



Multi-Languages Newsletter

Serving the communications needs of Canada's international community



Issue 8, Fall/Winter 2006

Conference on translation and interpretation 2006

Program summary

Interpretation

Translation

Business

9:00 am – 10:30 am

12:00 pm - 1:00 pm

5:15 pm - 6:15 pm

Pediatric interpreter: breaking the communication barrier

Wilma Alvarado-Little

National Council on Interpreting in Healthcare NCIHC
Co-Chair of the Board
New York, USA

Challenges and Opportunities for Translators Today

Anne-Marie Brinsmead

School of Continuing Studies
University of Toronto
Toronto

Successful Business Practices

Phil Thomas

Business consultant
Toronto

10:45 am - 11:45 pm

1:00 pm - 2:00 pm Lunch

6:15 - 6:30 pm

From Training to Practice

Axelle Janczur

Access Alliance Multicultural
Community Health Centre
Executive Director
Toronto

2:00 pm - 5:00 pm (Break at 3:30 pm)

A Translator's Toolbox

Jost Zetzsche

International Writers' Group
ATA-certified English > German
translator.
Localization/translation consultant.
Oregon, USA

Award presentation

6:30 pm

Book giveaway

Full program to be posted at the website by mid September

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Date:

Saturday **November 18th**

Location:

University of Toronto
Victoria College
91 Charles St.

Time:

9:00 am - 6:30 pm

ATA Points

You can submit this event to earn American Translators Association Professional Development Points. 8 Points have been pre-approved by ATA.

This event is provided for free to our regular translators/interpreters (required number of assignments/words per year) however it is open for a fee for anyone interested.

Fees include full conference, coffee breaks, lunch and material.

| Fees | Translators registered with us (less than required number of assignments) | General Public |
|------------------------|---|----------------|
| Before Oct 10 | \$90 | \$130 |
| Oct 10 - Nov 13 | \$115 | \$150 |

A Certificate of participation will be provided.

Last day to register November 13





Coming Events

- * **Localization World Conference**
Annual Conference
Montréal October 16-18
www.localizationworld.com
- * **American Translators Association (ATA)**
Annual Conference
New Orleans - USA November 1 - 4
www.atanet.org
- * **International Federation of Translators (FIT)**
8th International Forum:
Committee for Court Interpreting and Legal Translation
Zurich - Switzerland November 3 - 5
www.fit-ift.org
- * **MMIA**
10th Annual Conference on Medical Interpreting
The Past, Present, and Future of Medical Interpreting:
Standards, Training, and Certification
Massachusetts – USA November 11 – 12
www.mmia.org
- * **Healthcare Interpretation Network HIN**
Annual General Meeting AGM
Toronto November 17th
2:00 pm - 5:00 pm
www.healthcareinterpretationnetwork.ca
- * **Multi-Languages Corporation**
Annual Conference
Toronto November 18th
9:00 am - 6:30 pm

Tips when working with interpreters

- You will need extra time when working with an interpreter
- Avoid long, complex sentences, do not use slang, idiomatic expressions, highly technical vocabulary or jargon
- Speak clearly, loudly and at a moderate pace
- Talk directly to your client/patient not to the interpreter
- Do not ask the interpreter for his/her personal opinion
- Do not ask the interpreter for community resources or cultural background questions; do not assume the client and the interpreter share the same culture since they speak the same language
- For long assignments, provide a break as accuracy declines with time (simultaneous after 30 minutes, consecutive after 2 - 2 1/2 hours)
- Pause frequently to allow the interpreter to render **all** the information
- Observe non-verbal communication
- Encourage the interpreter to ask for clarification if needed
- Some words don't have an exact translation into the foreign language; the interpreter would have to provide an explanation of the term, that does not mean he/she is adding information, feel free to clarify if in doubt.
- Before the appointment, whenever possible, provide background information about the case. It is of utmost importance for the interpreter to become familiar with the subject matter.

Interpretation facts - healthcare

- Language and cultural differences are among the main barriers to accessing healthcare services
- Language barriers pose a risk of individuals misunderstanding health information
- More than 50% of Toronto's population speaks a foreign language at home
- 44% of new immigrants in 2001 spoke neither English nor French
- 1 in 50 Canadians needs an interpreter for health care
- Ethnocultural communities have a lower rate of participation in healthcare promotion programs than the general population
- There are more than 90 different ethnic groups in Toronto and over one million non-English or French speaking people

Source: Healthcare Interpretation Network
Statistics Canada

MULTI-LANGUAGES CORPORATION

80 Corporate Drive Suite 305
Toronto, Ontario M1H 3G5
Tel: 416-296-0842 Fax: 416-296-0859
Toll Free: 1-800-568-8861
Website: www.multi-languages.com

Our voice mail system:

- 1 Book interpreters
- 2 Written translations
- 3 Location, hours, website
- 0 Immediate assistance
- 221 Nuray Cokgezen-Pekel
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- 223 Ann Menoudakis
- 225 Interpreters to report assignment times



A Perspective on Humane Editing

Heidemarie Nelson ATA Certified German translator

Throughout many years of working on countless projects as a freelance translator and editor, I have learned one important detail about the etiquette of editing: Editing is not a popularity contest. There will be no medal for the most amount of red marks in the translated document.

It is a painful experience that most translators have been through at least once or twice in their professional lives: A translation comes back from an editor littered with tracked changes, and the comments in the margin read like a draft for the publication of a new thesaurus.

My task as an editor is to correct and improve, not to find other options. Synonyms are wonderful, but it is not fair to use them to try to impress the project manager with my competency or to justify my pay check. If I feel very strongly about using a synonym, I make sure that I mention this. I add a comment expressing my reason for my preference, and how it might serve to enhance the text, while at the same time pointing out that the original solution was also perfectly valid and good. Other than that, I try to catch myself on those occasions when I feel tempted to use a different word or phrase simply because "that is the way I would write this". I have to remind myself that this is not my translation. It is someone else's flowerbed, and all I am in charge of is pulling weeds. I do not rearrange the rosebushes or plant tulips instead.

In the publishing business, any professional editor is trained to go through documents with the intent of finding things "right"; to preserve as much of the original text as possible without compromising on correctness, grammar, content, or style. While this principle might not be seamlessly transferable to the translation business, it definitely carries a certain validity. If I treat someone else's translation with respect for the translator's different style and usage of language, he or she will most likely be more receptive to my comments in the occasion that I have to make valid changes. Cooperation and team work are thus greatly enhanced.

With every little red mark that I apply to the translator's work, I am casting a tiny shadow of doubt on it. At least with regards to a reviewer/project manager who does not know the language and has to take my word for the truth. Does that mean that I try to be as lenient as possible and let a few things slide? No, absolutely not. It simply means that I have to continually ask myself, is this really an issue, or is this a matter of taste. And that I continually remind myself that there is a person behind the document that I am reviewing.

Freelance translators often work in a feedback vacuum, particularly when it comes to the expression of approval and appreciation. Judging a translator's work by the

number of edits made is about as fair as judging Tom Brady's qualities as a quarterback by the number of interceptions he has thrown. Since the project manager oftentimes does not read or write the language in question, the amount of editing might be the only measure he has to assess a translator's workmanship. It is thus my responsibility as an editor to point out a translation well done and to give the project manager feedback beyond the marks I leave on a document.

In order to minimize the visual impact of these marks, an editor should be able to properly and considerately use the word processor's "track changes" function. For example, format change comment boxes that appear in the margins because the editor has changed a language setting do not need to appear in the review document delivered back to the translator. Yet this is an issue that is commonly overlooked. Sometimes a single page may be graced with ten such boxes in the margin in addition to the couple of valid changes and comments. A little effort on the part of the editor with regards to cleaning up such visual clutter will go a long way in preserving the translator's confidence in his work.

In the rare case that a translation crosses my desk that needs serious improvement, I still try to find something positive to say about it, preferably a specific detail rather than general, hollow-sounding praise before I launch into my list of critical comments. For criticism to be constructive, it has to be delivered in a manner that lets the translator still feel professional about his work. Once I alienate a translator into a defensive position, particularly in front of a virtual audience of team members and project managers that have been copied on the e-mail, it will be psychologically almost impossible for him or her to accept my changes without engaging in a battle of minds. But if the translator knows that I generally approve of his work, he will in all likelihood be more willing to approve of my suggestions in return.

Like most other freelance translators, I offer both editing and translating services. I know what it is like to be the other team member, and I try to treat a translation the way I would like to see my own work treated. With this attitude I hope to keep emotional stress out of the process of jointly producing the best possible solution for a client, and to nurture and maintain a good professional relationship with my colleagues that will serve both of us well for future projects. Because that is what ultimately wins. And if I am lucky, the editor who will review my next project is not the type who is on a quest for a medal either.

"No passion in the world is equal to the passion to alter someone else's draft".

H. G. Wells (1866 - 1946)



Access Alliance and Multi-Languages Interpreter Training Program



Access Alliance Multicultural Community Health Centre and Multi-Languages Corporation are working in partnership to offer a community interpretation core training program. There will be a focus on interpreting in the healthcare sector.

Through 100 hours of intensive instruction, participants will build on the necessary skills to provide high-quality spoken language community interpretation.

Applicants must satisfy the following criteria to be accepted to the program:

- * High level of language proficiency in English and one other language (successful completion of the language skills assessment test - ILSAT or CILISAT)
- * General understanding of interpreting and some interpreting experience
- * Successful completion of a standardized personal screening interview

Cost: Approx. \$500 for the training \$160 for the CILISAT/ILSAT

For further information about the training:

Marina Toledo
Training and Communications Coordinator
Access Alliance Multicultural Community Health Centre
www.accessalliance.ca
Tel: 416-324-8619 Ext 305
email: interpreting@accessalliance.ca

Nuray Cokgezen-Pekel
Project Manager
Multi-Languages Corporation
www.multi-languages.com
Tel: 416-296-0842 Ext. 221
email: nuray@multi-languages.com

Details to be posted at both websites by the end of September. If interested please submit your resume to interpreting@accessalliance.ca

Language Interpreter Training Certificate

Seneca College

Language Interpreter Training Certificate

This introductory 180 hour (six 30 hour credit subjects) Certificate program is intended to train interpreters to work in various settings including health care, social services and the legal system.

LITC Assessment and Placement

Before you can enroll in any of the Language Interpretation subjects listed in this package, you must complete the Language Interpretation Assessment and Placement test (LNI 100) or apply for Advanced Standing in order to determine your initial placement level in an English subject. EAC149 is the suggested co requisite for most non-literature Liberal Studies subjects. Please refer to the English and Communications Program Information Package available from the Faculty of Continuing Education Office for detailed information.

Courses

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

Email: jake.attleslander@senecac.on.ca
www.senecac.on.ca/parttime/pip-language_interpreter.html



Translation Certificate

University of Toronto School of Continuing Studies: Certificate in Continuing Studies in Professional Translation

Certificates in Professional Translation are offered through Distance Learning or in-class study in French, Chinese, German, Italian, Japanese, Korean, Portuguese and/or Spanish. In addition, this program is available online in French.

www.learn.utoronto.ca.
Email: a.brinsmead@utoronto.ca
Tel: 416-978-2400.

Glendon College - York University

Certificate in translation English/Spanish
Certificate in Technical and Professional Writing

www.glendon.yorku.ca
Email: spanish@glendon.yorku.ca
Tel: 416-487-6777

We require our interpreters to have the CILISAT/ILSAT and be trained; the College Certificate will be mandatory in the near future.