

informATIOn

July 2007

Number 2

Message From the President

By Nancy McInnis, C. Tran. (Canada)

I am watching my son's soccer practice as I write this and I see many similarities between ATIO and the boys on the field. Most of them know each other, having run into one another (sometimes literally!) any number of times on the fields over the last eight or nine years. ATIO is a lot like that as well. Many of you took a minute to congratulate the new Board at the AGM in Ottawa. I found myself shaking hands with members I have known for years, as well as members I know only by name, through e-mail or perhaps even from speaking to them on the phone.

With roughly 1400 members, ATIO is the second largest translation association in Canada, second only to OTTIAQ. Yet as a community, we are small and close-knit. Few amongst us would have difficulty naming a handful of qualified translators and interpreters we know and trust.

That sense of community is a very valuable asset. It provides us with a team of trained and talented individuals when we need help to take on a large-scale project. It serves as a resource when we need help to figure out a particularly convoluted text. And it offers a wealth of skills and interests when we need to refer a client to someone who is experienced in a field that is not our own.

I hope that this year the Board can continue to develop that feeling of community within ATIO. The Secretariat, ably staffed by Catherine and Paule, has worked hard to offer workshops that appeal to a broad segment of our membership. I hope you will take advantage of what they are planning for this year. And if you have suggestions for other sessions, or feel there is a need that is not being met, please let us know.

I hope you will also take the opportunity to develop your own feeling of community by attending our Christmas parties in Ottawa and Toronto. It may seem a little early to be talking about Christmas, but work is already under

way, and hotels are being contacted to check for availability. Bear in mind too that this isn't just another dinner and dance. It is an opportunity to expand your own circle of friends and acquaintances. As you will see in this issue's "On the Lighter Side," more and more of us are experiencing problems with clients. The more people in the field you know, the more thoroughly you can check out a potential client beforehand, and the more people you can contact for advice if you do find yourself having trouble.

There is a feeling of community on the Board as well. Many, like Dorothy Charbonneau, Yuri Geifman, Maha Takla and

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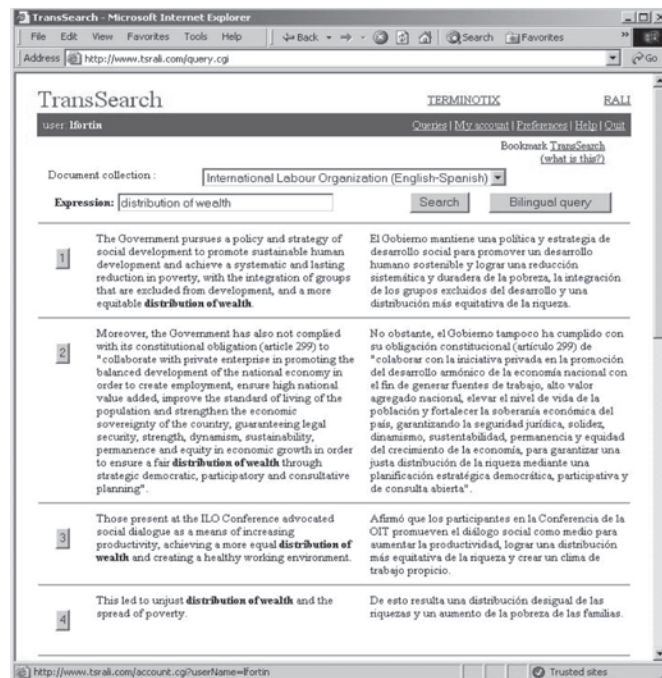
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Professional Development and Networking: Mission Accomplished

By Marco Fiola, C. Tran., C. Term. (Canada)

Translation Barbara Collishaw, C. Tran. (Canada)

It was a rainy April 28 when ATIO members eagerly sought shelter, as well as professional development and networking, at the Marriott Hotel in Ottawa. The day of the annual general meeting opened with a presentation on Web tools for language professionals. In addition to introducing participants to a multitude of useful Internet search tips, Lionel Tona from the Ontario Ministry of Labour showed them strategies to get maximum benefits from the software that has become a staple of the language professional's daily life. What a revelation! I was completely unaware how many tools were right there at my fingertips, ready to make my work a breeze.



Ken Larose, ATIO past president and Lionel Tona, main speaker

After this lecture and workshop, members were invited to a reception and lunch, followed by the AGM. Reports were presented and the Board was elected, with many of our experienced colleagues staying on, others stepping aside and new faces joining the team,

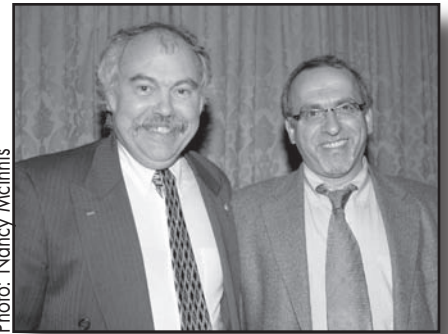
which is now like a well-oiled machine. Amendments to the by-laws generated most of the later discussion, particularly the definition of a member and the language combinations to be certified.

Once these formalities were complete, participants had the choice of two workshops in revision, one led by Louise Saint-Amant and the other by Tom Vradenberg. Using clear and often humorous examples, the trainers held the participants' attention and made this usually dry subject very enjoyable indeed. We will have a new, more critical viewpoint from now on, as we look over our texts.

The afternoon ended with a general migration to the National Arts Centre for cocktails and dinner, and as the finale, the presentation of the ATIO and CTTIC awards.

Since I have been a member for only a few months, this was my first experience of an annual general meeting, and I must admit I was charmed by the conviviality of this event. I finally had the chance to talk with many colleagues I had only known

by name, and was honoured to meet a number of new colleagues as well. That is why I can say that the meeting organizers fully achieved their goal of providing us with an occasion for networking and professional development. Well done!



Jean-Luc Malherbe, President of Ardenn Inc., and Yuri Geifman, winner of a week in Port Leucate, France, offered by Ardenn Inc. in celebration of the company's 35th anniversary.

In closing, I want to congratulate and thank all those who worked so effectively on organizing this activity. We will meet again in Toronto in April 2008 for next year's AGM. Be there!

Salute to 25-Year Members

The following members joined ATIO in 1982 and have seen the Association through the ensuing quarter-century. Congratulations!

Kouroch Beglarpour, *Translator*

Carmen Bouchard-Arcomano, *Translator*

Roger Bustros, *Translator*

Dorothy Charbonneau, *Conference Interpreter and Translator*

Hélène Cloutier, *Translator*

Guy-Pierre d'Auray, *Translator*

Elizabeth Fairley, *Translator*

Janet Fulton, *Conference Interpreter*

Joanne Girard, *Translator*

François Labelle, *Translator*

Monique Matthews, *Translator*

Gladys Quirk, *Translator*

Pierre Savaria, *Translator*

André Séguinot, *Translator*

Claudine Stépien, *Translator*

Sergei Tsivunin, *Translator*

Hélène Vachon, *Translator*

Gertrude von Szombathy, *Translator*

Your New Board for 2007-2008

By Catherine Bertholet

Translation Lise Cloutier, C. Tran. (Canada)

On April 28, 2007, ATIO held its Annual General Meeting and elected a new Board of Directors.

The newly elected Board members are:

Nancy McInnis	President
David Lowe	Vice-President and Director, Salaried Translators
Ilse Wong	Secretary-Treasurer
Denis Bousquet	Director, Independent Translators

Dorothy Charbonneau	Director, Conference Interpreters
Marco Fiola	Director, Terminologists
Yuri Geifman	Director, Court Interpreters
Maha Takla	Director, Foreign Languages

Congratulations to all!

2007 ATIO Volunteer Award

By Alana Hardy, C. Tran. (Canada)

I was touched and honoured when I learned that I had been nominated for and would receive the Volunteer Award this year. I know that ATIO counts on the help of its volunteers, and I am pleased to be able to give back to the Association through the *InformATIO* Editorial Committee. It has been a great opportunity for me to meet other members and learn more about what matters to our language professionals. It is a job I truly enjoy doing. Thank you for this honour.



Nancy McInnis,
ATIO president,
and Alana Hardy,
winner of the
2007 Volunteer
Award

ATIO Award 2006

By Alain Côté, C. Tran. (Canada)

Translation Victoria Ralph, C. Tran. (Canada)

Dear Colleagues,

I am very honoured to receive the ATIO Award. During my 32 years in translation, I have witnessed and benefitted from our Association's ongoing efforts to further our profession. I have had the opportunity to get to know many language professionals and gain from their exceptional skills and extensive knowledge. During my 10 years in the pharmaceutical industry, in particular, I had the privilege of working with some remarkable translators in the Translation Group – Rx&D. Together, we worked to improve the French-language communications of our respective companies through such activities as the terminology bulletin *Pharmaterm*, regular discussions, and training sessions. My time at Janssen-Ortho was an outstanding professional experience, particularly because of the wonderful team within Linguistic Services and the high calibre of this company. It would be difficult for me to imagine a more rewarding career.

I wish ATIO continued success and further achievements in its efforts to advance our profession.

ATIO takes this opportunity to thank the sponsors of the 2007 Professional Development Day



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MultiCorpora

First Creighton Douglas Scholarship of \$1000 Awarded

By Pascal Sabourin, C. Tran. (Canada)

Translation Sheila Ethier, C. Tran. (Canada)

At the annual ATIO dinner held on April 28, 2007, at the National Arts Centre in Ottawa, FondATIO awarded the first Creighton Douglas Scholarship to Sandra McAllister, a student enrolled in the undergraduate translation program at the University of Ottawa's School of Translation and Interpretation. The \$1000 scholarship was presented to Sandra by Althea Douglas, wife of the late Creighton Douglas.

FondATIO's Board of Directors established this scholarship in 2006 to honour the memory of a colleague and good friend, Creighton Douglas, former treasurer of ATIO and former chair of the CTTIC Board of Certification. The Board of Directors also set up the Creighton Douglas Scholarship Fund, into which the sums donated to the scholarship are paid.

The day before this event, on Friday, April 27, the ATIO Foundation held its annual meeting and the first meeting of its new Board of Directors. The following persons have volunteered to serve on the Board for a two-year term: Pascal Sabourin, President; H    ne G              , Vice-President; Michel Trahan, Secretary; Paule Landry, Treasurer; and members Catherine Bertholet, Robert Denis and Ken Larose. The Board also approved the amounts to be distributed in the form of awards and scholarships in 2007: FondATIO will present two \$500 achievement awards in the spring and two \$1500 scholarships in the fall.

Continued from page 1

Ilse Wong, are returning for another year in their position. Others, like David Lowe and me, are adding a new hat to our collection. But I suppose the best news of all is that we are welcoming two new Board members, Denis Bousquet and Marco Fiola.

Denis will serve as Director of Independent Translators. He brings a great sense of humour and many years of English-French translation experience to the position. Marco is the Director of Terminologists, but he also brings insight into the complex field of health interpreting. ATIO is actively monitoring this segment of the language industry as it struggles to organize and establish standards of practice. Perhaps some day, somewhere down the line, another president will be welcoming a new director of Health Interpreters to our community!



Photo: Nancy McInnis

Althea Douglas, Sandra McAllister and Pascal Sabourin

It's never too late to make a donation to FondATIO or to the Creighton Douglas Fund. The ATIO Foundation is funded primarily through contributions from ATIO members and, as the ads for a number of organizations point out, "Every donation helps!" At FondATIO, your donation is doubly valuable because your Foundation is directed by a team of colleagues who volunteer their services, and the only administrative costs are those imposed on us by the law, in the form of fees paid to the accountants who prepare our financial statements. For more information on FondATIO or its scholarship programs, send an e-mail to pascals@sympatico.ca or to the ATIO Secretariat. Thank you for your generosity!

In the meantime, work continues on that front, and many others. By now all Certified Members have received the postal vote to conclude, I hope, the work on the by-laws that was presented at the AGM. Negotiations also continue with the Translation Bureau to bring their translators into CTTIC member associations. The pace seems painstakingly slow but current CTTIC president and out-going ATIO president Ken Larose assures me that progress is being made. Let's hope that soon there will be many more members to welcome into the ATIO community.

We are a strong and active association, and I hope that you will continue to find that we represent your interests. As always, if you have a question, a concern, or are just plain curious, please do not hesitate to contact us. This is your community; I want you to feel welcome to come and find your place.

Do You Know Maria?

By Salaried Translators Committee

Maria is a 45-year-old public servant. With 20 years of experience, she is quite comfortable translating 1500 words a day for her employer, a government translation department somewhere in the Greater Toronto Area. Like many of you, she is a certified ATIO translator working in official languages. Her university degree and her experience enable her to earn \$75,000 a year at her job.

Who is this Maria, you ask? Well, she is the average salaried translator at ATIO, as discovered by a recent ATIO survey.

ATIO's Salaried Translators Committee asked all 443 salaried translators to complete a one-minute on-line survey. We received 119 answers, for a response rate of 27%.

If you studied translation at university, as did 76% of respondents, you probably found that women far outnumbered men in your class. This is also true of salaried translators: 81% are women.

A large majority (88%) work in official languages and have a university degree in translation (76%), and almost two-thirds (64%) of them are certified.

Half of the respondents hold a university degree in another field, either alone or in addition to their degree in translation. The most common second degree? A degree in language, typically French (13 people), English (5 people) or Spanish (6 people), or in literature (10 people).

The majority of respondents live in the Greater Toronto Area (45%) or the National Capital Area (41%).

Respondents worked mostly for translation departments (88%) and were autonomous translators (63%), that is, they were not revised.

Official languages is the area of work for most (88%). Eight percent of respondents work in foreign languages, and 4% said they work in foreign and official languages.

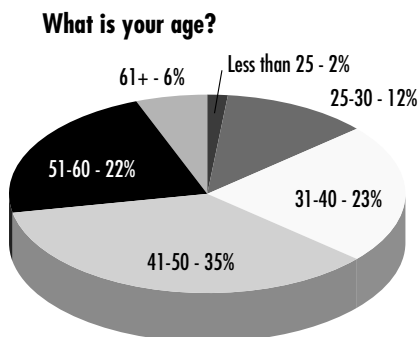
In terms of workload, 29% of respondents translate between 1000 and 1500 words a day. Almost the same number (28%) translate between 1500 and 2000 words a day, and slightly fewer (24%) translate more than 2000 words a day.

Ever wonder whether your colleagues are using translation memory software? Well, of the salaried translators who replied to the survey, 44% do. The most popular are MultiTrans, Trados, and LogiTerm.

Sadly, 81% of respondents' employers do not have a hiring policy that favours ATIO translators. If your workplace does not have such a policy, perhaps this is something worth exploring. Talk to your boss about advertising through ATIO the next time your unit is planning to hire a translator.

Just over half (51%) of employers pay ATIO dues for their employees.

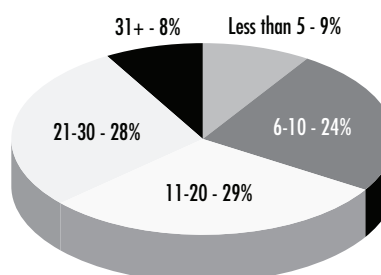
And, like Maria, the largest group of salaried translators (29%) earns between \$70,000 and \$80,000 a year.



Are you certified with another Association?



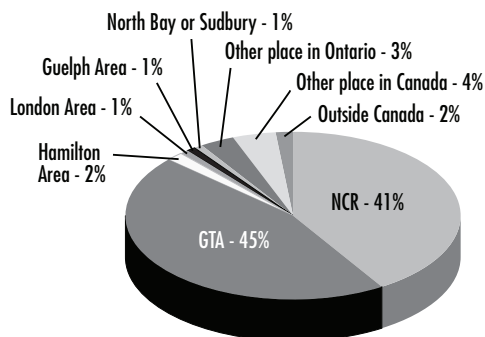
Number of years of experience



Do you have a university degree in translation?



Where is your workplace?



Do you have a university degree in another field?



Does your office have a translation department?



If yes, does the translation department have:

a. Revisers



b. A terminologist



Are your translations systematically revised?



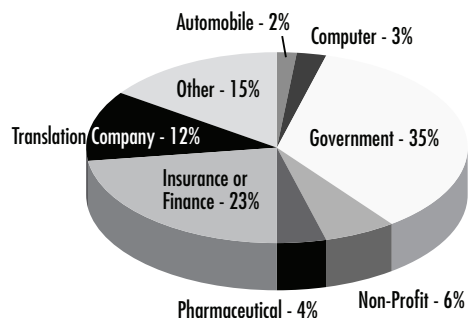
In what language combination do you work?



How many words per day do you translate?



In what industry is your employer?



Do you use translation memory software?



Does your employer have a hiring policy that favours translators who are ATIO members?



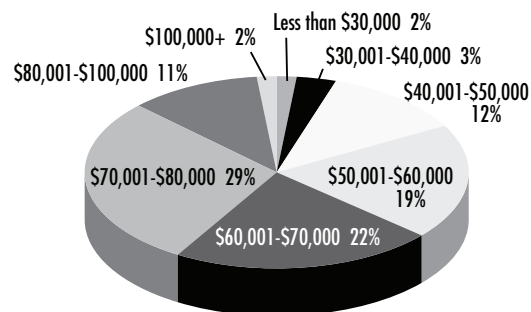
Does your employer pay your ATIO dues?



Do you also freelance?



What is your annual salary?



Are you eligible for incentive bonuses?



Discovering Blogs

By Oleg Kuzin. C. Tran. (Canada)

In the last 10 years, professional translation Websites belonged mostly to large companies, but smaller organisations also started to create their own Websites. Moreover, in the last 5 years or so, I have met a number of independent translators who had their own Websites.

As innovative as Websites are, their major drawback is that they are relatively static—once created, they do not change a great deal because changes are expensive.

Blogs, on the other hand—especially the free ones used for business—are becoming a medium to speak with your customers and the world, get their feedback and have a more social relationship.

I created my blog in the spring of 2006, and installed a counter in November of that year. As of April 23, 2007, there have been 812 visitors to my blog site.

My blog is a customer-oriented blog that complements my Website. In it, I share horror stories, near misses and tips on translation and working with translators.

Blogger (the host) allows the blogger to categorize posts, so I have established folders for translation, terminology adventures, French writing, marketing, work tips, etc. New categories can be added very easily.

No special computer language is required to create posts, and the uploading of text and pictures into the blog is quite simple. Corrections to recent as well as older posts can also be easily made.

Most of my posts are relatively short—20 to 40 lines. The research I carried out before starting showed that I had very little patience reading long-winded, ranting texts.

After observing all the different names used on the internet, I chose Translator's Musings

<http://translatorsmusings.blogspot.com/>

Despite its English title, I write posts in both English and French.

There were 42 posts in 2006. In 2007, there were nine posts in January, four in February, eight in March and nine in April (as at April 23, 2007)

I write when something inspires me—a world event, an article in the press, someone else's blog, a personal experience, a blooper, etc. What I want to do is offer value to the reader and show a client or potential client the various facets of translation.

The purpose of a blog is to increase reader traffic and search engine ranking. The more you are in the news, the more links people see. Before the creation of my blog, a Google search of "Oleg Kuzin, translator" would bring half a dozen mentions, now there are close to 32.

I was somewhat concerned about the kind of comments I would get in reply to my posts, but Blogger has anticipated this. One can comment in one of three ways: as a blogger (if you have a blog account of your own), as other and as an anonymous entry. In each case, the blogger has the prerogative of censoring the comment or removing it completely if the comment is inappropriate. Improper practices should be reported to the blog host. I have not encountered any such difficulties in the last year.

There are many blog hosting companies: Blogger, tblog, blogflux, Bravenet, LiveJournal, Blog Drive, Blog Monster, Yahoo, to name a few. In French there is:

<http://net.com.virale.over-blog.com/article-468446.html>

Recommended reading:

Some of these are Websites, some are books in print:

- Blog Wild! A Guide for Small Business Blogging by Andy Wibbels: <http://goblogwild.com>
- Blogs, Wikis, Podcasts, and Other Powerful Web Tools for Classrooms by Will Richardson
- Blogging for Business by Shel Holtz
- Blog Marketing by Jeremy Wright
- The Corporate Blogging Book: Absolutely Everything You Need to Know to Get It Right by Debbie Weil
- Naked Conversations: How Blogs are Changing the Way Businesses Talk with Customers by Robert Scoble and Shel Israel
- Prioritizing Web Usability by Jakob Nielsen and Hoa Loranger

(Thanks to Sue Horner at <http://www.GetItWrite.ca> & HPCA e-Home Work—March 2007)

Beware of Dishonest Suppliers

By Michel Trahan, C. Tran. (Canada)

Translation Rebecca Bates, C. Tran. (Canada)

If ever someone by the name of Michel Whelan contacts you in one way or another to offer you work, say “no” or you might regret it. I fell into the trap, although Mr. Whelan was already known in the media, since he had been the subject of a report on the TVA network in 2001. But when I saw the program “La facture” on April 17, 2007, I jumped upon hearing his name. Everything I had worked so hard to forget came flooding back.

Everything went well the first time he contacted me. I translated a text of approximately 1000 words, which garnered me a letter of appreciation from the client. It was the second time he contacted me that everything went wrong. This time, my bill was for a few thousand dollars, and Mr. Whelan decided—a long time after its delivery—that my text had required hours and

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ATA Energy Conference

By Maurice Behaine, C. Tran., C. Conf. Int. (Canada)

Translation Barbara Duffus, C. Tran. (Canada)

I had the opportunity to attend the ATA Energy Conference held in Houston, Texas on May 4, 5 and 6. I found it very interesting, so I would like to share some aspects of this meeting of the American Translators Association (ATA) with you.

The meeting is what our colleagues in the United States call an ATA Professional Development Event. Certified members must take continuing education courses and each of these meetings is worth points. They must periodically take courses to complete the number of points required. For this reason, ATA organizes various events each year with participants from many states.

This conference, intended for translators and interpreters, included activities in French, Portuguese, Russian, Spanish and English. Matters covered included areas such as recent technology to assist translation and interpretation, drilling, refineries, environmental aspects, liquid and gas flow, negotiations, the nuclear fuel cycle, chemical plants, ethics, nuclear reactors, oilfield operations and technology, on-line documentation, equipment and the energy industry in general.

Generally there were four simultaneous sessions to choose from. Each one lasted an average of an hour and a half. On Saturday, as a practical activity, we travelled to see an oil-drilling platform. We went to the coast in two buses. Wearing hard hats and eye and ear protection, we visited a gigantic structure that weighs hundreds of thousands of pounds, and we could see barnacles (a crustacean) attached to the piping.

We managed to get an idea of what life is like for those who live there, crews which are relieved almost monthly. Imagine, trapped between the sea and the sky! The ships involved in the operation of moving this platform are gigantic. On the platform there are three mini marine vessels, each of which can carry 50 people, in case the platform needs to be evacuated in an emergency. The structure contains impressive amounts of metal, from the energy generators to the foundations. It was all very interesting.

Conferencia de la ATA Sobre Energía

Por Maurice Behaine, Traductor Certificado (Canadá)

Tuve la oportunidad de asistir al encuentro ATA Energy Conference que se llevó a cabo en Houston, Texas durante los días 4, 5 y 6 de mayo. Me pareció muy interesante así que me gustaría compartir con ustedes algunos apartes de esta reunión de la American Translators Association (ATA).

Esta reunión es lo que nuestros colegas estadounidenses llaman An ATA Professional Development Event. Miembros certificados deben tomar cursos de actualización, y cada reunión da puntos. Cada cierto tiempo se deben tomar cursos para completar la cantidad de puntos que se requieren. Es por esto que la ATA organiza varios eventos cada año con participantes de muchos estados.

Esta conferencia, dirigida a traductores e intérpretes, tuvo actividades en francés, portugués, ruso, español e inglés. Los temas cubrieron áreas tales como tecnología reciente al servicio de la traducción y la interpretación, perforación, refineries, aspectos ambientales, flujo de líquidos y gases, negociaciones, el ciclo del combustible nuclear, plantas químicas, ética, reactores nucleares, operaciones y tecnología en los yacimientos petrolíferos, documentación en línea, equipos y la industria de la energía en general.

Por lo general había 4 charlas en forma simultánea de las cuales escoger. Cada una duraba en promedio hora y media. El sábado viajamos a ver una plataforma petrolífera a manera de actividad práctica. Nos transportamos en dos buses hacia la costa. Con cascos, protectores para los ojos y para los oídos pudimos pasearnos por una estructura gigantesca de cientos de miles de libras de peso, apreciando percebe (crustáceo) adherido a la tubería.

Logramos apreciar como es la vida de quienes viven allí, quienes cambian de tripulación casi cada mes. ¡Imagínense, atrapados entre el mar y el cielo! Los barcos que participan en la operación de movilización de esta plataforma son gigantes. En la plataforma existen tres mini vehículos marinos con capacidad de 50 personas cada uno en caso de que haya que desalojar debido a cualquier emergencia. La estructura tiene cantidades impresionantes de metal, desde los generadores de energía hasta las bases. Fue muy interesante.

We Spanish Language Professionals

By Eva Baños, C. Tran. (Canada)

Translated by Sonja Droege, C. Tran. (Canada)

I had been asking myself for quite a while how ATIO might address the needs of its Spanish-language members but I hadn't come up with a feasible strategy. So I was pleasantly surprised when I received an e-mail invitation to the first meeting of Spanish interpreters, terminologists and translators organized by Nedelka Marín Martínez a little over a year ago. I immediately decided to accept, and since then, our small but solid group has been meeting every two months.

Our time, enthusiasm and cooperation have started to bear fruit as ATIO has begun to address our proposals, which are essentially professional and administrative in nature. Some of the main requests are:

1. Courses for Spanish-language professionals and students taught by specialists and tied to our specific needs in today's global market.
2. ATIO e-mail addresses.
3. Promoting the services of Spanish-language members, with the support of ATIO, to institutions such as embassies and chambers of commerce.

In a recent conversation, ATIO Executive Director Catherine Bertholet informed us of the first signs of ATIO's support, the use of this newsletter, and the progress being made with regard to our needs and suggestions.

We would now like to welcome all those eager students, candidates and colleagues who work in Spanish and are interested in advancing their profession to join us for a couple of hours at our regular bi-monthly meeting to share their needs, concerns and ideas.

For more information, please contact:
nedelka@quick-translations.com

Nosotros, profesionales de español.

Por Eva Baños, Traductora Titulada (Canadá)

Con agradable sorpresa recibí la invitación por correo electrónico y me dispuse a aceptarla de inmediato. Desde hacía tiempo me venía formulando una serie de interrogantes sobre la atención que, para mi punto de vista, la ATIO debería proporcionar a sus miembros del área de español sin que hasta entonces se me hubiera ocurrido una estrategia viable. Acudí con mucho entusiasmo a la primera reunión, hace poco más de un año, convocada por Nedelka Marín Martínez y desde entonces nos hemos estado reuniendo bimestralmente este pequeño pero sólido grupo de intérpretes, terminólogos y traductores de español.

El tiempo que hemos invertido con entusiasmo y cooperación ha empezado a rendir sus primeros frutos en virtud de que algunas de nuestras sugerencias y propuestas han empezado a ser tomadas en cuenta por la ATIO. Estas peticiones obedecen al campo profesional y al administrativo, esencialmente. Las principales aunque no las únicas son:

Actualización profesional para los estudiantes y profesionales de español a través de cursillos impartidos por especialistas. Estos cursillos deberán responder a nuestras necesidades profesionales específicas que están en relación directa con las tendencias actuales de la globalización y el mercadeo. Direcciones electrónicas con la ATIO.

Promocionar a los miembros que trabajamos en español en instituciones; embajadas y cámaras de comercio, por ejemplo, con el apoyo de la ATIO.

En conversación reciente con la Sra. Catherine Bertholet, Directora Ejecutiva de la ATIO, hemos sido informados del avance en cuanto a la atención de nuestras necesidades y propuestas, además del uso de este espacio, como primeras muestras de apoyo de la ATIO. Damos pues una cordial bienvenida a todos aquellos estudiantes, candidatos y colegas entusiastas que trabajan en español, preocupados por el perfeccionamiento y el desarrollo de la profesión; para aprovechar esta oportunidad y compartir, durante un par de horas por sesión, sus preocupaciones, ideas y necesidades profesionales dentro de este espacio.

Para mayor información ponerse en contacto con:
nedelka@quick-translations.com

On the Not-So-Lighter Side... Customer Disputes

By Nancy McInnis, President

Well, we seem to have hit a nerve with this subject! Fully 13% of members responded to the survey on customer disputes and problem resolution. That may not sound like a very high percentage, but it is the response level we hope for any time we send out a survey. Even quorum for the AGM is only 10%!

Of members who responded, two-thirds have had problems with clients. Of those two-thirds, 42% said they had problems occasionally, and 14% said problems had only happened once. By far, the most common problem was failure to pay, followed by client satisfaction (terminology, quality, etc.). Almost no one reported disagreements over just word counts or the exact services to be provided without additional charges. But one or the other of those two were invariably present when more than one problem was reported.

The comments you sent in shed considerable light on the results. Some members said their invoices had been paid late, but they didn't really term that a dispute, as a little bit of patience—and maybe a phone call or two—had resolved matters satisfactorily. Others said payment followed once they started to talk lawyers and court. One or two actually did go to court or resort to a collection agency, and a few found that they were simply out of luck as their client had declared bankruptcy.

Commenters also commonly reported that they only chased after the larger amounts. They chalked the smaller debts up to experience—and then decided to protect themselves by asking for a deposit (anywhere from 30% to 50%) or a certified cheque.

Continued from page 9

hours of revision. He flatly refused to send me examples of the corrections. In fact, it was a frame-up, because he was just trying to avoid paying me. I knew that the client was satisfied because I had checked with him. The text had been delivered to the client the very day I had sent it to Mr. Whelan, and it had not been sent back. Mr. Whelan even had the nerve to bring proceedings against me, claiming that I was harassing him because I was continually asking him to pay me. He sent me a letter that his lawyer had also received. I was the victim, yet I had become the accused.

Our out-going president, Ken Larose, to whom I had told my story, did some research of his own on Mr. Whelan and discovered that he had previously declared bankruptcy. I told myself my chances were diminishing. I had nearly become paranoid. I didn't know what he looked like, so everywhere I went, I scrutinized even the slightest suspicious face, telling myself that it could be him. I dreamt about him at night and lost my concentration during the day because of him. When the rage was at its worst, I let off steam by punching my filing cabinet (that did me a lot of good). But the harasser in me did not let up and finally won, in a way. In fact, Mr. Whelan sent me a series

Members who have been burned say that matters must be clearly spelled out, right down to the very last detail. We heard about members who now get everything in writing: formatting details, word counts, delivery details, invoicing procedures, the exact services to be provided... As one commenter

said, we must be very clear with clients and not operate under any assumptions.

When we asked how problems had been resolved, 42% said amicably, through discussion. It was interesting to see that when there was open and positive discussion, the client provided repeat business. But when the translator felt that there were too many demands or unrealistic expectations, the client was gently encouraged to send work elsewhere.

One commenter wished that ATIO would issue instructions to governments, banks, hospitals, etc. ordering them to use only certified people. We wish we could!!! Unfortunately we cannot tell people whose services to use any more than we can tell you what to charge. All we can do is provide you with average salaries and average rates per word or per hour. We cannot tell your employer what to pay you. And we cannot tell you what you must charge for your work. That's called price fixing, and it's against the law.

Another commenter asked us to set up a Web page where members could warn others of bad business practices. There have been many such calls over the years, but ATIO is not in a position to be able to offer a service like that. The site would have to be monitored on a twenty-four hour basis and the legal liability is incredible should anyone or any company decide they have been libeled. Members do need to be aware of who they are dealing with, as evidenced by this survey, but all ATIO can reasonably do is help members learn what to watch out for and ensure they have plenty of networking opportunities to connect with their colleagues and to share information and resources.

of postdated cheques, from which he had deducted "the bill for revision and damages for harm suffered" (and to think that he had previously invited me to lunch).

A few months later, his secretary, who had discreetly supported me then and had since found a job at the Canadian Museum of Civilization, called me to offer me work, because her boss knew me well and she had kept my contact information. She told me that Mr. Whelan owed a lot of money to several translators, among other people, and that I was very lucky to have obtained half of my fees. Furthermore, Pierre Craig, host of "La facture," informed us that our dear Mr. Whelan had declared bankruptcy again and could not pay the others who had been added to his list of creditors. Mr. Whelan even threatened not to pay one of the victims if she participated in the show. Indeed, the more things change, the more they stay the same. So, be on the lookout! The elusive wolf is ever on the prowl.

To find out more, visit:

http://www.radio-canada.ca/actualite/v2/lafacture/niveau2_14922.shtml

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InformATIO

Published by:

**The Association of Translators and Interpreters of
Ontario**

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Ottawa, Ontario K1N 7B7
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Circulation: 1500

Printer: Plantagenet Printing

Graphic Designer: More In Typo

Editorial Team: Catherine Bertholet, Alana Hardy, Nancy
McInnis, Michel Trahan, Ilse Wong

Editorial policy:

The Editorial Committee of *InformATIO* reserves the right not to publish, or to edit with the author's consent, any article submitted or commissioned for publication. Any opinions expressed (except in articles signed in an official capacity) are those of the authors and are not endorsed by the Association.

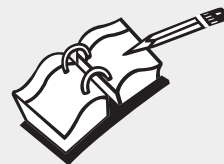
Special thanks to:

Lise Balthazar, Eva Baños, Rebecca Bates, Maurice Behaine, Denis Bousquet, Lise Cloutier, Barbara Collishaw, Alain Côté, Jean-Pierre Davidts, Sonja Droegge, Barbara Duffus, Sheila Ethier, Marco Fiola, Alana Hardy, Oleg Kuzin, David Lowe and the *Salaried Translators Committee*, Nancy McInnis, Victoria Ralph, Pascal Sabourin, Hélène St-Pierre, Michel Trahan

Calendar of Events

✓ SEPTEMBER 2007

September 13-14, 2007:
**5th International Conference on
Professional Communication and
Translation Studies**
Timisoara, Romania
Information: [http://cetra.mikt.net/
forum/read.php?4,209,209](http://cetra.mikt.net/forum/read.php?4,209,209)



✓ OCTOBER 2007

October 1-3, 2007:
**International Symposium
The Theory of Translation and
Interpreting Today**
Moscow, Russia
Information: <http://esti.msu.ru/content/view/79/96/>

✓ AUGUST 2008

August 1-7, 2008:
XVIII FIT World Congress
Shanghai, China
Information: www.fit2008.org

ATIO Secretariat Summer Hours

From June 25 to September 4, 2007, the office will
be open from 8:00 am to 4:30 pm.

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