

# informATIO

June 2014

Number 2

## Update from the Board of Directors

By Lisa Carter, C. Tran. (ES-EN), President

Dear Members,

To keep you in the loop as to what we're doing as a Board and Association on your behalf, here are the highlights of what we have been and will continue to work on in the months to come.

Your new Board of Directors got straight to business, meeting the morning after the AGM in Toronto. Our next quarterly meeting is in Ottawa in June, and in between, we're in regular contact by email.

**Community and medical interpreting** has been a priority since we passed the changes to our By-laws in April. The Association issued a press release to announce this momentous step (a copy can be found on our website).

We continue to work with the Canadian Coalition on Community Interpreting and the Ontario Coalition for Community Interpreting to professionalize this sector. The HIN Recruitment Fair in Toronto in June was another opportunity to promote our inclusion of these categories and talk to future members.

We are also on the Community Interpreting Standards Committee, chaired by CTTIC. This Committee is working to establish national standards for the profession that will serve as the basis for certification.

Internally, we're setting up committees and preparing application forms to begin accepting candidates as of September 1, 2014.

**Committee work** continues for each of the professional categories, led by the respective Directors. As you'll see in this issue, the Independent Translators survey results have been compiled into an informative report. The Court Interpreter committee has outlined its priorities and both the Foreign Languages and Conference Interpreters

committees are responding to Requests for Information from the Translation Bureau in defence of those professions.

One upcoming task is for the Board to update ATIO's **strategic plan and communication strategy**. We need to be proactive about representing our members and protecting the public. Among other things, this will include reorganizing and redesigning our website to ensure that information is available, clear and accessible.

One other step we've taken to connect with members was a **social** that I hosted in Ottawa. About a dozen enthusiastic translators and interpreters gathered one evening in May to share thoughts and suggestions, exchange cards and information. Other similar events are in the works for both Ottawa and Toronto.

Nationally, ATIO participated in the **CTTIC** mid-year teleconference. Unfortunately, our national organization continues to be in precarious situation since OTTIAQ's withdrawal in 2012. The resulting challenges include financial instability, whether and/or how to dissolve to the Mutual Recognition Agreement and the Council's response to the International Federation of Translators (FIT) now that OTTIAQ has applied to become a full member.

We'll continue to keep you updated with regular Board summaries in future issues of *InformATIO*. In the meantime, don't hesitate to get in touch with any one of us. This is your association and we look forward to hearing from you! ♦

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## Your New Board for 2014-2015

Congratulations to all!

### The newly elected Board members are:

Lisa Carter  
Dorothy Charbonneau  
Veronica Cappella  
Matthew McCarthy  
Veronica Cappella  
Loretta Murphy  
Pamela Cousineau  
Nicholas Ferreira  
Jianhua (Gerald) Yang

President  
Vice-President  
Secretary  
Treasurer  
Director, Salaried Translators  
Director, Independent Translators  
Director, Conference Interpreters  
Director, Court Interpreters  
Director, Foreign Languages



**Lisa Carter** has worked as an independent and in-house translator for the past twenty years. Her work has won the Alicia Gordon Award for Word Artistry in Translation and been nominated for an International IMPAC Dublin Literary Award. Lisa owns and operates Intralingo Inc., a boutique provider of Spanish<>English translation, editing, professional development and promotion services. A strong proponent

of professionalism, Lisa is certified from Spanish into English by both ATIO and the American Translators Association (ATA). She is currently serving as the President of ATIO and on the ATA Spanish and Literary Division Leadership Councils.



**Dorothy Charbonneau** is a conference interpreter with over 30 years of experience in the profession. In fact, 2014 marks 30 years since her graduation as a member of the first class to be awarded a Graduate Diploma in Interpreting

from the University of Ottawa.

Dorothy is proud to have worked in all areas of the profession from community settings to international conferences. She has been a volunteer with “Languages of Life”, a non-profit organization offering interpretation in community settings since her university days. She was also trained as a court interpreter and her first “paid” work was as a freelance court interpreter, initially in Québec and later in Ontario where she was also a staff court interpreter with the Ministry of the Attorney General of Ontario. She then moved to freelance conference interpreting and has been an employee of the Translation Bureau for over 25 years.

Dorothy has also been very actively involved with ATIO. She is a Certified Translator (FR – EN), a Certified Conference Interpreter (A: EN, B: FR) and has recently submitted an application to become a Certified Court Interpreter (EN/FR). She has also served two lengthy terms as Director, Conference Interpreting. She was actively involved in creating the court interpreter category in the mid-1990s and, most recently, in adding the categories of community interpreter and medical interpreter. She is a passionate advocate for proper training and working conditions as well as the recognition of these qualifications and the protections afforded by the ATIO Act to both the public and language professionals. She is a member of AIIC, Canada Region (ACIC) and an associate member of the Literary Translators Association of Canada (LTAC).



**Loretta Murphy** has been working in the Languages Industry internationally for over two decades, including teaching in Mexico, participating in an international language education program in Japan, and co-owning a Language Services Centre in Brazil.

In Canada, Loretta Murphy has been working as an Independent ATIO Certified Translator for over six years. Prior to that, Loretta was an Assistant Manager at a

Toronto translation services company. She also has a background in Interpretation, having served as a freelance Community Interpreter in Toronto, and a Staff Interpreter in the Oil Sands Construction Industry in Fort McMurray, Alberta.

Today she is the sole proprietor of Loretta Murphy Translation Services, a Toronto-based translation company specializing in Portuguese and Spanish certified translations.

Loretta holds a Master’s Degree in Translation Studies from Glendon College, York University. She has recently taken a Subtitling Course in the Glendon Continuous Learning Program. Additionally, Loretta Murphy has been a member in good standing for over five years of ATIA; for over three years with OTTIAQ; and just last year became a member of STIBC.

Loretta Murphy is committed to applying her experience and proven track record to the position of Director, Independent Translators.



**Matthew McCarthy** is a salaried French-to-English translator and project manager at CPW Group, a financial translation company based in Paris, France with offices in Canada, the UK and Brazil. His work primarily involves investment fund comments, general macroeconomic

analyses, quarterly financial statements, annual reports, and other documents from the banking and financial sector in France. Matthew also volunteers for Translators without Borders.

Matthew joined CPW Group as a junior translator in June 2010, soon after completing a BSocSc in International Studies and Modern Languages at the University of Ottawa. He then began a BA in Translation and a Certificate in Technical and Professional Communication at Glendon College, York University, which he completed in 2012. In 2013, he became a Certified Translator.

Matthew first joined ATIO as a Student Member and advocated for student member representation and engagement. This is still an area in which he would like to see ATIO make progress. With his experience in financial translation as well as training in technical writing, in addition to board training from the United Way Sudbury & Nipissing Districts, Matthew hopes to ensure that ATIO's financial position and priorities are accessible and clear to the board and ATIO members.

Matthew's journey to translation began with French Immersion in senior kindergarten in Peterborough. He continued French Immersion through high school and at the University of Ottawa, where a particular interest in language and applying political science concepts to language issues led him to try an introductory course in translation. After enjoying the challenges of translation and with strong encouragement from his professor, he decided to pursue translation as a career.

In his spare time, Matthew also plays guitar and enjoys running.

**Jianhua (Gerald) Yang**  
Director, Foreign Languages



**Veronica Cappella** graduated with a B.A. with a double major in Translation and Hispanic Studies from Glendon College, York University, in 2008. She became a certified translator in French to English translation in 2010 and is currently working as a French to English translator for the federal government.

She has worked in and travelled to various regions in Quebec, including completing a French-language training program in Trois-Rivières in 2004 and working in Rimouski under the Ontario-Quebec Summer Job Exchange Program in 2008.

She was first elected Director, Salaried Translators, in 2011. She was recently elected Secretary and Director, Salaried Translators, at the AGM in April 2014.

**Pamela Cousineau** is a certified conference interpreter, with government accreditation since 1991. She earned a B.A. in translation in 1989 and an M.A. in conference interpreting in 1991. She works in the private sector and manages interpretation services for a number of clients.

*Translation, Barbara Collishaw, C. Tran.*



**Nicholas Ferreira** is a certified ATIO member and a Ministry of the Attorney General accredited court interpreter. In his own words, "When I saw court interpreters frequently portrayed in a bad light in the media, I knew that's where I had to be to make a difference." He went on to

obtain certificates in interpretation from the University of Toronto and Seneca College, as well as a Masters in Translation from York University (Glendon College). In addition to his work as a court interpreter, Nicholas teaches interpreting at Toronto colleges and agencies. He is an ATIO-certified translator in the French-English and Spanish-English language pairs.

He lives in Scarborough with his wife and two young children. His free-time interests include music, outdoor activities and travelling.

# An Ending and a New Beginning

*By Veronica Cappella, C. Tran.*

**T**he month of June will be both a sad and joyful time at the ATIO office. We will be saying goodbye to our long-serving Executive Director, Catherine Schweizer, who has been with ATIO for many years. Catherine, ATIO will miss all your hard work, dedication and commitment to helping the Association achieve its goals.

At the same time, ATIO is proud to be welcoming a new member to the team. Our new Executive Director, Marc Pandi, will be formally joining the ATIO team on June 2, 2014. Many of you may have already met Marc at ATIO's AGM in Toronto in April.

Marc has a strong background in communications and business administration and significant management experience. He has previously worked in the university, communications and non-profit sectors in various management and communications roles. He is fully bilingual, and has developed expertise working with non-profits through his work with the organization French for the Future. The Association will be enriched through Marc's experience in communications

and outreach. He will be an asset in helping the Association to reach out to and liaise with the community of language professionals, the language industry and users of language services. Marc also has new and fresh ideas on how the Association can improve its image among its own members and the general public through the Association's Website and through social media.

Marc will be facing a new set of challenges, such as the creation of the new category of medical and community interpreters and the need to diversify ATIO's sources of funding to be able to advance the Association's objectives. With the support of the Association's office staff, Roxanne Lepage and Luciana Rizzi, these challenges will be overcome and the Association will be better equipped to serve its members and the public.

We would like to welcome you to the team, Marc! Although we are losing an experienced and dedicated Executive Director in Catherine, the Association is also gaining a fresh perspective and a new outlook through our new Executive Director, Marc Pandi. ♦





# Salute to 25-Year Members

The following members joined ATIO in 1989 and have seen the Association through the ensuing quarter-century. Congratulations!

Jacques Audet, *Certified Conference Interpreter*  
Lucie Bergeron, *Certified Translator*  
Pierre Bouchard, *Certified Translator*  
Nicole Chretien-Proulx, *Certified Translator*  
Hazel Cole-Egan, *Certified Translator*,  
*Certified Conference Interpreter*  
Gabrielle David, *Certified Translator*  
Joanne Dupuis, *Certified Translator*  
Claude Filteau, *Certified Translator*  
Josée Fiset, *Certified Translator*  
Irène Fontana-Arnaldi, *Certified Conference Interpreter*  
William Hart, *Certified Translator*  
Valerie Kennedy, *Certified Translator*  
Jacques Lachance, *Certified Translator*  
Émilie Lamy, *Certified Translator*  
Jean-Marc Larivière, *Certified Conference Interpreter*  
Mona Leblanc, *Certified Conference Interpreter*  
Ilda Moreyra Basso, *Certified Translator*  
Hulya Oyman, *Certified Translator*  
Nicole Plamondon, *Certified Translator*  
Jacinthe Roy, *Certified Translator*  
Denis Sabourin, *Certified Translator*  
Danny Saikaley, *Certified Translator*,  
*Certified Court Interpreter*  
Raymond Saint Laurent, *Certified Conference Interpreter*  
Edward Stahlberg, *Certified Translator*  
Michel Trahan, *Certified Translator*  
Hélène Tremblay, *Certified Translator*  
Mignonne Walsh, *Certified Translator*  
Rodney Williamson, *Certified Translator*

## CERTIFIED ON DOSSIER IN COURT INTERPRETING

English/Spanish  
Nicholas Ferreira

### InformATIO

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ATIO takes this opportunity to thank the sponsor of the 2014 Annual General Meeting



# Insurance

## Meloche Monnex



### **FIT NA Newsletter**

*By Denis Louis Bousquet, C. Tran.*

*FIT Liaison for North America*

*Chair of the Awards and Copyright Committees*

*Chair of FIT NA*

*Translation Pamela Arnold, C. Tran.*

For those who may not know, FIT NA is the acronym for FIT North America, one of FIT's regional centres. Established in the early 90s, the centre survived for a few years and then fell off the radar. When I joined the FIT Council in 2011, the President appointed me FIT Liaison for North America. One year later, I was asked to revive the centre. After consulting FIT's North American members (ALTA, ATA, CTTIC, IMIA, LTAC, MIIS and NAJIT), we agreed to move forward under the acronym FIT NA (in comparison with FIT LatAm and FIT Europe). We modelled our name after that of FIT to strengthen our new identity. FIT LatAm did the same, creating a harmonized image of the FIT centres in the Americas.

Since then, FIT NA has created a mission statement and revised its bylaws—they will be presented for ratification at the FIT Congress in August.

FIT NA's current projects include creating a list of all of the academic institutions in North America that teach translation and interpretation. The Canadian list has already been created, thanks to the work of Professor Malcolm Williams, ATIO member and Co-Chair of CTTIC's Board of Certification. As the American list requires a great deal of work, we are currently looking for funding to move forward with this.

Another project involves following up on the ISO's work with ISO Standard 17024. Heading up this project is Professor Alan Melby of the ATA, who is also Chair of FIT's Standards Committee.

Our third major project is to establish a greater online presence. We are currently working to create a website linked to that of FIT. We hope to be able to launch the site before the Congress in August.

### **FIT Congress – August 4 to 6, 2014**

Will you be joining us? We reached the maximum number of delegates last month, after which all new registrants were placed on a waiting list. I hope you have already registered and that we will have the pleasure of seeing you there. I will be at the FIT booth in the hospitality room on August 4, from 1 to 2 pm. Come and have a look around. To find out more about the Congress, please visit [www.fit2014.org](http://www.fit2014.org).

Did you know that two of our colleagues from ATIO and InformATIO have been nominated for FIT awards? As Chair of FIT's Awards Committee, I very much hope that I will have the great honour of being able to present an award to a Canadian colleague. Keep your fingers crossed. In celebration of FIT's 60th anniversary, recipients will be presented with an engraved acrylic plaque, rather than the standard paper certificate. For more information on the awards, visit [www.fit-ift.org/?p=354&lang=en](http://www.fit-ift.org/?p=354&lang=en).

Final point: After the FIT Congress, and about a dozen years of volunteering with ATIO, CTTIC and FIT, I will be stepping down. I would like to take this opportunity to thank all of the colleagues with whom I have had the pleasure of working over the years, and I hope that Canada will maintain its strong national and international presence. We are very well respected by our colleagues across the globe, and I feel it very important that we maintain this reputation. Here's to the next generation!



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# Call Out For Translators without Borders

By Matthew McCarthy, C. Tran.

A hospital in Haiti needs a list of lab equipment translated into English. “Urgent: Please deliver as soon as possible” reads the online posting, but it has sat unanswered for several days because there are simply not enough translators.

In its spring newsletter, Translators without Borders (TWB) issued a callout for translators. Much of TWB’s work is in indigenous sub-Saharan African languages, so you may be thinking, “I’d like to help, but I don’t translate into or out of African languages”. However, ATIO members may be interested to learn while TWB is heavily involved in indigenous languages, the history of the organization and linguistic landscape of development mean that TWB faces a very high demand for French-English and English-French translations—so high that projects are often turned away. With a many members translating between Canada’s official languages, it seems natural to relay the call out to ATIO members.

TWB was established in France a little over 20 years ago, its founding sparked by volunteer translation for (but no official affiliation with) Médecins Sans Frontières. The organization carefully vets clients, which also include Oxfam International and other well-established NGOs. Today, TWB is a hub of screened volunteer translators serving many organizations across dozens of countries. Even so, the dominant source languages remain French and English—one of my recent FR-EN projects was for MSF España.

Apart from TWB’s historical roots in France, another factor driving demand for French-English translations is French organizations’ expansion to the UK and US to find new donors. A couple of examples are Enfants du Mekong (Children of the Mekong) and Action contre la Faim (Action against Hunger).

In addition to development organizations, the beneficiaries also often speak French or English as a first or second language as a result of French and British imperial history.

The projects I have personally worked on range from field updates on the progress of rural health and nutrition

programs, website translation, briefings on a country’s political environment, a description of a child sponsorship programme aimed at potential donors. You name it—if an international development NGO is doing it, chances are it needs to be translated.

If you are interested in volunteering, all you need to do is complete an online application form at [translatorswithoutborders.org](http://translatorswithoutborders.org). The requirements are similar to those for becoming an ATIO candidate for certification, and Certified Translators are admitted directly to the pool of volunteer translators.

Once you are admitted, you will receive projects through an easy-to-use platform designed and run by ProZ.com. An interesting feature of the platform is that it records the number of words you have translated—it’s actually kind of fun to watch my total (9,160 words so far) go up along with the TWB total words (17,845,155 as of May 30!). In addition to seeing how much you’ve contributed, the word count feature also lends itself to friendly competition between co-workers and friends. I also constantly need to balance my personal commitments, too, so it’s nice to be able to set a goal—1,000 words per month, for example—and track it easily.

If you have any questions about what it’s like to volunteer for TWB, feel free to shoot me an email. ♦

## FOR RENT

(SPECIAL PRICE FOR ATIO)

VILLA FRANCE - MÉDITERRANÉE -  
PORT LEUCATE (NEAR PERPIGNAN)  
- 400 M BEACH - 50 KM SPAIN  
- 2 BEDROOMS (6 PEOPLE)  
- PRIVATE PATIO - PARKING

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# Results of the 2014 Survey of Independent Translators

By Loretta Murphy, Lisa Carter and Eric Jacques, C. Tran.

As part of ATIO's ongoing interest in evaluating Independent Translators' expectations and job satisfaction, the 2014 survey of Independent Translators was conducted early this year by the Independent Translators Committee. The following report examines the different questions and their respective responses from the survey takers, contrasting the results, where possible, with previous years' results.

The survey was intended to gauge what current working conditions are like in the year 2014. We wanted to obtain a sense of how conditions had changed (for the better or worse) in the 9 years since the previous survey. Another objective was to gauge what difficulties independent translators are facing, with a view to seeing how ATIO can attempt to effect change. In this vein, it was important to us to determine what independent translators think ATIO can do to better represent them.

## Rate of Response

A total of 695 surveys were sent out on March 6, 2014, to all of the Independent Translators who were ATIO members at the time, and 127 responses were received. That is a response rate of just over 18.2%. For comparison purposes, the previous three surveys, conducted in 2005, 2000 and 1996, had response rates of 22.4%, 15.8% and 18.8% respectively. Therefore, the response rate is consistent with that of previous years. In 2005, 860 surveys were sent out, revealing a drop in the number of Independent Translators over the past decade. Thirteen percent of the respondents were Candidates for Certification and 87% were Certified Members.

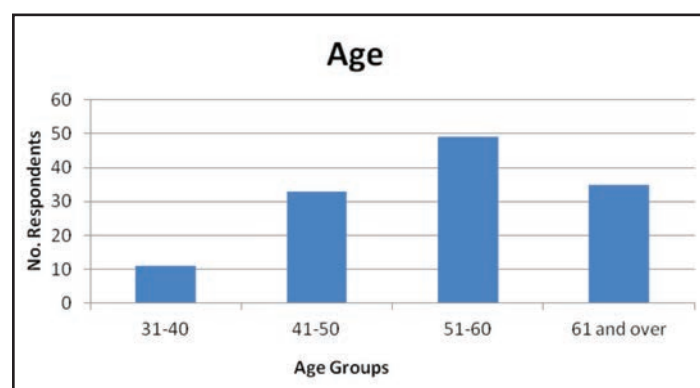
Please note that percentages will not always work out to 100% due to rounding off, respondents' failure to answer certain questions, respondents indicating more than one category for other questions, and other anomalies.

**\*\* NB: This is a report on current practices as reported by ATIO members in response to the survey conducted in 2014. Please note that these results are for your information only. They are not intended to dictate the rates you charge, the hours you work or the clients you take!**

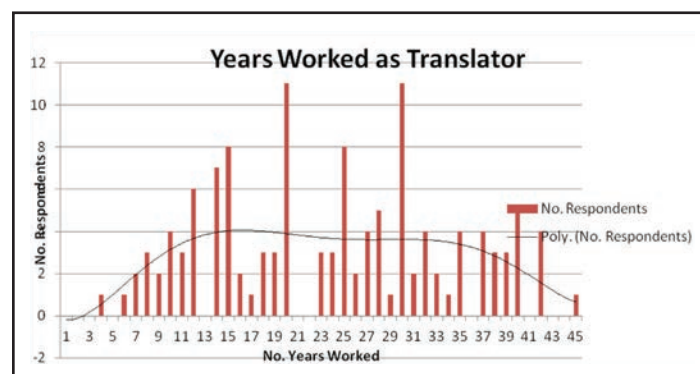
## Age and Experience

Canada's population is aging, and so is our membership! Over 65% of the respondents indicated that they are 51 years old or over. Twenty-six percent are in the 41-50 age group, and only 24% are between 31-40. The 2005 survey reported that 37% of the respondents were between the ages of 41 and 50; 27.5% were between 51 and 60; and 19.25% were under the age of 40.

The increase in the under forty age group may be indicative of an increase in younger recruits. On the other hand, in 2014, there were no respondents under the age of 31! Similarly, the 2005 survey also reported an alarming lack of younger respondents. This raises the question of motivation for younger people to respond to the survey. Do we need to change our methods of attracting younger members to respond, focusing on increasing response rates through recruitment, or perhaps adjust the actual survey format to make it more appealing to that age group?

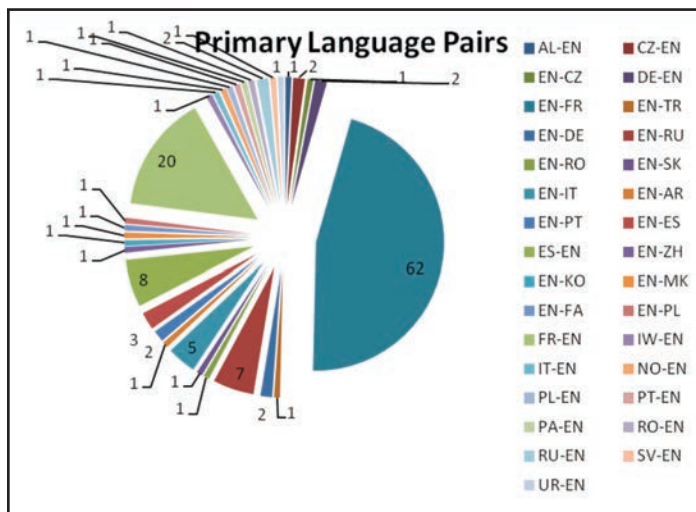


Certainly, the profession itself must be generally appealing, otherwise we wouldn't continue to work in the profession for so long! The survey asked members how many years they had worked as a translator. Ten percent reported that they had been working in the profession for 1-10 years; 35% reported 11-20 years; 29% reported 21-30 years; and 22% have been at it for 31-40 years. Five of the respondents even reported 41 years of service or more! Apparently, and despite some of the hardships reported, we still love what we do! The table below shows that our members are established and experienced, and also highlights, once again, our lack of junior respondents.





## Languages



A total of thirty-one language pairs were reported as respondents' primary language combinations. Some respondents reported having two language combinations. From the chart above, it can be seen that roughly 40% of respondents work in EN-FR; close to 14% in FR-EN; and about 5% in ES-EN as their main language pairs. Approximately 40% of the language combinations reported are foreign languages, and 60% of those who answered reported working in official languages. This is consistent with the results of the 2005 survey, in which these numbers were 42% (foreign languages ) and 58% (official languages).

Fifty-six of the respondents ( 44%), also reported working in additional language combinations. More than seventy combinations were listed! There is no doubt that we are a band of polyglots!

## Memberships

In addition to ATIO membership, 9% of the respondents reported belonging to ATA, and 8% to OTTIAQ. Only 1.6% reported they are ProZ.com members. A total of 34 other translation associations were mentioned by respondents.

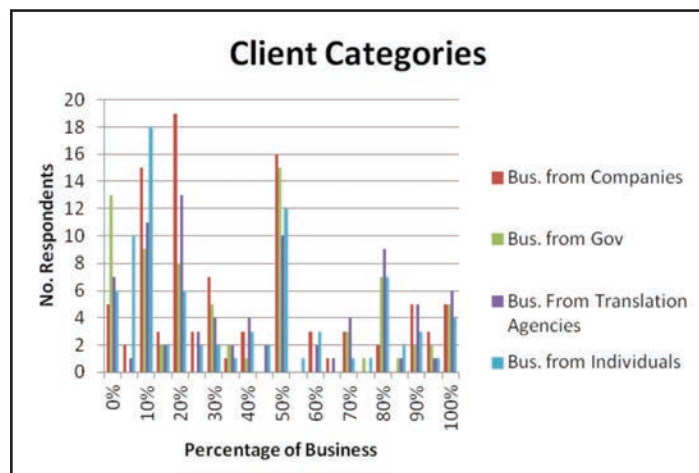
## Client Categories

Sixty-seven percent of the respondents reported that they work on a full-time basis, and thirty-three percent reported working on a part-time basis.

This is consistent with the 2005 survey results, where 75% of those working in official languages worked full-time and 25% worked part-time, and those numbers were 49% and 47% respectively for translators of foreign languages. The fact that such a large number of respondents reported working part-time could be proof that translation is a good choice for flexibility and work-life balance. It's not necessarily because they are unable to work full-time - it's a life choice. This corresponds with some of the comments about positive changes in the profession (see below). Respondents were also asked to identify their clients by

broad groups: companies, government, translation agencies and individuals.

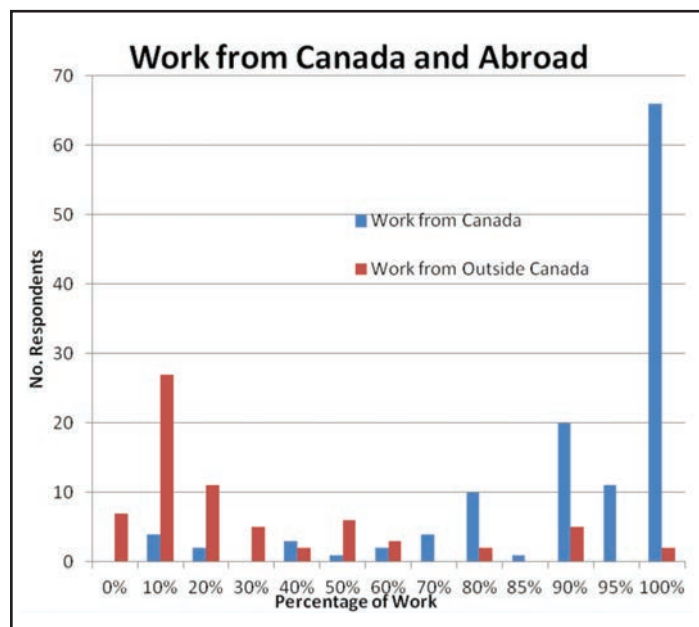
Twelve percent of the respondents reported that 50% of their business comes from Government sources. The same percentage reported that 50% of their business comes from Companies. Eight percent reported that 50% of their business comes from Translation Agencies. Nine percent of respondents reported that 50% of their business comes from Individuals.



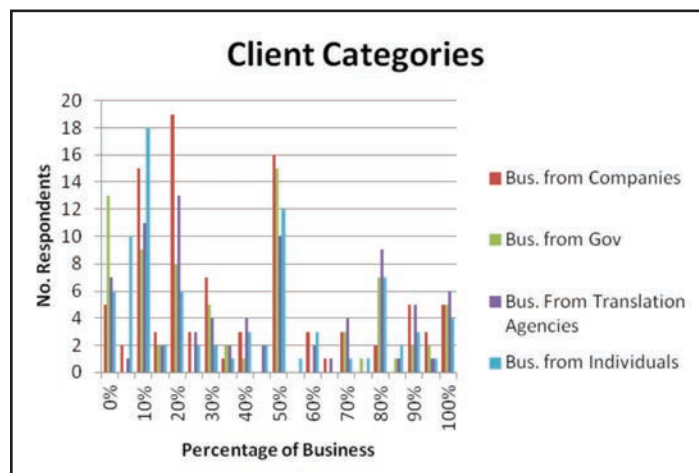
## National vs. International

Survey takers were asked whether their work originates from within Canada or from abroad.

Seventy-six percent of the respondents indicated that 90-100% of their work comes from within Canada. Thirty-five percent indicated that 0-20% of their work comes from abroad. These results indicate that there is still sufficient translation work in the domestic market, and that what is happening in the Canadian market (i.e. downward pressure on rates, shorter deadlines, increased competition etc.) may also be happening internationally.

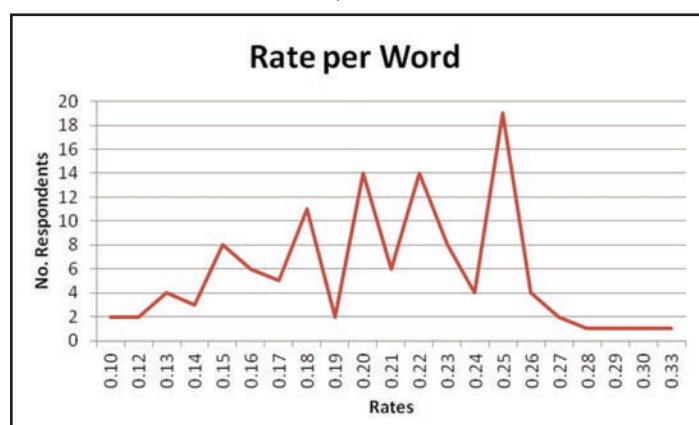


Furthermore, when asked if the rates for work received from abroad were better, the same or worse as compared to the rates earned from Canadian clients, only ten respondents (8%) indicated that foreign rates were better, 45 (35%) indicated that rates were the same, and 19 (15%) indicated that they were worse. As a result, despite the ease of access to international assignments via online forums and networking, ATIO translators appear to be sticking close to home for their assignments. However, these numbers are not so surprising considering that many Canadian organizations require certified translations, which implies that a great number of national and international clients are still in need of professional translation services.



## Rates

As with past surveys, rates were a focus of the 2014 survey, as this is a matter of great concern to most members. (In 2014, data for translators of Foreign Languages and translators of Official Languages was not segmented. Also, segmented data based on individual candidates and certified members was not available.)



Ninety-seven percent of respondents stated that they **normally charge on a per word basis**, and ninety-two percent of the respondents reported that **per word rates were charged on the source word count**, with more than 70% counting the words electronically.

Normal Canadian rates reported in 2014 varied from \$0.10 to \$0.33, with a **weighted average of 0.21/word**. Thirty-

six percent of the respondents placed their average rate within the \$0.15-\$0.20/word range, and 40% said that their average rate is \$0.21-\$0.25/word. In 2005, these figures were 35% and 46% respectively for independent translators working in official languages, and 60% of foreign language translators charged between \$0.15-\$0.20/word, with only 13.5% charging more. This indicates that, overall, rates have changed very little in the last decade, and when considering an annual inflation rate of approximately 2%, they have actually decreased!

AVERAGE RATES	2014	2005 (FL=Foreign Languages; OL=Official Languages)
\$0.15-\$0.20/word	36%	60% (FL)/35% (OL)
\$0.21-\$0.25/word	40%	13.5%(FL)/46%(OL)

Respondents were asked about **the most they charged per word**, and replies ranged from \$0.10 to \$0.50, with a **weighted average of 0.25/word**. Eighteen percent of respondents indicated \$0.25 as the most they charged per word, and 11% said that \$0.30/word was their highest rate. This represents a positive shift since, in the 2005 survey, 43% of official language translators and 40% of foreign language translators said that \$0.21-\$0.25/word was the most they had ever charged. In 2005, 25% of foreign language translators said their highest rates was \$0.26-0.35/word, compared to almost 40% for official languages.

HIGHEST RATES	2014	2005 (FL=Foreign Languages; OL=Official Languages)
\$0.11-\$0.15	5%	n/a
\$0.16-\$0.20/word	19%	n/a
\$0.21-\$0.25/word	44%	40% (FL)/43% (OL)
\$0.26-0.35/word	46%	25%(F)/40%(O)

The **least charged per word** ranged from \$0.05 to \$0.32, with a **weighted average of \$0.17/word**. This also represents a positive shift from 2005, when to the lowest rates charged by official language and foreign language translators in 2005 ranged from \$0.00 - \$0.28, with the majority indicating that their lowest rate was \$0.10 - \$0.15/word.

More specifically, in 2014, 14% of respondents indicated that \$0.20 was the least they charged, with the same percentage indicating \$0.15 as their lowest rate; 12.5% said their lowest rate was \$0.12/word.

LOWEST RATES	2014	2005 (FL=Foreign Languages; OL=Official Languages)
\$0.11-\$0.15	38%	57% (F)/44%(O)/
\$0.16-\$0.20/word	27%	40%(O)
\$0.21-\$0.25/word	20%	n/a
\$0.26-0.35/word	7%	n/a

Although rates per word appear to be the standard, sixty percent of the respondents said that they **also charge hourly rates**, while 40% responded that they do not. Average hourly rates ranged from \$25 to \$120, with a weighted average of \$57.29 per hour.

Eighty percent of the respondents reported having a rate for **proofreading, revision or editing**. Twenty percent replied that they did not. Proofreading rates range from \$0.02 to \$0.15 per word. The **weighted average was \$0.06 per word**. Hourly proofreading rates vary from \$18 to \$120, with a weighted average of \$52.72 per hour.

Sixty-five percent of respondents reported having a **preferential rate** for translation agencies. Thirty-five percent said that they did not. Preferential rates varied from \$0.12 to \$0.20/word, with a **weighted average of \$0.22/word**. Preferential hourly rates ranged from \$20/hour to \$75/hour, with a weighted average of \$40.77 per hour.

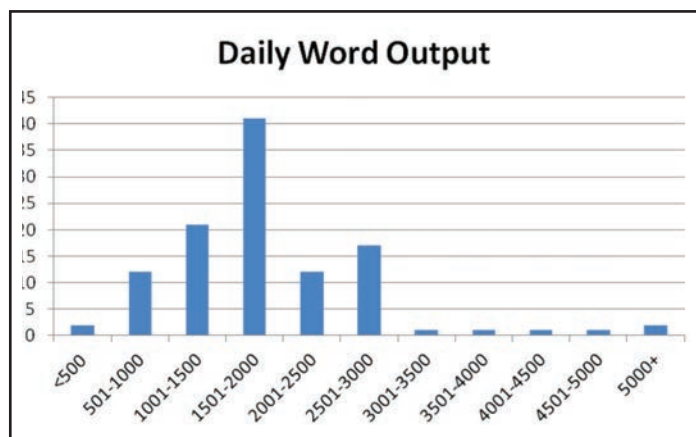
Sixty-five percent of respondents reported that they have a **minimum rate for small jobs**. Twenty-two percent reported that they did not. Minimum rates ranged from \$5.00 to \$100, with the top three minimum rates as follows: \$50.00 (9.4%); \$40.00 (8.7%); and \$30 (7.8%).

Twenty-seven percent of the respondents reported having a **flat rate per page** for certain documents (e.g. certificates, diplomas, etc.), whereas 70% said they did not. Flat rates varied from between \$10 to \$105, with the most common rate (7% of respondents) set at \$30.

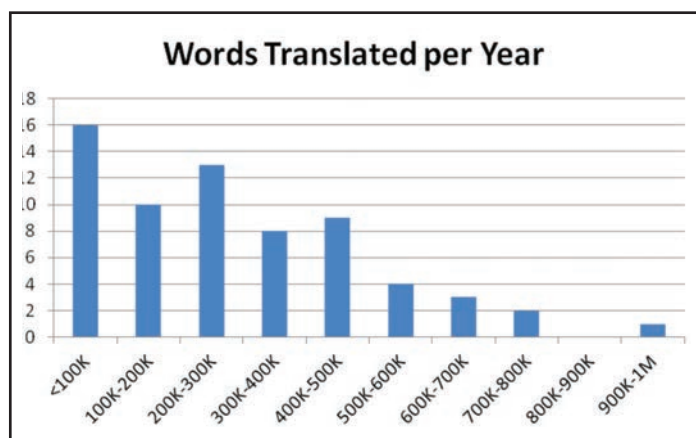
Sixty-two percent of the respondents said that they **charge more for rush jobs or technical jobs** (down slightly from the 2005 figures of 75% for official language translators and 67% for foreign language translators), while thirty-seven percent said that they did not. Rush premiums varied widely: some charge from \$0.02 to \$0.35 on a per word basis, while others calculate it on a percentage basis from 10% to 50%. The most common percentage (9% of respondents) was 50%, and 8% of respondents replied that "it depends."

## Output and Income

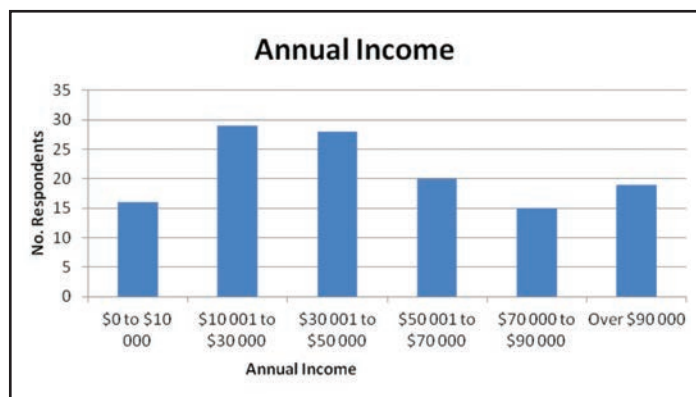
The survey also asked about average daily output (i.e. number of words/day). The most common output level was 1501-2000 words per day reported by 32% of respondents, followed by 17% reporting an output of 1001-1500 words per day, and 13% reporting an 2501-3000 words per day.



Looking at output from a yearly perspective, 13% of the respondents reported an annual output of less than 100,000 words, followed by 10% reporting between 200,000 and 300,000 words annually. Whether this was on a part-time or full-time basis was not indicated.



Thirty-eight percent of respondents reported an annual income from translation activities of between \$30,000 and \$70,000. Twelve percent reported having income in the \$70,000-\$90,000 range and 15% reported income upwards of \$90,000. Statistics are not available regarding whether these figures are based on full-time or part-time incomes. Given that the average Canadian income is just under \$50,000 per year, these figures are quite attractive!





## Tools

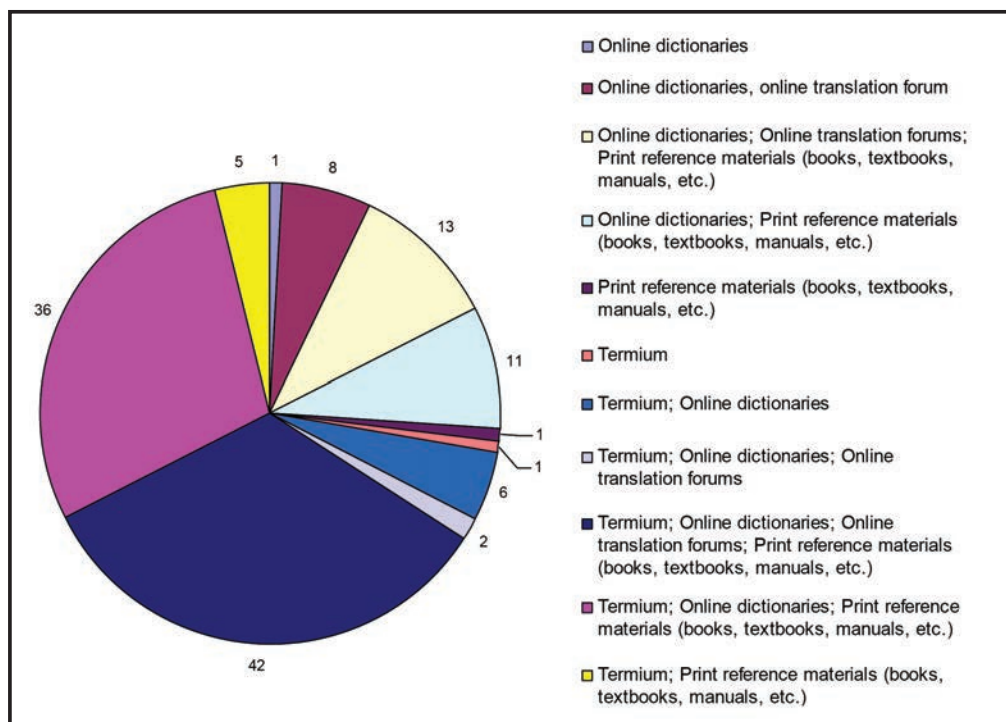
### Electronic/printed resources

We are an extremely resourceful group! When asked about the resources used, responses not only revealed a wide range of both online and print resources, but almost all of the respondents reported using more than one of these resources.

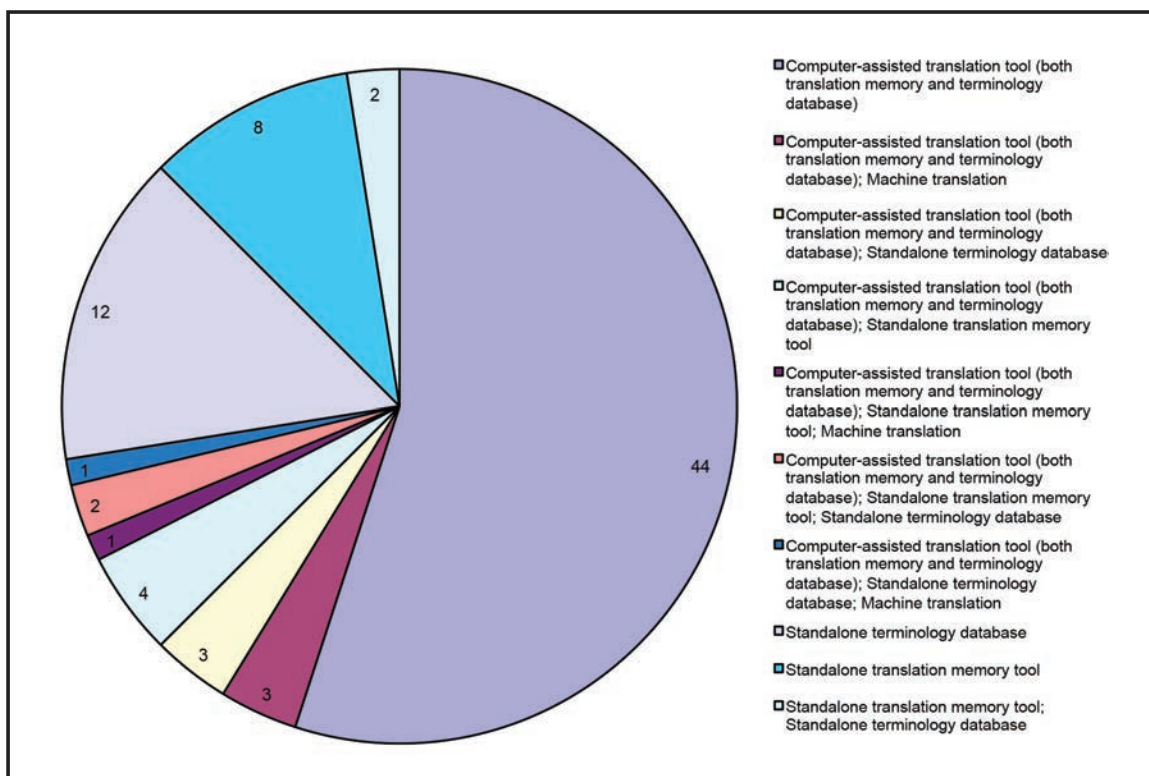
Forty-two (33.07%) of the respondents reported that they use a combination of Termium; Online dictionaries; Online translation forums; Print reference materials (books, textbooks, manuals, etc.).

Thirty-six (28.35%) reported using a combination of Termium; Online dictionaries; Print reference materials (books, textbooks, manuals, etc.); thirteen respondents (10.24%) said they use Print reference materials (books, textbooks, manuals, etc.); and eleven (8.66%) said they use Online dictionaries; Print reference materials (books, textbooks, manuals, etc.).

In 2005, 44 (40%) of respondents did not answer the question regarding use of translation memory software,

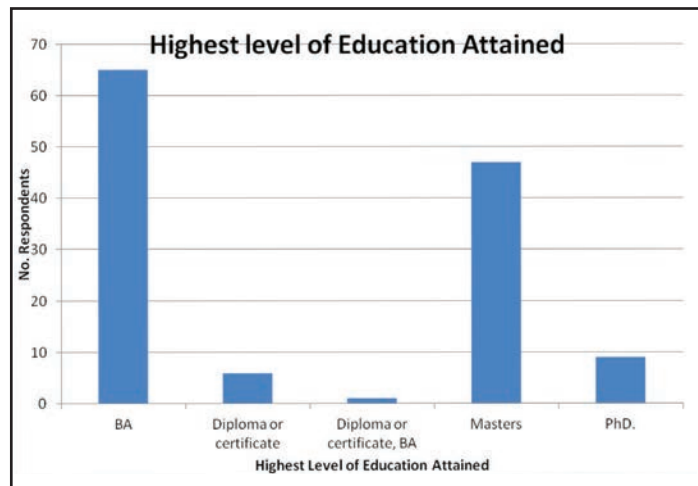


and of those who did reply, only half reported the use of software. It would appear that little has changed in this regard since, in the 2014 survey, less than 60% of the survey takers answered this question. Of those who did reply, 44 (35%) reported using a computer-assisted translation tool (both translation memory and terminology database) and 12 (9.45%) reported using a standalone terminology database.

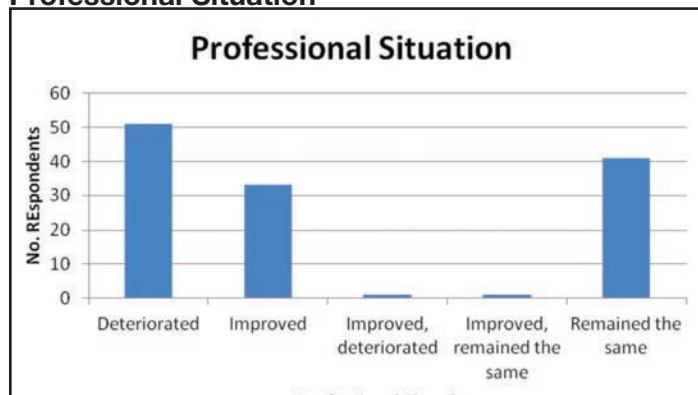


## Education

We are a group of very educated translators! Ninety-seven percent of the survey respondents indicated that their highest level of education was a university/college degree; 51% reported a BA; 37% with a Master's degree, and 7% with a PhD. as their highest level of education. Naturally, 36.2% of respondents reported having a Degree in Translation.



## Professional Situation



The survey asked whether respondents felt their professional situation had improved, deteriorated or remained the same. Forty percent of the respondents reported that their professional situation had deteriorated in the last five years. When asked why, many attributed this situation to lower rates and shorter deadlines required by agencies and clients, resulting in the feeling that they must work harder and faster just to earn the same rates as several years ago. Several respondents commented on changes in government policy and budgets that have resulted in less work for independent translators in official languages. Many respondents were concerned about more translators (certified or not), and with fewer qualifications, entering the market, which may be driving prices down. Related to that, there were also several comments about clients being more concerned with quantity rather than quality, and not

requiring ATIO certified translators, or even sending their translations overseas to be done at much lower rates.

Twenty-six percent of the respondents reported that their professional situation had improved in the last five years. When asked why, many attributed this improvement to excellent customer service, networking and acquiring contacts and loyal clients over time. Many felt that advertising and marketing of services had helped them retain and/or gain business. Some respondents commented on gaining greater efficiency using online translation tools and streamlining processes. It is no surprise that as one gains more experience, one's work improves, thus enabling a greater and improved clientele, generating a higher income and general job satisfaction.

Some respondents also commented on the obstacles to becoming certified. However, others felt that certification had opened doors and allowed them to enjoy more work from better clients, not to mention the improved quality of life brought about by the independence of freelancing.

Thirty-one percent of the respondents reported that their professional situation had remained the same.

## How ATIO can help

Independent translators also left numerous comments in both French and English to the question "What do you think the Association can do to help you as an independent translator?" The following points were mentioned repeatedly and so bear special attention. It was suggested that ATIO could:

- Be more proactive in promoting the profession and the value of certification, raising awareness of the need for professional standards; educating translation buyers and the public; advertising and building our brand among professional groups
- Advocate for, lobby on behalf of and defend the rights of members vis-à-vis the Government, agencies and companies
- Make better use of technology to serve members outside Ottawa and Toronto
- Become legally empowered to recommend/set/regulate/suggest rates
- Offer more professional development opportunities (courses, seminars, workshops)
- Provide more job offers and news of translation opportunities
- Offer more networking opportunities
- Improve the website to be more user-friendly, include more industry news and a discussion forum for members

- Obtain group discounts for members to purchase translation tools
- Maintain its high standards to ensure that certification is synonymous with competence

Independent translators were very complimentary of the online Directory on our website, stating how important it was to help them obtain work. Several members also noted how much they valued certification and thanked the Association for its work. While gratifying to hear, we promise we won't sit on our laurels! The Board will undoubtedly be taking all comments into consideration in an effort to improve the service we provide to members.

## Opportunities

The information generated by the 2014 Independent Translators Survey analysis allows us to identify some potential gaps and opportunities.

Firstly, there is an opportunity for further investigation regarding the lack of younger survey respondents. Is the issue with recruitment? If so, with fewer new members, and older members moving to a part-time regime, or increasingly retiring, this would imply a heavier burden for existing members. Are clients relying on technology rather than human translation, thus removing the perceived need for, and thereby discouraging young people from, actually becoming certified? This research and outreach is already a priority in the mandate of our new Executive Director, Marc Pandi.

An infusion of a more tech-savvy generation may narrow another gap: the use of machine translation and automation tools. There's no denying that the translation world has drastically changed within the last twenty years and continues to change. Electronic translation memories and other digital tools and resources allow us to produce greater outputs, but only if we are able to use them correctly and efficiently. There is an enormous opportunity to improve

in this sense, with information and education. As a group, we might even consider defining our requirements (i.e. better automated word count, simpler translation memories, user-friendly translation programs) and submitting these to programmers for the development of tailor-made tools. The possibilities are unlimited!

As Independent Translators, we are also entrepreneurs. As our business changes, there is a need to constantly improve and update our knowledge of the business and the profession. In this vein, ATIO also encourages the attendance of members and non-members at workshops offered, as well as input from members as to what types of workshops they would like to attend.

Another opportunity lies in the education and outreach programs with provincial industry, corporate clients, universities and colleges that provide translator training, and individuals requiring translation. There is a lot of general misinformation out there and we need to reinforce that ATIO certification is a guarantee of experience and high standards when it comes to translation! A Strategic Plan is currently in the process of being developed by the Board of Directors, that will define outreach strategies to achieve this goal.

## Conclusion

We would like to thank all those translators who took time out of their busy schedules to answer the 2014 Independent Translators Survey questions. Your replies helped generate a wealth of data and statistics, and it would take weeks to properly interpret and analyze all of the information. This report is far from exhaustive, but it does allow us to identify some trends and opportunities for individual Independent Translators and ATIO as a whole. We hope you will be able to apply some of this information to your own businesses and professional strategies in order to continuously improve your work within the profession. ♦

