

# informATIO

## Message from the President

*By Marielle Godbout, MA, C. Tran.*

A year ago, ATIO's new team launched a new beginning for our association—a massive effort to revamp our administrative structure and to reclaim our place on the Canadian translation scene. Under the able guidance of our Executive Director, Philippe Ramsay, and with the exemplary dedication of our administrative team, ATIO now has the tools it needs to confidently face the future and to exercise its leadership in the language community.

Since September 2016, our tools have been upgraded to current standards and our administrative systems have been streamlined to increase efficiency and effectiveness and to better respond to members' needs.

We have also managed to clean up the backlog of on-dossier files, and we are now reviewing our procedures prior to re-opening the on-dossier process in 2018.

We have also made substantial progress on membership services. We are well under way on version 3 of our membership database and will be implementing it in 2018. ATIO offered four professional development workshops this year and more are coming. We have also taken steps to expand the benefits that the Association makes available to its members. Member discounts were obtained from Trados for its translation system and from De Marque for online

dictionaries, and we are working on other financially advantageous benefits for our members.

On the governance side, our By-Laws Committee is hard at work drafting proposals for an improved set of By-Laws that would enable the Association to better defend its reserved title.

“ ATIO is now well-positioned to march confidently into the future and push forward with initiatives that will increase our visibility and, consequently, that of our members.”

ATIO has also increased its presence at the provincial, national and international level. Over the past year, we have used every opportunity to make ATIO better known both in Canada and abroad. In Canada, we have renewed ties with all major stakeholders, including the Translation Bureau, the Association des industries de la langue/Language

Industry Association (AILIA), the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ), the Association des conseils en gestion linguistique (ACGL) and Editors Canada. Furthermore, we have reinforced our relationships with the School of Translation and Interpretation of the University of Ottawa and the School of Translation of Glendon College.

At the international level, we have strong contacts with our American neighbours through the American Translators Association and with our Cuban colleagues through the Cuban Association of Translators and Interpreters, who will be hosting the 2020 FIT Congress in Varadero in November 2020. We have also created strong ties with members of the FIT Council, whose March 2017 meeting we co-hosted with CTTIC in Ottawa. And, finally, we have also established a relationship with Ontario's Minister of Francophone Affairs and with the Ministry of the Attorney General.

In conclusion, we are now well-positioned to march confidently into the future and push forward with initiatives that will increase our visibility and, consequently, that of our members.

As we embark on this holiday season, I would like to wish each and every one of you, as well as your family and friends, the best of the season. May the peace of Christmas be with you always! ■

# ATIO HOSTS THE 2017 CTTIC AGM

By Marielle Godbout, MA, C. Tran.

From November 10 to 12, ATIO hosted the 2017 Annual General Meeting of the Canadian Translators, Terminologists and Interpreters Council at ATIO's office in downtown Ottawa.

The meeting opened on Friday afternoon with a presentation by Stéphan Déry, CEO of the Government of Canada's Translation Bureau. He was accompanied by members of his executive team. Mr. Déry noted that approximately 40% of the Bureau's work goes to private sector language services providers, of which some 70% are freelancers. The Bureau is currently working on a revised definition of quality and is looking for professional associations to help craft the new definition.

Next on the agenda was approval of the minutes of the 2016 AGM, which was hosted by STIBC in Vancouver. Representatives of member associations then presented their association reports. Of note, ATINS is expecting to receive title protection as soon as the Province of Nova Scotia has finished overhauling its title protection process. ATIM spent the last year updating its bylaws and is proposing to embark on a title protection exercise in the near future.

BRINGING  
A RENEWED  
VITALITY AND  
ENERGY TO THE  
ORGANIZATION.

On Saturday morning, the first item up for discussion was the Board of Examiners' report. The report noted that the overall pass rate for the 2017 translation exams was only 15.1%, with results for the English to French exams coming in at 3.6%—in fact, only one of the 28 candidates passed the exam—and several foreign language exams showing a zero pass rate. Pass rates for interpretation exams were significantly better. For the court interpretation written exam, the pass rate was 87% and for the oral portion, 11%. For the community interpretation written exam, it was 36% and 100% for the medical interpretation.

The issue of computerized exams was discussed. There may be a small-scale pilot project in 2018 to test the concept. The 2018 written exam was set for May 12 and the oral exam, for June 9.

In her report, outgoing President Golnaz Aliyarzadeh stated that the past three years had been challenging, but that the organization had managed to survive and was now showing a balanced budget. In particular, she noted how the International Federation of Translators' Executive Council meeting, co-hosted by CTTIC and ATIO in Ottawa in March, had been very

successful at the international level and that CTTIC had a very good reputation with FIT. Golnaz Aliyarzadeh also mentioned that CTTIC had won a bid in May to mark the written exams for interpreters seeking accreditation from the Ontario Ministry of the

Attorney General, a project that is being delivered by ATIO and in which ATIO member Nicholas Ferreira played a leading role.

In addition, insurance broker Robyn Kuzell gave a special presentation to CTTIC members. It was extremely informative and covered the liability of CTTIC member organizations in cases where one of their translators is sued for damages resulting from errors or omissions.

Finally, a new CTTIC Executive was elected as follows: Denis Couillard, our ATIO Secretary who was elected CTTIC Vice-President in 2016, is now CTTIC President; Alexandre Coutu has been elected Vice-President, Natali Bourret is Treasurer, and Estelle Bonetto is Secretary. Malcolm Williams is now the Co-Chair of the Examination Board.

This new Executive marks the start of a transition from the baby-boomer generation to a younger demographic that will bring a renewed vitality and energy to the organization. The future of CTTIC looks to be promising for the coming years.

Sunday morning was devoted to an informal discussion on future CTTIC strategy and priorities, and how to best move the organization forward. ■

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# Executive Director's Message

*By Philippe Ramsay, CPA, CMA*

It has been over a year now since I took on the Executive Director position (September 2016), and I'm happy to report that we've made much progress on several fronts.

For example, from an operations perspective we've reviewed and implemented changes to our business systems and procedures that have allowed us to substantially reduce ATIO's financial obligations and improve efficiencies. Thus, our forecasted year-end results for 2017 will most likely be in the range of a deficit of \$20,000 to no deficit. This is a significant improvement from last year's results (2016), when ATIO had a deficit of over \$150,000. That said, those efforts are ongoing as we have set a "break-even" target for next year.

We delivered four professional development related workshops, held six entrance exam sessions and one certification exam session. Next year, we are planning to offer more workshops and have plans to develop a professional development program.

Thanks to the staff and the On-dossier Committee members, we have practically resolved the entire application backlog, and we are now reviewing the application process for greater effectiveness and efficiencies. We will soon reopen the on-dossier application process.

On behalf of the Canadian Translators, Terminologists and Interpreters Council (CTTIC), ATIO has been contracted by the Ministry of the Attorney General of Ontario to manage the marking of their court interpreter exams.

A lot has been accomplished in 2017, and much more remains to be done. We, your dedicated staff at ATIO, are looking forward to 2018 with enthusiasm. I wish to take this opportunity to wish you all Happy Holidays and the very best for the new year. ■

# Community and Medical Interpretation

*By Kawal Kahlon, Director, Community Interpreters; Director, Medical Interpreters*

**Good news!!!** The long wait for a certification exam in Community and Medical Interpretation is over. CTTIC offered the its certification examination in Medical and Community Interpretation in 2017. The exam has two components—written and oral.

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The strategic planning for 2018 includes a goal to offer more value for members and raise the profile of the profession.

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The first component was offered in 11 languages in both categories; however, there were candidates in only seven languages. The pass rate was amazingly high. All the successful candidates will be able to take the oral exam in 2018. ATIO is committed to offering exams in other language combinations as the interest, demand and registration reach the office.

ATIO is working closely with the other stakeholders to advance in this field. The strategic planning for 2018 includes a goal to offer more value for members and raise the profile of the profession.

We welcome your suggestions and contributions. Please join a committee. ■

# A NEW VISION FOR THE TRANSLATION BUREAU

By Marielle Godbout, MA, C. Tran.

February 9, 2017 marked a turning point for the Government of Canada's Translation Bureau. Appearing before the House of Commons' Standing Committee on Official Languages, the Honourable Judy Foote, then Minister of Public Services and Procurement Canada, outlined the elements of a new vision for the Translation Bureau.

This new vision revolves around the concept of the Translation Bureau as a centre of excellence in the provision of linguistic services. To this end, Minister Foote announced an ambitious agenda that included a number of specific initiatives aimed at restoring the prestige of the Translation Bureau.



Stéphan Déry

First among these initiatives was the recruitment of a new Chief Executive Officer. Selected after a Canada-wide open competition, Stéphan Déry has been at the helm of the Translation Bureau since May 23, 2017. ATIO welcomed his appointment, noting that he is "a strong supporter of official languages with a strong track record in promoting bilingualism and establishing solid relationships with provincial counterparts." Ten days later, Stéphan Déry and his officials held a first meeting with ATIO.



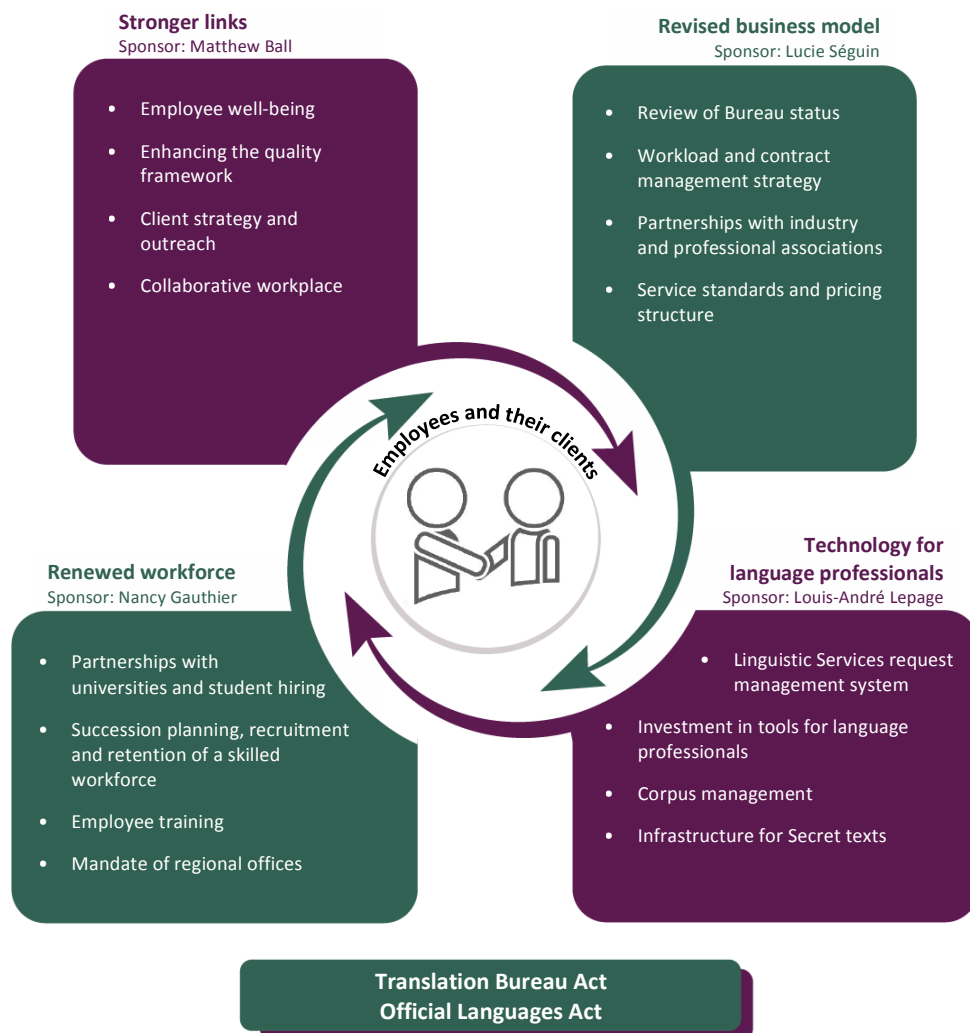
Julie Poirier

In line with the Translation Bureau's renewed focus on quality, a further initiative was the creation of a new position of Chief Quality Officer. Julie Poirier, who has a bachelor's degree in translation from the University of Ottawa, and is a 15-year Translation

Bureau employee, was appointed to the position in November 2017.

Minister Foote also outlined a human resources succession plan to ensure that the Bureau can maintain a high-quality workforce. This includes restoring a co-op program with Canadian universities to provide students with hands-on experience during their translation studies, as well as hiring 50 students a year for the next five years. Steps will also be taken to increase the number of interpreter graduates.

Minister Foote noted that the controversial request for standing offer for hiring freelance interpreters had been cancelled and that further consultations with interpretation industry representatives would be held to develop a new approach.



Source: Translation Bureau

This has led to the formation of an Interpretation Advisory Panel, of which Caroline Napier, ATIO's Director of Conference Interpreters, is a member.

Consultations are also ongoing to improve the contracting process for translation services.

Another significant development concerns the issue of optionality, that is, whether the services of the Translation Bureau should be optional or mandatory under the Treasury Board's common services policy. To this end, Minister Foote indicated that she had requested the support of the President of the Treasury Board in reviewing the current non-optional status of the Translation Bureau's services with a view to going back to its former mandatory status, abandoned in 1995 when the Translation Bureau was designated a Special Operating Agency. A decision on this matter remains outstanding.

Plans to implement the new vision were unveiled at a meeting with language industry stakeholders held August 24, 2017, in Gatineau, Quebec, where ATIO was represented by its President and its Executive Director.

The diagram on the previous page summarizes the many projects involved in modernizing the Translation Bureau's vision. It also identifies the senior officials appointed as sponsors of the various areas.

On August 28, 2017, the Honourable Carla Qualtrough was appointed Minister of Public Services and Procurement Canada, following the resignation of Minister Foote a few days earlier. The new Minister's mandate letter, released on October 4, 2017, provides concrete evidence that the government is increasingly conscious of the vital significance of the Translation Bureau and of translation and interpretation to Canada. For the

first time, the Translation Bureau was specifically mentioned in its Minister's mandate letter, with a direction to the Minister that she "continue to implement reforms that will: enhance the quality and capacity of services delivered by the Translation Bureau and promote the economic vitality of Canada's translation and interpretation community as the Government and industry adapt to rapid digital transformation."

The Translation Bureau's new vision therefore holds promise of a better future for the members of our association, and for translators and interpreters throughout Canada. ATIO is pleased with this new orientation, and is committed to working in partnership with the Translation Bureau and other stakeholders to help make this new vision a reality. We will continue to participate actively in the consultation process and will closely follow any new developments. ■



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# ATIO CELEBRATES THE HOLIDAY SEASON



ATIO members and friends gathered once again to celebrate the holiday season with our annual dinners in Toronto and Ottawa.

This year's Toronto dinner was held on Friday, December 1, in the beautiful Music Room of the University of Toronto's Hart House. Some fifty guests feasted on a three-course gourmet menu that opened with roasted pumpkin and apple soup, followed by a choice of Alberta striploin, maple-glazed salmon or vegetarian entrée served with delicious sides, accompanied by red or white wine.

Between the second and third courses, ATIO President Marielle Godbout presented her best wishes for the holiday season along with a brief summary of ATIO's main accomplishments during the past year. Next came the draw for the door prizes. Two beautiful scarves, donated by Kawal Kahlon, Director, Community Interpreters and Director, Medical

Interpreters, were won by Richard Kuzell, husband of our insurance broker Robyn Kuzell, and by Paawan Bhatia. The holiday gift basket went to Heather Baird.

The dinner then resumed with dessert, a decadent chocolate ganache cake served with a wildberry purée, which wrapped up a wonderful evening shared with friends and colleagues.

The Ottawa holiday celebration took place Thursday, December 7, at Les Jardins de la Cité, a training restaurant where La Cité's students in Culinary Arts and Culinary Management programs prepare the dishes, which are served by the students of the Catering Service and Hotel and Catering Management programs.

Following a meet-and-greet cocktail hour, the 20 guests present were

treated to a three-course gourmet dinner that began with an unusual but delicious starter combining pork breast glazed with Sortilège and roasted scallop; the vegetarian option was a lovely bisque which included a poached egg inside. The entrée featured either veal fillet with salted herbs and pearl barley with old cheddar and armillaria or a mushroom risotto for the vegetarians. Both were accompanied by seasonal vegetables and a choice of red or white wine. A selection of mini desserts rounded off the meal.

The evening finished with the draw for the door prize, a holiday basket of seasonal goodies, which was won by our Director, Salaried Translators, Joanie Demers.

If you were unable to attend ATIO's holiday celebrations this year, we hope that you will consider joining friends and colleagues next December. Happy holidays! ■