



Multi-Languages Newsletter

“Authentic Commitment to Quality”



CAN CGSB 131.10 Certified



NSGCIS - AILIA Certified



EN 15038 Certified

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Book Launch

As part of our 15th anniversary celebration, we decided to share some of the information learned during these years through the creation and publication of a book entitled “*Almost Everything You Ever Wanted to Know About Translation*”.

To embark in such endeavour, I contacted my esteemed colleague, **Dr. Alan Melby**, professor of Linguistics at Brigham Young University, member of the ATA Board of Directors and senior member of several standard development organizations. Alan started his career in translation over 40 years ago and has contributed enormously to the sector through his teaching and his tireless participation in several committees dedicated to improve our field.

For over a year, we have been editing the book to make sure that we provide the most value to the readers in a very concise and simple way.

The book provides basic information for those that are not familiar with translation and its process. We believe this small book will be a great educational tool, especially for requesters of translation services. There is also a section for translators and project managers related to specification and translation process, certification and revision guidelines. The information presented is invaluable for students of translation.

One of the main topics at the core of the publication is **Translation Quality**, a concept in many cases misunderstood. Everyone agrees that quality is important, but how do you define it? We made an effort to provide a simple yet powerful definition that discusses its two main elements: *specifications* and *appropriateness*.



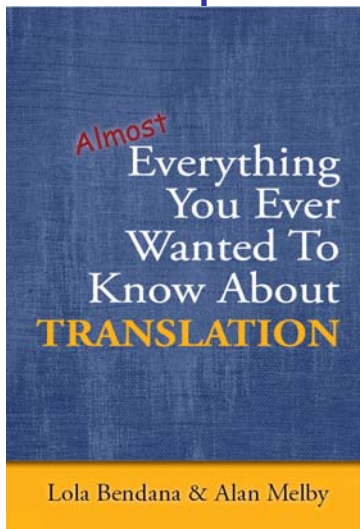
In the appendixes, we included several links to valuable resources such as professional associations, glossaries and termbases, Code of Ethics and Translation Standards. We concluded our work with a glossary of terms and definitions for the translation industry.

“When requesters and providers collaborate and keep end-users (those who actually use the translation) in mind, everyone wins”.

We are excited and happy to make this small contribution to the improvement of our profession. The book will be distributed for free by Multi-Languages; a downloadable version will be made available for the students at Brigham Young University and will be posted at the Multi-Languages site.

Alan and I would like to thank our colleagues that have provided support and feedback in the creation of this document: **Denis Bousquet, Helen Campbell, Nelida Chan, Effie Fragkou, Julianne Long, Brian Mossop and Gabriele Sauberer.** THANK YOU! Together we are making a difference.

Lola Bendana



New: **FREE Translation Coaching sessions**

We are continuously supporting the provision of high quality translation services, we are introducing a **unique** value added service for our clients (big and small): **FREE “Translation Coaching” sessions** which are customized to our clients needs and wants. Sessions could include advice for topics such as:

Translation Project Planning Stages

- ⇒ How to include the translation as an element of the project instead of at the end of production.
- ⇒ Cost anticipation, budgeting.
- ⇒ Documentation preparation for submission.
- ⇒ Background information: previous translations, glossaries, terminology databases, etc.
- ⇒ How to handle illustrations within the source text
- ⇒ Identifying type of service required: translation, revision, proofreading, adaptation, DTP, localization, etc.
- ⇒ Timelines: assist with the creation of realistic deadlines
- ⇒ Communication within the team

Translation Process

Source document:

- ⇒ How to write with the translation in mind, a good source text (well written, legible) is the first step for a good translation.
- ⇒ How to avoid jargon and keep the technical terminology consistent.
- ⇒ How to work with abbreviations and names.

Target document

- ⇒ How to work with expansion in translation.
- ⇒ Layout.
- ⇒ Adaptation.

Target Audience

- ⇒ Assist you to identify the target audience
- ⇒ Intention of the text.
- ⇒ Analyze target readership (level of education, cultural background, language register, etc).

Use for the translation

- ⇒ Strategies according to the intended use: for information (for internal use) for publication (brochures, manuals, websites), size and type of audience, etc.

Required method of presentation

- ⇒ File format, delivery requirements, special formatting

Revision

- ⇒ Strategies for a proper revision process.

For details on how to sign up for your session contact:
Lola Bendana at translations@multi-languages.com
Consulting and Coaching available to non-clients for a fee.

Professional interpreters play an essential role in risk management

Study: Interpreters in ER limit medical errors

Having professional translators in the emergency room for non-English-speaking patients might help limit potentially dangerous miscommunication, a new study suggests. The study, done at two pediatric ERs, found that when Spanish-speaking families had access to a professional interpreter, 12 percent of translation slips -- such as adding or omitting certain words and phrases -- could have had "clinical consequences," like giving a wrong medication dose.

But mistakes like that were about twice as likely if there was no interpreter or if the translator was an amateur, like a family member or a bilingual member of the hospital staff. Twenty to 22 percent of all of their translation errors had potential health risks to the child.

"The findings document that interpreter errors of potential clinical consequence are significantly more likely to occur when there is an 'ad hoc' or no interpreter, compared with a professional interpreter," lead researcher Dr. Glenn Flores, of the University of Texas Southwestern Medical Center in Dallas, said in an email.

Studies have found that patients like having a translator available, and that it may improve their care and ultimately cut costs -- by avoiding unnecessary tests, for example. The research team audiotaped the families' interactions with their ER doctor. Twenty families had help from a professional interpreter and 27 had a non-professional. Ten had no translation help.

The findings suggest that professionals can help avoid potentially dangerous miscommunication between patients and doctors, according to Flores and his colleagues. In one example from their study, an amateur interpreter -- a family friend -- told the doctor that the child was not on any medications and had no drug allergies. But the friend had not actually asked the mother whether that was true.

In the current study, errors were least common when interpreters had 100 hours of training or more: two percent of their translation slips had the potential for doing kids harm. Based on these findings, he and his colleagues write, requiring 100-plus hours of training "might have a major impact" on preventing translation errors -- and any consequences for patients' health.

Summary of article from http://www.msnbc.msn.com/id/47076230/ns/health-health_care/#.T5BWutlK3ch

Note: *the article uses the terms “translation” and “interpreting” interchangeably, however, it refers to “interpreting”.*

Raffle Winners!

As part of our 15th anniversary celebration, we offered our first free raffle to our translators, interpreters, clients and those who have presented at our conferences.



The winners are....



First prize: Janet Luxton
“Personal Power II”

30 days personal and professional achievement system from Anthony Robbins (\$300 value)

Second prize: Faith Marcel
1 ticket to “I Can Do It” event in Toronto



Third prize: Neeta Desai
1 ticket to “I Can Do It” event in Toronto

Keynote speakers: Wayne Dyer, Bruce Lipton, Gregg Braden and Robert Holden among other great speakers. June 23-24 Toronto (\$200 value) (tickets compliments of Hay House)

Fourth prize: Souleiman Ali
2 tickets to the CN Tower



15th Anniversary Conference

Save the date... Saturday, November 17, 2012

Theme: Translation and Interpreting Quality

Our 15th anniversary conference registration will open August 1st, 2012 for translators, interpreters and clients that have done business with Multi-Languages during 2011-2012. Make sure you reserve your seat early to avoid disappointments. Our conference has been sold out year after year; we expect the same for 2012 as we are working on a special program. Please check our Facebook page for updates. The conference will be held at the University of Toronto.

2012 Multi-Languages Awards



In the past, we have selected new award winners every year to provide more opportunities for recognition. In 2012, the award winners will be selected from all translators and interpreters that have provided services to us since 1997 including past award recipients! It will be a tough selection. A special prize structure will be announced later.

In Memoriam Dr. César Rouben 1931-2012



On March 9th, 2012, we lost a dear friend, Dr. César Rouben, outstanding French translator and mentor for many of us.

Dr. Rouben was a professor of French and translation at Concordia University in Montreal, from 1964 to 1974, He was professor emeritus of French at McMaster University in Hamilton, where he taught from 1974 to 1997. During his time at McMaster, he served as Chair of the French Department, where he was one of the most beloved French professors.

Since his youth, he was in love with the French language, he became certified by the Association of Translators and Interpreters of Ontario, ATIO in 1980, the Canadian Translators, Terminologists and Interpreters Council, CTTIC and by the American Translators Association, ATA in 1996, not willing to retire, at age 65 he took additional computer courses to keep up with translation technologies. As a freelance translator, his specializations included journalism, advertising and public relations, economics and finance, and international development. César received his MA and PhD in French from McGill University.

He won the Multi-Languages Excellence Award in 2007. He dedicated 50 years of his life to French teaching and translation.

His life is celebrated not only for his professional achievements but for his human qualities, his loving and caring personality, he was an inspiration for those of us that had the privilege of being close to him on a daily basis.

César passed away at the age of 80, he will be deeply missed by his family, friends and colleagues.



Carol Alvarado, Lola Bendana, César Rouben and Mariolga Urdaneta



César Rouben and Lola Bendana

Academic Programs - Professional Development - Certification - Events

Events

IMIA Trainers Symposium

May 31 - June 1, 2012
Hunter College
695 Park Avenue, New York, NY
www.imiaweb.org



IMIA Leadership Academy

Program runs from September 4, 2012 -
May 1, 2013 www.imiaweb.org

Frances Peck Workshop - Style Bootcamp

May 05-06 2012 - Ottawa
May 12-13 2012 - Toronto
www.atio.on.ca



2012 marks our **15 anniversary**, we will have very special activities throughout the year.

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

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

The National Board of Certification for Medical Interpreters
www.certifiedmedicalinterpreters.org

International Association of Conference Interpreters
www.aiic.net

Glendon College York University

Certificate in Translation
(English-Spanish)
certificado@glendon.yorku.ca

BA and MA in translation
(English-French)
Certificate in Technical and Professional Writing
416-487-6742
www.glendon.yorku.ca

Useful links

Language Industry Association - AILIA
www.ailia.ca

International Medical Interpreters Association - IMIA
www.imiaweb.org

Healthcare Interpretation Network
www.healthcareinterpretationnetwork.ca

Language Portal of Canada
www.noslangues-ourlanguages.gc.ca

Ontario Government Terminology
www.onterm.gov.on.ca

Critical Link International
www.criticallink.org

Literary Translator's Association of Canada
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
- 221 Kevin Gonsalves
- 222 Lola Bendana
- 223 Ann Menoudakis
- 224 Mariolga Urdaneta
- 225 Interpreters to report assignment times
- 226 Zuley Torres
- 227 Sergio E. Bendana

Find us on.....

