLP (NeuroLinguistic Programming), we will experience how it feels to be at our peak mental state and how to access it whenever we need it, including in the following situations:

- ⇒ Interpreting
- ⇒ Making important decisions in our life
- ⇒ Facing challenges, fears and uncomfortable situations
- ⇒ Communicating with others
- ⇒ Accessing the courage to do what we have always wanted to do
- ⇒ Dealing with change or disruption

3:15 pm - 5:15 pm

Make it happen, overcome any obstacle... no matter what!

Rock Thomas

Whether you like it or not, obstacles happen. How you choose to react will determine your future. Successful people understand this principle and apply it to their daily lives.

- ⇒ How to **decide** on what you want and commit to its obtainment.
- ⇒ The **WHY (reasons)** which that gives each person personal power to "ACT" on their goals.
- ⇒ Creating an **action plan**, **Saying Yes** to opportunity, and **Asking** for what will get you what you want.
- ⇒ Tools and Strategies to **overcome adversity** and use it to stay on course.
- ⇒ How to become and stay **MOTIVATED** until your goal is achieved.

www.rockthomas.com

5:15 pm **Multi-Languages Award**

For more information please email mayte@multi-languages.com

M-L Customized Workshops

"How to effectively work with interpreters?"
"Code of Ethics and Interpreting Skills"
"Guide on buying Translation Services"
\$350 per session - **Free** for our regular clients
(advanced booking required)

Glendon College York University

Certificate in Translation
(English-Spanish)

frdirosa@glendon.yorku.ca

BA in translation
(English-French)

Certificate in Technical and
Professional Writing

translation@glendon.yorku.ca

MA in Translation

jangoh@glendon.yorku.ca

www.glendon.yorku.ca

Professional Certification

Association of Translators and
Interpreters of Ontario - ATIO

www.atio.on.ca

Canadian Translators, Terminologists
and Interpreters Council

www.cttic.org

Ordre des traducteurs, terminologues
et interprètes agréés du Québec -

OTTIAQ

www.ottiaq.org

American Translators Association

www.atanet.org

Language Interpreter Training Certificate - LITC

180-hour Certificate program

Courses

- * Introduction to Spoken Language Interpreting
- * Consecutive Interpreting
- * Skills Development - Sight Translation
- * Skills Development - Simultaneous Interpreting
- * Setting Specific Interpreting
- * Capstone Course, Skills Integration

Seneca College

jake.atteslander@senecac.on.ca

www.senecac.on.ca/parttime/pip-language_interpreter.html

Mohawk College

<http://www.mohawkcollege.ca/Discover/CE/carts/langint.html>

Niagara College

<http://www.niagaracollege.ca/ce/courses/Language-Interpreter.htm>

St. Clair College

http://www.stclaircollege.ca/yourweekendcollege/weekendcollege_languageinterpreter.html

Conestoga College

<http://www.conestogac.on.ca/ce/catlg/pgmdetails.jsp?ProgramCode=1188&v=0809>

Events

Professional Development

OTTIAQ Annual Conference

Montreal, Quebec, November 20

www.ottiaq.org

Healthcare Interpretation Network Interpretation and Other Drivers for Health Equity

Toronto, Ontario, November 23

www.healthcareinterpretationnetwork.ca

AILIA L'Association de l'industrie de la langue / Language Industry Association

Annual Showcase

Ottawa, Ontario, December 4

www.ailia.ca

Multi-Languages Corporation Annual Conference

Toronto, Ontario

December 12

www.multi-languages.com

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Our voice mail system:

- 1 Book interpreters
- 2 Written translations
- 3 Location, hours, website
- 0 Immediate assistance
- 221 Nuray Cokgezen-Pekel
- 222 Lola Bendana
- 223 Ann Menoudakis
- 224 Sanda Ianculescu
- 225 Interpreters to report assignment times
- 226 Mayte Morelos