



# Multi-Languages Newsletter

"Authentic Commitment to Quality"



CAN CGSB 131.10 Certified



NSGCIS - AILIA Certified



EN 15038 Certified

Issue 18, Fall/Winter 2011

## Multi-Languages Conference 2011 - November 19

### Conference Interpreting - from A to Z - Helen Campbell Techniques of consecutive and simultaneous interpreting

This presentation will look at ways to build on existing training methods for interpreters, to link up the lessons and experience gleaned 'on the job' in consecutive interpreting to the next step of simultaneous interpreting and look at some of the problems besetting interpreters embarking on applying their skills to the simultaneous mode.

**Helen Campbell** was a staff member of the Directorate-General for Interpretation of the European Commission in Brussels from July 1973 until April 2011. She studied German and French at Southampton University, trained as a conference interpreter with the European Commission and, as a staff member, interpreted full-time from 1973 until 1996. She was seconded to Geneva to represent her DG from 1991-1993 and to London from 1999 to 2001. A qualified interpreter trainer, she has aptitude-tested, taught and acted as examination panel member at university courses in and outside Europe and was responsible for organising study visits for student interpreters to the European Institutions from 1997.

### Source Text Analysis: Learning to Pack Your Own Supplies - Andrew Clifford

The first step we take in the translation process is to make our way through the source text. Some have called this initial venture the "Trial of the Foreign", a kind of metaphorical journey into the world of the other. But how do we know if we're ready for this journey? How can we be sure whether we have the tools to fully understand and analyze what we find there? This presentation will encourage you to assess your own state of readiness at three levels: 1) at the micro-level, where the specific stylistic tendencies of the source language may surprise us; 2) at the meso-level, where text types and purposes are not always what we expect; and 3) at the macro-level, where cultural phenomena and references to unfamiliar realities may cause problems. For each level, you'll be asked to engage in practical exercises, and tips and strategies will be discussed so that you can work on your own personalized toolkit for source text analysis.

**Dr. Clifford's** holds an MA in conference interpretation, is an accredited conference interpreter with the Government of Canada, and is an Active Member of the International Association of Conference Interpreters (AIIC). To pursue his research interests, Dr. Clifford completed a PhD in Translation Studies at the University of Ottawa in 2003. Currently, he is the Chair of the School of Translation at Glendon College, York University.

## Revision - Lionel Tona

This practical workshop will cover several quality-control strategies which translators might find useful while revising texts. Participants will learn about new ways to leverage advanced features of tools they already use every day, such as Google and Microsoft Word.

**Lionel Tona** is a graduate from Glendon College (MA in Translation & Certificate in Professional and Technical Writing). After a few years of freelancing, Lionel has been working in the Ontario Public Service as a Translator, Reviser and, for the past few years, as a Policy Advisor. He also teaches translation, revision and professional writing at Glendon College.

## Translation Process Innovation SDL TRADOS - Andrew Martin

Learn about Computer Aided Translation (CAT), view demos of the alignment, terminology, translation memory and QC tools used to successfully complete a large translation project in Colombia.

**Andrew Martin** is an Industrial Engineer, he was the first SDL TRADOS South American LSP partner. In 2010, Andrew co-founded Pantoglot LLC in the U.S., established to sell language industry software and train and promote best use practices. Since beginning to support SDL TRADOS Technologies as a certified trainer, Andrew has logged over 300 hours of professional training experience, providing onsite and web-based certification training to a combination of more than 20 corporate and government agency language departments, as well as to many language companies and freelance translators.

## The Happiness Formula - Gary King

Stop for a moment and consider the never ending pursuit of happiness, is it really the pursuit of happiness, or is it the pursuit of pleasure. These two quests are completely different based on the mere fact that pleasure appears to be short term gratification, while true happiness has a foundation that is not necessarily dependent on the material world. Concepts of forgiveness, honesty, truthfulness, authenticity, self worth and character will be presented.

**Gary King** is an international speaker, author, and successful entrepreneur, honored by President Clinton. Over the last 9 years at the Anthony Robbins events, Gary has passionately developed a profound message presenting it to leaders, entrepreneurs, schools, prisons, and teen groups. His message is timely and riveting on the subject of Character, Ethics, Integrity and Forgiveness. Gary's message has been branded as "The Power of Truth", "The Happiness Formula" and "Character Is Our Bailout".

For full abstracts and bios, visit our website under events at:

[www.multi-languages.com](http://www.multi-languages.com)

the conference registration is based on a **Pay It Forward** basis



# Translator's corner

## Twelve Ways to Enhance Translation Quality

**By Danilo Nogueira and Kelli Semolini**

There is no such a thing as perfect translation-and even if there were, we could not be sure it would satisfy the average client or critic. This is not a *How to Become a Perfect Translator in 12 Easy Steps* sort of thing, but some of the suggestions may make you think-or perhaps smile, who knows.

**Avoid Rework:** Let's begin with trying to do things right the first time. Editing and revising are tricky, treacherous and time-consuming tasks. So, try to translate each phrase as if the translation were to be published on real time. The fewer points go into the "later" box, the smaller the chance they will pass unnoticed during editing and proofreading.

**Keep a List of Dangerous Words:** What are the easily confusable of your target language? *Principle and principal*? What words can be mistyped? We don't mean words that do not exist and thus will be rejected by the spell checker, we mean legitimate words, such as where and were, both of which are correct, but have different meanings.

**Run the Spell and Grammar Checker:** Always run the spell and grammar checker before editing a text. Before checking spelling and grammar, however, select the entire document, set the language to your target language and make sure the checker is fully active. They do not solve all problems, but save a lot of work.

**Comply with Target-Language Typography and Punctuation Rules:** Different languages have different typographical and punctuation conventions and your translation should comply with target language usage. Far too many of us forget this and impose source-language rules on our target-language text. For instance, we often see Brazilian Portuguese translations where words are capitalized following English rules.

**Never use the "Replace All" Command:** This is the most deadly and fatal of all commands. We know it can be undone. But we also know that, as a rule, you only notice you have done something horrible half an hour after applying it and introducing another 100 improvements in the text, and then it is too late for control-zeeing it.

**Don't Let the Tug of War Spoil your Translation:** During translation, source and target language play a game of tug of war, creating an unceasing tension that may enrich our work-or not, depending on how well we can handle it.

**And the Winner is: the Source Language!** When the source language wins, we have a piece of translationese, where we can easily see the "print through" of the original. Sometimes the text is free from grammar errors, but you can see that it is not the real thing. It is correct, but it reads funny. That makes the task of the editor a lot more difficult. A good way to determine whether a translation is natural is to read it aloud just to make sure it flows well. With the possible exception of parts lists, every text should read natural in the target language.

**And the Winner is: the Target Language!** Natural style, however, should not be conquered at the expense of fidelity. This often is the result of an editing job done without comparing the target against source. An overeager editor often improves a translation away from the original, so to say-a case where the target language wins. When the target language wins, we have what the French call a *belle infidèle*—a translation that reads beautifully, but is not true to the original. The only way to determine whether a translation is true to its original is to compare source with target. Most translators make

a point of editing their own work, even if it is to be edited later by someone else, which is very good practice. Some of those translators prefer to edit in two steps: first, compare target and source texts, to check fidelity; then read the target text alone, to see if it flows. Others do it in the reverse order: first check for flow, then for fidelity. Whatever order you chose, stick to it, or you will never finish that job.

**Know your Cognates, False and Otherwise:** If your language pair has cognates, you probably have already been warned against false cognates, otherwise called false friends, those misleading pairs of equal or very similar words that have different meanings.

**Be Precise:** Precision is a great translatorial virtue, but we often look for precision in nouns and verbs, whereas as often as not, precision lies in adjectives and adverbs. Adjectives and adverbs are the "shading words" par excellence, the little words that fine-tune our thoughts.

**Don't Fall into the Preposition Trap:** Funny how many translators still fall into the preposition trap. Most prepositions do not have a life of their own: they are required by a verb or a noun. A good example is *of*, which is supposed to translate as *de* in Portuguese. It so happens, however, that *to dream of* is *sonhar com* because the verb *sonhar* (*dream*) takes the preposition *com* in Portuguese. In those cases, you translate the verb or noun and don't give a thought to the preposition in the source language: just use the preposition required in the target language.

**Check Headers, Footers, Graphs and Text boxes:** We tend to go directly to the main text and forget about headers and footers, where more than one grave error lies in hiding. If the source text is an MS Word document, remember that some graphics will show only in print preview mode, look for text boxes.

**Run the Spelling and Grammar Checker Once More:** Before delivering the job, run the spelling and grammar checker once more. We often introduce grammar and spelling errors while editing, this is the last chance to get rid of them.

**Have a Second Pair of Eyes Check your Work:** If you are working for an agency, there is a very good chance your work will be checked by an editor. If you are working for a final client, you should arrange for someone else to read your job. Even if you are very good, a second pair of eyes will find the odd mistake and make the odd improvement that can make a great difference. But be prepared: no translator is a hero to his editor.

## Multi-Languages News!!

### Multi-Languages at top 3 for Business Excellence Award

We are proud to announce that Multi-Languages is on the list of top 3 finalists for the Business Excellence Award from the Toronto Board of Trade, this is a huge distinction and recognition to our organization. The winner will be announced at the Award ceremony on November 14th.

### Multi-Languages just successfully passed the audit for:

- ⇒ Recertification under the European Standards for Translation Services **EN 15038** (third biannual audit)
- ⇒ Recertification under the Canadian Standards for Translation Services **CGSB 131.10** (second biannual audit)
- ⇒ Recertification under the Canadian National Standard Guide for Community Interpreting Services AILIA- NSGCIS (second biannual audit)

The reports state absence of non-conformances either minor or major.



## IMIA 25th anniversary conference a success!

I am still amazed by the recent IMIA 25<sup>th</sup> anniversary conference that took place at Harvard Medical School in Boston on September 30 to October 2<sup>nd</sup>. Being the first IMIA President from outside of the US, I had the extra challenge of not knowing several attendees, however, I was welcomed in a way I felt at home, thank you! This year marked several firsts; the Silent Auction and Poster Exhibition had never been done at an interpreter conference and will now become a staple of our annual events.



Lola Bendana, IMIA President, received the FIT Plate from Marion Boers, President of the International Federation of Translators, FIT

Our theme “*Client Education – Everyone’s Responsibility*” couldn’t be more appropriate. We launched the event on Friday with the IMIA Medical Terminology Boot Camp and three pre-conference sessions offered by **David Hunt, Rosana Balistreri and Andrew Clifford**. During the Stakeholder Meetings, leaders of IMIA and other associations met to brainstorm about the present and

future of our profession. Members met with Committee and Division Chairs to discuss what they wanted from the organization reflecting the participatory model of the IMIA and giving attendees an interactive forum during the conference.

After a full day of deliberations and great conversations, we had a fun spirited reception for all attendees. Later that night, the Spirit of Boston cruise took us through the Boston Harbor. It was a great way to network with colleagues and I can’t think of a better way to celebrate the International Translators Day together at sea.

On Saturday, we launched the day with the first expert panel on *Client Education* followed by a keynote speech by Ms. **Marion Boers**, President of the International Federation of Translators (IFT/FIT), who talked, among other topics, about the importance of working together. Her speech was followed by an enthusiastic motivational speaker **Yvonne Oswald**, who spoke about the Power of the Word and later did book signings of her new book. At the end of the day, organizations joined the Interpreter Services Provider - ISP Division Reception. Other stakeholder groups also organized their get togethers, and the IMIA is happy to be a forum and host for these activities.

On Sunday, we welcomed our keynote **Louis F. Provenzano**, who did a wonderful speech about our collective responsibility towards client education and the professionalization of medical interpreting, which was followed by a second expert panel on *Certification Implementation* followed by the IMIA’s Annual Meeting titled *The Status of the Profession*. During our annual meeting, presentations were given about the work of the organization and we



Maurizio DiFresco, IMIA Board Member, Juana Horton, IMIA Secretary, Izabel Arocha, Executive Director IMIA, Lola Bendana, IMIA President, Rosana Balistreri, California Healthcare Interpreting Association CHIA President

recognized several of our IMIA past leaders for their selfless contribution to the profession. Each afternoon provided us the opportunity to hear from the expertise of over 25 speakers. We also presented four awards:

- ⇒ IMIA Annual interpreter of the Year Award to Mr. **Cesar Peña**
- ⇒ IMIA Provider Award to Dr. **Eric Hart**
- ⇒ IMIA Raquel Cashman Award to Mr. **Moe Rustom**
- ⇒ IMIA Annual Education Award to Ms. **Lourdes Cerna**

I congratulate and thank our Award winners for their outstanding contribution and dedication to our field.

I would like to thank the many volunteers that contributed to make this 25<sup>th</sup> anniversary celebration a success, State Representatives, International Representatives, Liaisons, Committee and Division Chairs, and members of the IMIA Board and Executive Committee. Last but not least, Ms. **Kyra Marino** and Ms. **Izabel Arocha** who are pivotal to the realization of the event.

Perhaps most important is that this year we were able to become the first Conference Event site to have on site National Certification oral exams taking place and 17 candidates took these exams in the three days of the conference. We have many online and face to face events planned for 2012.



Marion Boers, President of the International Federation of Translators FIT, Gabriele Sauberer, Executive Director, TermNet, Izabel Arocha, Executive Director IMIA, Lola Bendana, IMIA President

Lola Bendana  
IMIA President



### How to save a life in three minutes

Right now in Ontario, there are 1,500 people waiting for an organ transplant, and every three days one of these people will die because the call saying “an organ is available” didn’t come in time. Are you a registered organ and tissue donor? Have you discussed your wishes with your family?

Every registered donor has the potential to save up to eight lives and enhance the lives of 75 others through tissue donation, but only 19% of eligible Ontarians are currently registered. When one registers consent to donate, the donation decision is recorded and stored in a secure database so that it can be made available at the right time. With evidence of a loved ones’ registered consent, almost all families consent to donation. Without that evidence, families consent only 50% of the time. Registering consent saves lives.

On June 14, 2011, Trillium Gift of Life Network, in partnership with the Ministry of Health and Long-Term Care and ServiceOntario, launched easy, quick online donor registration via BeADonor.ca. There are now three ways to register consent: via BeADonor.ca; in person at a ServiceOntario centre; or by mailing a completed Gift of Life consent form.

“Our health care partners have great influence in this province, and we are asking them to lead by example by registering and encouraging their peers to register,” says TGLN CEO Ronnie Gavsie “We look forward to working closely with the health care community to spread the word about the importance of registration.” For more information, visit [www.giftoflife.on.ca](http://www.giftoflife.on.ca) or BeADonor.ca.

# Academic Programs - Professional Development - Certification - Events

## Events

### AILIA Showcase

Gatineau

November 3-4, 2011

[www.ailia.ca](http://www.ailia.ca)



### Multi-Languages Annual Conference

November 19, 2011

[www.multi-languages.com](http://www.multi-languages.com)



### Get certified!! Feb. 25, 2012

Certification examinations in translation and court interpreting

[www.atio.on.ca](http://www.atio.on.ca)



## Join us to fight cancer!



June 9-10 2012

Team: **Riding in the Light of Hope**

Team Leader: **Patricia Sandino**

Since 2008, The Ride has surpassed all other cycling events to become Canada's most successful cycling fundraiser. Raising over \$60 million in Toronto alone, Ride funds support the work of The Campbell Family Cancer Research Institute at The Princess Margaret, one of the top 5 cancer research centres in the world.

## Language Interpreter Training Program - LITP

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

[Niagara College – Niagara](#)

[Seneca College – Toronto](#)

[Mohawk College – Hamilton](#)

[Humber College – Toronto](#)

[St. Clair College – Windsor](#)

[Conestoga – Kitchener](#)

[Sheridan - Oakville, Brampton](#)

## Professional Certification

Association of Translators and Interpreters of Ontario - ATIO  
[www.atio.on.ca](http://www.atio.on.ca)

Canadian Translators, Terminologists and Interpreters Council  
[www.cttic.org](http://www.cttic.org)

Ordre des traducteurs, terminologues et interprètes agréés du Québec - OTTIAQ  
[www.ottiaq.org](http://www.ottiaq.org)

American Translators Association  
[www.atanet.org](http://www.atanet.org)

The National Board of Certification for Medical Interpreters  
[www.certifiedmedicalinterpreters.org](http://www.certifiedmedicalinterpreters.org)

International Association of Conference Interpreters  
[www.aiic.net](http://www.aiic.net)

## Glendon College York University

Certificate in Translation  
(English-Spanish)

[certificado@glendon.yorku.ca](mailto:certificado@glendon.yorku.ca)

BA and MA in translation  
(English-French)

Certificate in Technical and Professional Writing

416-487-6742

[www.glendon.yorku.ca](http://www.glendon.yorku.ca)

## Useful links

Language Industry Association - AILIA  
[www.ailia.ca](http://www.ailia.ca)

International Medical Interpreters Association - IMIA  
[www.imiaweb.org](http://www.imiaweb.org)

Healthcare Interpretation Network  
[www.healthcareinterpretationnetwork.ca](http://www.healthcareinterpretationnetwork.ca)

Language Portal of Canada  
[www.noslangues-ourlanguages.gc.ca](http://www.noslangues-ourlanguages.gc.ca)

Ontario Government Terminology  
[www.onterm.gov.on.ca](http://www.onterm.gov.on.ca)

Critical Link International  
[www.criticallink.org](http://www.criticallink.org)

Literary Translator's Association of Canada  
[www.attlc-ltac.org](http://www.attlc-ltac.org)

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### Our voice mail system:

- 1 Book interpreters
- 2 Written translations
- 3 Location, hours, website
- 0 Immediate assistance
- 222 Lola Bendana
- 223 Ann Menoudakis
- 224 Mariolga Urdaneta
- 225 Interpreters to report assignment times
- 226 Carolina Alvarado
- 227 Sergio E. Bendana

## Find us on.....

