

informATIO

September 2014

Number 3

Once Upon a Time, There Was ATIO!

By Julien Marquis, C.Tran.

ATIO has been around since 1920. Its name at the time was the *Association technologique de langue française d'Ottawa* (ATLFO), which was established by letters patent in 1920 by the translators of the blue books on Parliament Hill in Ottawa (the Canada Statutes had a blue cover at the time). It wasn't until a supplementary letters patent established on September 10, 1962, that the Association became the Association of Translators and Interpreters of Ontario / *Association des traducteurs et interprètes de l'Ontario* (ATIO). ATIO is the oldest legally registered association of professional translators in the world. It existed legally even before the *Fédération internationale des traducteurs* (FIT) was established in Paris, France. CTTIC did not even exist until OTTIAQ (then known as the *Société des traducteurs du Québec*) and ATIO decided to establish it in the late 1950s and early 1960s under the name of Canada's Translators and Interpreters Society / *Société des traducteurs et interprètes du Canada* (or CTIS/STIC), which became CTIC and now CTTIC.

In the 1960s, ATIO struggled to attract members but progressed nevertheless in creating its own administrative structure and cooperated with its sister association in Quebec to put together a national association of professional translators and interpreters that would bring together other provincial and territorial associations. And so the future CTIC was born.

According to an AGM report, ATIO's objectives in 1967 were, "to gather without distinction all professional translators and

interpreters, no matter their origin or whether they own their own business or are employed by a third party or are freelancers [in order to] defend [their] professional interests...; to promote the professional development of competent translators and interpreters; to improve the quality of translation and interpretation services; to maintain friendly and professional relationships with other similar professional groups in Canada and abroad." In the 1960s, ATIO was struggling to recruit members and its attempts to enhance the professional status of the translators and interpreters failed. Its first attempt to obtain legal status by legislators at Queen's Park failed for several reasons.

The main reason was a lack of preparation and bad timing. No strategy was put together beforehand and when the Bill was presented to legislators, it fell on deaf ears. So the project was shelved for a number of years, during which it was decided instead to try to strengthen ATIO's membership and structure.

I became a member of ATIO in 1981, the next year I was elected to Council and started working on ATIO's By-laws. I had some previous experience with seeking professional status for translators in Paris, France, with the *Société française des traducteurs*, but the procedure in Ontario presented different challenges. By 1982, I was working as a translator for the Senior Legislative Counsel Office of the Ontario government's Ministry of the Attorney General and had the opportunity to get familiar with all the parliamentary procedures for introducing a piece of legislation and have it passed by the Ontario Legislature.

The context between the first attempt and our potential new attempt to pass a bill giving us legal professional status had also changed in the meantime. A wave of new claims to obtain French language services was breaking in Manitoba and Ontario, and New Brunswick was also ready to become an officially bilingual province. The need for competent translators and interpreters existed in Manitoba, Ontario and New Brunswick, and the legal status would enhance the government services provided and be a guarantee of professional service for the public. CTIC was now also providing greater guarantee with its Certification Commission, which was moving forward with the implementation of its national certification criteria and procedures. The protection of the public interest was a very high priority for legislators. Our strategy was a two-pronged approach.

On one side, we had to improve ATIO's image with the public, legislators and our own colleagues working in the private and public sectors. We also had to take care of a matter that ended up creating a lot of work for the Disciplinary Committee. In the end, it proved to be a very good opportunity to show that ATIO could administer and govern its own membership and enforce its Code of Ethics. That was a bumpy ride, but we were also able to enhance our image, and we took the opportunity to adopt new By-laws and a brand new Code of Ethics, which we started to promote in *InformATIO*, we sent news releases to the Canadian Press, and so on. The promotion of ATIO's image became an ongoing activity in parallel with the activities of the Professional Recognition Committee. We were invited to speak on radio shows and interviewed by TV channels, especially by the Francophone press and the multicultural press in Toronto. We befriended some journalists and invited guest speakers to our annual general meeting. Our guest speakers included Richard Cléroux and

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Published by:

The Association of Translators and Interpreters of Ontario

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Website: www.atio.on.ca

Circulation: 1370

Graphic Designer: More In Typo Ltd & Design

Editorial Team: Marc Pandi, Alana Hardy, Michel Trahan

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:

Auréli Goudal, Katrina Turnbull, Alana Hardy, Lisa Carter, Dorothy Charbonneau, Veronica Cappella, Denis Louis Bousquet, Michel Trahan, Lisa Guay, James Moreau, Leo Le Saux, Isabelle Dobbins, Julien Marquis, Johanne Morin, Daniele Oanès, Izabel S. Arocha, Nedelka Marin-Martinez, Nicholas Lomonosoff, Sylvain Jacques, Josée Dionne and Lise Anne Laverdure.

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Graham Fraser, who went on to become the Commissioner of Official Languages in Ottawa. We were interviewed regularly by Radio-Canada, every time there was a news story about bad court interpretation or a lack of interpreters in a courtroom or when there was a case involving translation services in hospitals. Our work with the press attracted the attention of politicians, which was how we were able to suggest to politicians of all stripes that ATIO intended to ask the provincial legislature for a reserved title.

We also needed to prepare to ask for legal status for the translators, and so a Professional Recognition Committee was struck by ATIO at the AGM in 1982, and I became its chair. The PRC was based in Toronto, since Toronto is the seat of the provincial legislature. All members were welcome to join, even if they were in Ottawa, the other significant segment of our membership. The committee had sub-committees to accommodate participation from our two major segments of membership—Ottawa and Toronto—but other members participated by telephone or correspondence. The PRC was to produce a report at every AGM on the progress of the strategic plan that would lead us to present a bill in the legislature. In the first phase of work, each sub-committee would examine specific issues that would satisfy the dreaded legislative requirements, including what requirements would be in our By-laws, and what our Code of Ethics would be. We also determined that requesting exclusivity of usage of the certified title, as requested initially, was too much to request of the government and opposition parties, so we agreed to seek a private member's bill requesting that the reserved title be bestowed on the members of ATIO. This would also justify its adoption for the opposition parties and would enable our representatives to answer any questions from a legislature committee. It would prove that our project was in the public interest, and meant to protect and guarantee the quality and competence of the translating and interpreting services in this province.

After years of work by the PRC and its sub-committees, a series of recommendations were made and adopted at ATIO's AGM in 1986. The schedule attached to the recommendations provided for reshaping our internal functioning, revamping the By-laws and strengthening the Code of Ethics to satisfy the legislator's requirements. This

occurred over the next two years, after much work by volunteer sub-committees members. From then on, the few members heading the PRC were working frantically since we also had to find a champion for our cause and write what would be a private member's bill requesting that a reserved title be bestowed on certified members of ATIO. We had to find some sponsorships to promote our efforts to protect the public interest. The timing was right—our image was growing with the public and with our own colleagues in the private and public sectors. The press was interested. All we needed was a champion. We found the champion for our cause at ATIO's 1987 AGM and convention in Toronto at the then Plaza Hotel on Bloor Street. Our champion was the then-Minister of Citizenship of Ontario, the Hon. Lily Munro, member of the cabinet of the Liberal government, led by the Hon. David Peterson. She was our guest speaker at the AGM, and she mentioned in her speech that it would be in the public interest for translators and interpreters to acquire legal status. She also illustrated the kind of dramatic mistakes that can be made by incompetent and unproven non-certified translators.

Allow me to share the anecdotes provided to me by the minister's speechwriter. That was also part of our communications strategy—the ends justify the means, as they say.

After the speech the Minister's assistant called me and indicated that we should prepare a bill that would be presented for us to the Legislative Assembly by Jean Poirier, MPP for Prescott-Russell and Deputy Speaker of the Legislative Assembly.

Richard Fidler, a certified translator in Ottawa, acted as our legal counsel and did all the legal writing. He steered the ATIO Bill in the legislature and represented us in meetings with the government's lawyers and the Legislative Counsel Office. I simply provided the translation of the bill in French, once it was vetted by the Legislative Counsel Office. Then we provided copies of the bill with a two-page cover letter addressed to the two leaders of the opposition parties, explaining the rationale of our request and the reasons why they should participate in passing our bill unanimously, since it was in the public's interest and would not cost taxpayers a cent.

The rest is history, the bill was introduced and passed at first reading at the end

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PRESIDENT'S MESSAGE

ATIO: The Next 25 Years and Beyond

By Lisa Carter, President

Twenty-five years ago, the *Association of Translators and Interpreters Act, 1989*, was adopted, making ATIO the first association in the world to have **legislated** recognition for the language professions. And did you know we were already the first association of language professionals in the world, dating back to 1920? That is truly something to be proud of!

The theme for International Translation Day 2014 is "Language Rights: Essential to All Human Rights." ATIO can be justifiably proud of our leadership role through over 90 years of existence, including the recent creation of two new categories: Community Interpreters and Medical Interpreters. This fall we will start accepting applications for candidates for certification in the new categories and we have to start thinking about the certification exam, to be administered through CTTIC, to welcome them into the fold as certified members.

If any of you are already working in community or medical interpreting and meet the requirements as set out in our By-laws, we would encourage you to become candidates. Even more importantly, we will need new members on the Board to represent these new categories. Please consider joining us to help shape the development of these important categories within ATIO. We all need to work together

to raise awareness, work to improve the training currently available to bring it to the highest levels and ensure that professional language services—offered by certified professionals who adhere to the highest professional standards and proper working conditions—are available to all who need them.

We also need to continue to defend proper training and working conditions for the other categories we represent, namely translators, terminologists, conference interpreters and court interpreters. Our industry is facing many challenges: outsourcing to foreign companies, agencies who do not respect and uphold our standards of professionalism, untrained and uncredentialed individuals who think that mere bilingualism is sufficient to be an interpreter or translator, purchasers of language services who are unaware of the importance of training and certification, just to name a few.

All certified members should be proud to use their title and proud to be members of ATIO. Shout it from the rooftops! It is a hallmark of professional achievement. To our candidates, strive to become certified at the earliest opportunity. To those of you who would like to contribute, join our committees and help us shape the future of ATIO. Your Board of Directors and the staff at the Secretariat work tirelessly on your behalf. This Association has a long

history of dedicated volunteers who have helped us move forward. Please consider joining us.

This year, we will celebrate International Translation Day in three locations: Ottawa (University of Ottawa), Toronto (Glendon College) and, for the first time, Kapuskasing (Université de Hearst). So mark your calendars and join us on September 30th for the celebrations.

Happy anniversary to us all, and have a wonderful International Translation Day! ■

MEET OUR MEMBERS

In this regular *InformATIO* feature, members who have recently become certified are asked to talk about their experience in the certification process. They are asked to reflect on their personal experience—their influences, what led them to consider becoming certified and what they consider their brand to be. They are asked about their experience within ATIO—what was their goal in becoming certified and what was the pivot point in their career. Lastly, they are asked to give their acceptance speech—whom would they thank for helping them make this goal a reality?



Insurance

Meloche Monnex

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of January, and was sent to second reading, where it was amended by a Legislature Committee to grandfather the court interpreters already certified by the Attorney General of Ontario. For that reason, in the Canadian tradition, the ATIO Act has its own “notwithstanding clause.” It was then sent to third reading and adopted unanimously by all members of the legislature in early February. It received assent from the Lieutenant-Governor shortly after that. The ATIO Act was implemented under the short title the *Association of Translators and Interpreters of Ontario Act, 1989*.

A lot of people were involved in the professional recognition project. I cannot remember them all, but I do remember our president and my best friend, André Séguinot, and Richard Fidler, my other best friend, and all the members of all the sub-committees of the professional recognition project. They all made it possible. I was just there to tie up the loose ends when needed, to push here or there and find a last-minute solution for an unexpected situation or to encourage for one final push. I took a few lumps in the process, but I had played rugby for 13 years and could take it! In this project, we set aside personal interest and the glory to have achieved this or that. We rolled up our sleeves and got to work in a professional manner, to prove that we could practise what we preached, and be professionals worthy of a reserved title.

The ball was again in ATIO’s court, as it was now up to us to promote the bill and our brand new legal status. But you already know that story. We started with 380 members and increased to some 1,000 members in 1997. Membership seems to have stabilized since then.

The untold side of the story is that the adoption of the ATIO bill triggered the adoption of a similar bill in New Brunswick, even before the STQ obtained its own recognition from the *Office des professions*. Our sponsor, MPP Jean Poirier, called Tom Mulcair, a Liberal minister in Quebec at the time—the very same Tom Mulcair who is the NDP Leader on Parliament Hill—who was in charge of the *Office des Professions du Québec*, to push him to do the right thing for the translators of STQ, now known as OTIAQ. It was a sad moment for me when OTIAQ found it necessary to leave CTTIC for administrative reasons and was urged to do so by the *Office des professions du Québec*, particularly because it was

ATIO and STQ that founded CTIC in the first place. Despite that step back at the national level, I think ATIO should continue to assume the leadership at CTTIC and pursue the national certification program for all categories of members in its ranks. I am extremely proud of my professional association. It has proven to be strong and resilient over the years. This year it has finally implemented another important measure in integrating the community interpreters and the medical interpreters in its categories of members. Let’s hope the legislators will again see the light and bestow the same professional status on these professional colleagues of ours. Another battle for another day for one of you! The need for professionally recognized translators, interpreters, terminologists, and court, community and medical interpreters is even more pressing now than it was in 1989. The global economy, the Internet, unrest in countries torn by intolerant regimes, and all the immigrants and refugees bringing new languages and cultures to Canada generates a need for intra-linguistic communication. As I said at the 1999 FIT convention in Vancouver, HAL, the speaking computer in *2001: A Space Odyssey*, and Captain Kirk’s magic badge cannot suitably equip any hospital, clinic, police station, courtroom or parliamentary booth, and Google Translate will not provide the certified-quality professional results a client expects.

Not only are we needed, but we are also in high demand because of our skills and because our minds still make faster choices when it comes to grammar and language than any existing electronic database, any computer-assisted translation program, or even any computer typing-assisted program or dictation program, like Dragon. Trust me! I have tried them, and I am still faster when I type my own translations. After all, the concept is simple. It’s like building something that you measure twice and cut only once. I read, understand and think twice before writing it down in idiomatic form. The computer will give me the 30-odd choices that finds in the database of my previous translations, but I will lose more time choosing the right one in the right context than typing it down directly. That said, all the computer aid we can get is welcome. As Forrest Gump would say, “That’s all I have to say about that!”

Now it’s your turn to make history at ATIO because, after all, there should always be a story to tell. ■



MEET OUR MEMBERS

By Lisa Guay, C.Tran.



LISA GUAY

PERSONAL

Looking back I realize that membership in ATIO and the entire process of Certification is part my life long love of languages, which started at an early age. I began learning English in elementary school in Croatia and discovered the joy of being able to express myself in two parallel worlds, in two different languages. I still feel the same enthusiasm. Certification is a major step for me professionally; it gives me confidence and encouragement as I look forward to growing as a translator and developing my own translation service.

MY EXPERIENCE WITHIN ATIO

I have worked as a translator and interpreter in various jobs during my professional career. My goal for certification was to enable me to provide independent and professionally recognized services to my clients. I am certified for translations from English to Croatian and my future goal is to become certified to translate from Croatian to English. After achieving one portion of my goal, I will continue working on polishing my translating skills with new confidence.

MY ACCEPTANCE SPEECH

I would like to thank my daughter, Varja, who is fluent in English, French, Croatian and Spanish, for her support and encouragement. Her feedback on my work was objective and constructive. I believe that my achievement may inspire her to seek certification as well. I would also like to thank my husband, Rick, who supported my decision to become an ATIO member. Finally, I would like to thank my former boss, Ljubinko Matesic, who provided references and letters of recognition.

2014 FIT Congress in Berlin

By Dorothy Charbonneau,
Vice-President

I was delighted to attend the FIT Congress in Berlin this past August, not only because I won a prestigious prize, but because it gave me an opportunity to catch up with developments in our professions around the world.

As is tradition, I focused my participation on the interpreting sessions, and they did not disappoint! The difficulty was in choosing which sessions to attend. One session, "The Tablet Interpreter – How to get the most out of the iPad" particularly caught my attention. As an admitted techno-peasant, I was quite interested in learning how to maximize this new tool in the interpreter's arsenal. Mr. Drechsel introduced the participants to the concept of MiFi, a mobile hotspot device that can be created anywhere, provided your tablet is equipped with a SIM card. He also discussed network attached storage (NAS) as an alternative to the Cloud. The NAS attaches to your home router, is much safer from attack than the Cloud is and provides remote access to your folders. Did you know that the iPad has a do-not-disturb mode? Neither did I! There are also several apps out there to help interpreters: Documents by Readdle (free), GoodReader (free), various Adobe readers (free), Tap Forms for glossary preparation and forms (purchase), and Interplex, an app that syncs with Dropbox and was co-developed by an interpreter (20 Euros). The presentation included many more aspects of the iPad's usefulness both inside and outside the booth, with some reference made to Android options as well. Sound interesting? Want to know more? Check out www.tabletinterpreter.eu, where you will find a link to his manual.

I desperately wanted to attend Esther Navarro-Hall's session, "An Introduction to Sim-Consec: Technology Assisted Interpreting in the 21st Century." However, the session was offered in a very small room, and there were more people

waiting to get into the room than could be accommodated. If there is sufficient interest in the topic, then perhaps ATIO could invite her to offer the session in Canada. If this would interest you, please let us know.

I also attended a very interesting session on e-learning for interpreters, with brief presentations from several institutions, including Glendon College. Regrettably, Andrew Clifford, Director of Glendon's Master of Conference Interpreting program, was unable to attend in person to present. However, we did get to hear about the program. In a nutshell, elearning for interpreters is taking off, with theory segments offered almost exclusively online and practice sessions offered on



site. The University of Bergen uses the Adobe Connect for e-learning segments and mock videos for practical training. At the Wits Language School in South Africa, training covers conference and community interpreting, as well as sign language interpreting, in 11 languages. They have found that blended courses are preferable, and class sizes range between 10 and 15 participants. There is a six-week online training period using an Edmodo platform (free!) followed by a two-week master class or four face-to-face workshops. The conference interpreting program uses AIIC international trainers. The School also offers a BA in Court Interpreting. Since 2006, the University of Cincinnati has been offering a program in sign language interpreting. The degree, which can be earned entirely at a distance, uses the Adobe Connect platform, which also makes work in small groups possible. They offer a capstone program with internships, co-ops and work placements. And here at home, Glendon College offers a two-year

program where the first year is offered exclusively online, and the second year is offered in a blended format. Year one covers conference, court and healthcare interpreting using a Moodle Shell with an Adobe Connect virtual classroom, while year two focuses exclusively on simultaneous interpretation. Some of the challenges of teaching consecutive and simultaneous interpretation remotely were addressed, as were some of the methods used to overcome such difficulties.

There were many other interesting presentations on developments in medical and community interpreting, on the international courts, on EU videoconferencing, and on court interpreting and the efforts of EULITA in Europe to educate participants in the justice system. In addition, as part of its 60th anniversary celebrations, AIIC sponsored a very interesting exhibit on the birth of simultaneous interpretation as we know it at the Nuremberg trials. I would invite you to check out the FIT website (<http://www.fit2014.org>) for more information on the various sessions and to peruse the Congress proceedings. It was both reassuring and distressing to hear of the progress or lack thereof on the interpreting front, and I returned full of ideas for moving forward here in Ontario.

All in all, this was a thoroughly enjoyable and enriching experience. Canada had several presenters, including ATIO members Marco Fiola, who presented a talk on "Machine Translation vs Human Translation: the Good, the Bad and the Useless," Marielle Godbout, who discussed the new paralinguist occupation, and Denis Bousquet, who participated in a panel discussion on translator certification. Kudos to them all!

The next FIT Congress will be held in Brisbane, Australia, in 2017. I would strongly encourage you to attend as you will return with a new passion for the language professions and many valuable insights. As ATIO approaches its 100th anniversary in 2023, how would you feel about hosting the FIT Congress in Ontario that year? The last time a FIT Congress was held in Canada was in 2004 in Vancouver, so it is high time for us to host again. Obviously, we would need the help of many dedicated volunteers to prepare for such an event, so speak up if you think this would be a good idea! ■

The XXth FIT World Congress: Man vs. Machine? The Future of Translators, Interpreters and Terminologists

By *Veronica Cappella, Secretary*

From August 4 to 6, I attended the 20th edition of the FIT World Congress at the Freie Universität in Berlin, Germany. I joined over 1,500 participants from 70 countries around the globe to discuss developments and issues in the future of our profession. To my surprise, I found that we have much in common. Whether we come from New Zealand, the Netherlands or Germany, we are all working towards recognition from the public and from clients for the quality of our work, aiming for appropriate compensation for the work we do and battling the ever-present issues of new technologies that are seen to be taking over. The topic of this year's congress, Man vs. Machine?, touched on many of these issues. After attending various workshops, talking with colleagues over the coffee breaks, and participating in panel discussions, the resounding conclusion is that we have nothing to fear. As professionals, we should be compensated accordingly for the quality of our work, and new technology is simply a tool to help us in our task—it will not replace the translator.

Below are summaries of the various workshops I attended that may be of interest to the various language professions and language combinations.

Medical marketing translation

(Erin Lyons, USA)

Canada is one of the top five export markets for EU pharmaceutical products. There are two types of medical marketing: direct-to-consumer marketing (which is only allowed in the USA and New Zealand), and direct-to-physician marketing (the largest area for medical marketing). Various tips to help the translator working with medical marketing texts include taking strategic decisions before starting your translation and make decisions on details after you have started. Various elements that affect a translator's decisions include working with visuals and the regulations and restrictions on product claims. Translators should charge hourly, not by word count, because of the nature of the marketing component.

État des lieux de la traduction au Québec (Réal Paquette, OTTIAQ, Quebec; Tremblay)

Machine translation is coming. But it will likely be incorporated into a CAT-tool ecosystem, and translators will be using it in much the same way we use translation memory now.

All over the world freelancers are complaining about being given pre-treated texts with fuzzy matches, with a parallel reduction in compensation.

Paralinguists, post-editors, pre-editors... whatever they're called, they will not replace translators. In fact, these may be services offered by translators.

The next FIT World Congress will take place in three years in Brisbane, Australia!

This workshop was given jointly by OTTIAQ and ATAMESL (Association des travailleurs autonomes et micro-entreprises en services linguistiques). They provided a brief overview of OTTIAQ for a European audience. There are approximately 6,000 translators in Quebec (it is not possible to give the exact number), of which approximately 2,000 are certified through OTTIAQ. In addition, OTTIAQ was granted status as a member of FIT in its own right at the FIT Statutory Congress held on the weekend before the World Congress. ATAMESL gave an overview of a survey they carried out recently on freelance translators in Quebec. According to their survey, the net income of freelance translators in Quebec is \$42,670, or an average rate of 10 to 15 cents a word. Most freelance translators have an average of four to six stable clients. French-English translators earn more than English-French translators, and men earn 16% more than women. A participant from the Netherlands was greatly surprised by the Canadian rates. She indicated that the rates she receives are much lower.

Is Canada's new paralinguist occupation the answer to the translator shortage?

(Marielle Godbout, University of Ottawa, Canada)

The University of Ottawa has seen a 15% decline in enrolment in its translation program. There is a shortage of translators, and the goal is to transfer lower-skilled tasks to other workers, such as the paralinguist, to help increase translators' productivity. The paralinguist would work in the pre-translation and post-translation phase. Four Francophone colleges currently offer paralinguist training (mostly in French in the Montreal area). It is a one-year program at a community college, offered only online; students need to have completed a university degree prior to enrolling in the program. Salaries range from \$20 to \$25 an hour. Associations were called upon to define the role and qualification process of paralinguists.

Google Translate: Do translators have something to be concerned about?

(Susan Lotz, Alta van Rensburg, Stellenbotsch University, South Africa)

This workshop was based on a study by the South African university on statistical machine translation (Google Translate) using previously translated texts. The study was carried out over four years using two texts in Afrikaans and English that were fed into Google Translate once a year. The findings were recorded and compared. In total, there were 12 mistranslations, capitalization errors, non-translation errors (Google Translate will reinsert the source text if it can't find an answer), switched elements (this was a frequent error) and omissions. There were some improvements, in that overall there were fewer errors over the four years of the study as time progressed. The overall findings are that Google Translate's corpora is unpredictable since anyone can input data and, as a result, the application is unpredictable. Mistranslation was the most frequent error encountered in various other language pairs as well. The idea in statistical machine translation is that the more data you have, the better the outcome will be. However, the trend seems to indicate that the increase in quality will level off, if not



Panel discussion on Machine Translation: Blessing, curse or something in between?

The translator should decide what to do with machine translation output—to either take it or leave it. Use of machine translation is a reality in the European Parliament. Various participants indicated that major publications, such as *The Economist*, are using machine translation for their online articles, without the use of a post-editor. Translators in the audience described how it is common for many freelance translators to be given a pre-treated text from clients that include exact and fuzzy matches, and often, the machine translation is provided as a fuzzy match. A question was raised in the audience, to which the panel had no answer: Who is liable for machine translation if an accident or mistake happens? Machine translation and CAT tools are used in the EU Commission to increase productivity. Many texts have to be processed within 24 hours. Also, 70% of documents are written in English by non-native English speakers. These types of texts could not be translated previously due to lack of resources and time, but now machine translation is used to provide a translation. Conclusions from the panel discussion reveal that many participants believe that a good machine-translation system works best with a human translator. Participants also discussed whether there is a difference in skill set between translators and post-editors (there were supporters of both camps).

The impact of social media on the translation ecosystem (Marie-Luise Groß, Germany)

This presentation discussed the impact of the social web on the social network of freelance translators. Social media is expected to bring many benefits, such as managing relationships, sharing knowledge, e-lancing (freelancers working in virtual project teams), and improving efficiency. In a study of freelance translators conducted by the presenter, it was found that social relationships are most important, and that these relationships are usually cultivated outside the social media environment. There is a downside to online relationships, including problems in getting paid through online contracting. Many freelance translators find clients through word of mouth and referrals, and through the development of their social network,

decrease. In short, translators have nothing to be concerned about.

Machine Translation vs. Human Translation: the Good, the Bad and the Useless (Marco Fiola, Canada)

This presentation discussed the concept of translation quality. Is quality a process, a product, or a transaction? Quality depends on who assesses quality, how significant the translation aspects are, the translation and the transaction, and the purpose of the assessment. The quality of a translation should also include effectiveness. Some texts should be done by humans, while it is acceptable for machines to do others.

Integrative, Interactive and Intelligent Machine Translation of Global Content

There are different types of machine translation systems. In rule-based machine translation (RBMT) systems, humans input the rules. In example-based machine translation systems, examples are found based on similar ones. Statistical machine translation (SMT) uses a statistical analysis of the probability of a target sentence. Potential uses of machine translation included integrating it with other tools, such as voice recognition software. This would require pre- and post-editing. Challenges for the future include how we can combine machine translation with computer-assisted translation (CAT) tools.

BEST TWEETS FROM THE CONGRESS

“Translation is a boundary-less career”

“I deliver my best, whether the client is asking for it or not”

“There are cars without drivers, and there is MT. In case of an accident, who is liable?”

“If a potential client doesn’t have the money to pay you what you’re worth – move on!”

#FITCongress

usually developed through professional associations or face-to-face interactions, rather than an online medium. Since translation is a highly unregulated market, social relations provide occupational norms, which is important for regulating the market. The size of a translator’s network depends on their career phase, usually peaking at mid-career. The optimal number of clients was found to be between seven and eight. Members of the translation ecosystem should work together to increase social capital in the industry (such as by mentoring younger translators).

Post-editing as an integral part of translation: How can this be achieved without reducing translators to slaves of the machine? (Jörgen Danielsen, Elsen, Germany)

If any company “promises” 50% to 80% savings, it is unrealistic. Usually, machine translation is incorporated into a translation memory software. For matches higher than 70%, no machine translation is proposed. Different types of texts are needed for different types of machine translation systems. For RBMT, clean sentences are ideal. For statistical machine translation, it is not possible to use new texts or languages, since the system uses existing memories and computes statistics. The role of post-editors in the system is important. They are translators; not just anybody can be a post-editor. Machine translation on its own is useless. It is more productive when it is integrated into other technology. Machine translation is a tool, not a solution, and it is not suitable for small volumes. Also, the machine needs to be trained, in

particular to eliminate repetitive tasks for translators.

Towards intelligent post-editing interfaces (Sharon O'Brien, Republic of Ireland)

IT companies are using machine translation in-house by creating their own machine-translation program. Machine translation and translation memory are being integrated. A question was raised on what exactly the difference is between fuzzy-match editing and post-editing? It is clear that improvements are needed. A major issue is having to correct the same problem again and again. Machine translation systems need to eliminate tedious errors for the translator (such as capitalization and punctuation errors), so translators will find them useful. Examples of machine translation projects under way include CSMACAT and MATECAT, which combine machine translation and translation memory.

Client satisfaction surveys for freelance translators (Michael Farrell, Italy)

This presentation provided a sample of a client satisfaction surveys carried out by a freelance translator to determine areas for improvement and also to help freelance translators bring in potential clients through market signalling (helping clients choose the right translator for them). Questions in the survey focused on four phases: pre-purchase, purchase process, use, and perceived quality. Questions asked in the pre-purchase phase include: How did you find me? Which of my services interest you? The questions for the Purchase phase dealt with response times to quotes/information and clarity of replies. In terms of the use phase, questions were asked relating to the punctuality of service and the ability to respond to urgent requests. For perceived quality, it was important to ask whether the translator understood/met expectations/found effective solutions/and whether the price was fair. An interesting finding from the survey is that what a translator calls "quality" is only part of the picture. The client's idea of quality involve response time, punctuality, price and effective solutions. Instead of asking outright about how clients felt about the price of the translation, the solution "how would you rate the quality/price ratio of the service?" was proposed. The survey with a detailed analysis of the answers can be found on the site www.traduzioni-inglese.it/satisfaction-survey.html. ■

INTERNATIONAL TRANSLATION DAY 2014

Language Rights: Essential to All Human Rights

By Izabel S. Arocha, International Medical Interpreters Association

Most people have never heard of language rights. What does this mean specifically and why is it important?

If we are to assume that all humans have an inherent equal right to dignity, freedom, justice, health and peace, as reflected in the UN's *Universal Declaration of Human Rights*, then we have to consider how one is to attain, exercise and/or protect those rights. Irrespective of the laws, regulations or conditions of the environment we all live in, effective communication will be required for us to be able to defend these rights. Without being able to understand and/or express ourselves in our primary language, we are simply not going to be able to explain or defend ourselves when facing a difficult situation that threatens those very rights to dignity, freedom, justice, health and peace.

There is a wide range of situations in which human rights may be threatened if people are not able to exercise their language rights. Think about immigrants, refugees, asylum-seekers, tourists and those working abroad. What happens if they fall ill and need to consult a medical specialist, unwittingly break a law, need to apply for social services or are involved in a dispute with an employer? How can they exercise their rights when they cannot even communicate their most basic needs and circumstances because they are forced to use a language they do not speak or write? This is where interpreters, translators and terminologists—all language professionals—play an essential role.

Let us take the examples of justice and health. If we are accused of wrongdoing, we need to understand what documents we

are being asked to sign and the words the judge, lawyers or other law enforcement professionals are speaking to us. In a hospital, how can we seek treatment if we cannot explain our symptoms so that a doctor can diagnose our condition, or be expected to sign an informed consent form if we do not understand what it says?

This is where language professionals come in. These professionals ensure that individuals who do not speak the predominant language are able to understand and be understood, and access these services, so that effective communication takes place and their basic human rights are protected. Terminologists trained in these specialized areas work to harmonize terminology within and among different languages so that due diligence can take place and patient security can be ensured. The same applies when terminologists compile glossaries or translators and interpreters intercept written and oral foreign-language messages that are a threat to our security and peace. Other areas where language services are essential include social services, governmental services, and the wide variety of documents that lawful citizens need to understand in order to be guaranteed their rights and have their security protected.

The inability to obtain these essential language services has resulted in horrifying documented cases of injustice, incarceration and irreversible negative health outcomes. We all need to work together to raise awareness and ensure that language services are available at all the interfaces between the public and service providers.

Join us in educating the public about language rights on International Translation Day, September 30, 2014. ■

The Board of Directors of the
Association of Translators and Interpreters of Ontario
regretfully announces the death of
Jacqueline Filotas
ATIO certified member (translation) since 1991

By Nicholas Lomonossoff, C.Tran.



NICHOLAS LOMONOSSOFF

PERSONAL

My pleasure and relief at being informed in October 2013 that I had received a passing grade in ATIO's admission test was tempered by the knowledge that the greater challenge of the CTTIC certification exam lay ahead. But I was determined to take this final step (and even to repeat it, if necessary) because I knew that certification would be a succinct and valuable expression of my abilities—not just as a “badge of honour” as a translator, but also as a summation of all my experience in the linguistic field so far. I also felt that the CTTIC certificate would signify that I am now able to devote myself to freelance translation one hundred percent, something that I was not able to do in my previous job. Now that I have the certification, I intend to make it my own “DAT” (Dependability, Accuracy, Timeliness) brand, and to expand on the niche market (Japanese-to-English translation) that I represent by, I hope, adding more languages to my portfolio in the future.

MY EXPERIENCE WITHIN ATIO

I took the ATIO admission test in September last year, at a time when I had determined that I would transition from my day job to one more fully devoted to languages. Passing the test gave me the assurance that I was on the right track, and that the experience I had gained over the years could be harnessed with newfound freedom and energy, a result of the ATIO experience, to work as part of a vocational fraternity, rather than simply as the member of an organization. Succeeding in the initial exam made me determined to embrace the challenge of working independently within a community of like-minded people. This commitment was further solidified by joining the online translators' marketplace and information exchange, ProZ.com, and was confirmed by my passing the CTTIC certification exam in July. Taking and passing the admission test was, in this sense, a “pivot point.”

MY ACCEPTANCE SPEECH

In accepting the certificate, graciously provided by ATIO, I would like to thank my family for tolerating the long periods of study I engaged in while at home, as well as colleagues of my former employer who themselves had had experience in applying for ATIO qualifications and who both encouraged and advised me, in general terms, of what to expect. Lastly, I would like to thank the ATIO secretariat for their professionalism and friendliness in keeping me and other candidates constantly updated on all issues related to the admission test and certification exam, as well as providing us with essential background information, such as the ATIO By-Laws and Code of Ethics.

By Nedelka Marin-Martinez, C.Tran.

Many years ago, a request for the services of a Spanish-English interpreter was rarely heard in Canada. Nowadays, with the arrival of new Canadians originally from Spanish-speaking countries, free-trade agreements and technology, this language that is rarely heard in this part of the Americas has become more and more sought after.

As many of you are probably aware, for our neighbours south of the border, Spanish is spoken almost as widely as French is in Canada. Although Spanish is not an official language, as French is in Canada, it is the second most used language in the United States.

Therefore, for professionals working into and from Spanish in Canada, our closest source of information and resources can be found in the United States. And that is how I came across a very well-known Spanish-speaking trainer who resides in Monterey, California.

Allow me to introduce Esther M. Navarro-Hall. She is the owner of 1Culture (www.1culture.net), an interpreting, training and consulting company. She is an adjunct professor at the Monterey Institute of International Studies, where she teaches conference interpreting (EN>ES, FR>ES) and court interpreting (EN<>ES).

She holds a Master of Arts in Conference Interpretation (from MIIS) and has worked as a freelancer in the conference, corporate, court, medical and community specialties for the past 29 years.

Ms. Navarro-Hall's clients include various private and government organizations. Most of her conference work is in the area of business, politics, medicine and computer technology. In the legal interpreting setting, she interprets for various state and federal courts, as well as at other venues, both for criminal and civil matters. In addition, she provides medical and community interpreting at a number of healthcare institutions and government agencies.

Ms. Navarro-Hall provides training for interpreters and interpreter trainers, at a national and international level. She is a federally certified court interpreter and a state-certified (California) court and medical interpreter. An ATA-certified EN>ES Translator, she is also certified by the U.S. State Department.

Ms. Navarro-Hall is currently the Chair of the National Association of Judiciary Interpreters and Translators (NAJIT).

I realized that she is also very keen on integrating technology into the field of interpretation. She provides training on Sim-Consec™ (Simultaneous-Consecutive), an exciting combination of two interpreting skills and portable technology, which is quickly becoming the technique of choice for today's interpreter.

In this part of North America, there are few Spanish-speaking trainers with the knowledge and expertise that Ms. Navarro possesses. Therefore, it would be extremely valuable to bring trainers of her caliber to Canada. I hope that this wish becomes a reality in the near future, so that ATIO members with Spanish as a working language can benefit from her expertise. ■



Congratulations to the 2014 FIT award winners!

By Veronica Cappella, Secretary

During every World Congress, FIT hands out awards to recognize language professionals belonging to the various professional associations around the world in various categories. This year, at the XXth FIT World Congress in Berlin, ATIO was honoured to have received two such distinctions. InformATIO received an Honourable Mention for the Best Periodical Award for the informative content of its articles. Congratulations to the InformATIO editorial team, and everyone who has written or translated an article for our newsletter! In addition, one of our own members, Dorothy Charbonneau, received the award for Interpreting Excellence for her many years of experience as an interpreter. Congratulations Dorothy! Many other language professionals from all around the world also were honoured for their experience and contribution to their field. Congratulations to all award recipients!

Aurora Borealis Prize for Outstanding Translation of Non-Fiction Literature: Metella Paterlini, AITI (Associazione Italiana Traduttori Interpreti), Italy

Aurora Borealis Prize for Outstanding Translation of Fiction Literature: Professor Xu Yuanchong, TAC (Translator's Association of China), China

Karel Čapek Medal for Translation of Literary works Written in Languages of Limited Diffusion: Kari Kemény, NO (Norsk oversetterforening), Norway

Astrid Lindgren Prize: Julia Lydia Calzdilla Nunez, ACTI, Cuba

Prize for Best Periodical: ITI Bulletin, Journal of the Institute of Translation and Interpreting, UK

Honourable Mention: InformATIO, newsletter of the Association of Translators and Interpreters of Ontario, Canada

Prize for the Best Website: Shared prize – ITI, UK (www.iti.org.uk) and Universitas, Austria (www.universitas.org)

Prize for Excellence in Scientific and Technical Translation: Md. Svetla Moutafova, Bulgarian Translators' Association, Bulgaria

Prize for Interpreting Excellence: Dorothy Charbonneau, Canada



MEET OUR MEMBERS

By Aurélie Goudal, C.Tran.

Translation Katrina Turnbull,
Candidate for Certification



AURÉLIE GOUDAL

PERSONAL

When I became a candidate for certification, being a certified translator meant receiving professional recognition and being able to contribute more to the field. My PhD in history with minors in philology and translation and my years of translation experience were enough for me to work in the industry; however, that was not my long-term vision. Being certified meant going above and beyond one's job. In addition to receiving professional recognition provincially and nationally with the CTTIC exam, members can vote during general meetings. Not only is certification a guarantee of quality and professionalism, but it also gives members the chance to become more involved in the Association's activities and to make a real difference.

MY EXPERIENCE WITHIN ATIO

A significant event allowed me to raise the bar even higher when I was a candidate for certification. After working for companies as a salaried translator, I decided to devote all my time to my company, peaktranslation (www.peaktranslation.com), and become an independent translator. I therefore turned to my professional association, ATIO, which provided me with many useful tips and tools for independent translators, many of which are available on the Association's website. I then decided to review my priorities and make a list of professional and personal objectives, which included passing CTTIC's certification exam in order to obtain the professional title.

MY ACCEPTANCE SPEECH

I would like to thank several people who greatly contributed to my success. Dale Sproule, publisher of *Canadian Newcomer Magazine*, was a big help in providing me with positive feedback from the government. Joanne Taylor, Dwayne Boecker, and Kerry Smiley Morris from Golf Town provided much appreciated financial and moral support when I wanted to join ATIO and applied as a candidate for certification. Lastly, I thank my husband and companion of 11 years, Benoit Hardy-Vallée, who was by my side and supported me while I obtained this title. Thank you to everyone. I would not have been able to achieve this result without your support.