

# informATIO

May 2015

Number 1

## Message from the President

*By Lisa Carter, President*

Dear Members,

I am pleased to once again be serving as President of ATIO for the 2015-2016 term.

Thank you to everyone who came to the AGM in Ottawa or sent in their proxies. It was wonderful to achieve quorum, yes, but also to gather together, to chat and network, and to listen to our entertaining and informative guest speaker, Roland Kuhn, from the National Research Council.

My sincere thanks, as well, to everyone who ran for a position on the Board. Your willingness to contribute to ATIO's success is greatly appreciated.

For those who were not able to attend the AGM, I do hope you read all of the reports (<http://www.atio.on.ca/info/agm/index>) that were submitted to see what we've done over this past year in service for you.

An ongoing priority this year will be to engage with various stakeholders in the industry to ensure that our collective voice is heard and to promote the value of certification as a professional designation under the law.

Your Board will continue to build strong relationships with the Translation

Bureau, the Ministry of the Attorney General, the Language Industry Association (AILIA), the Ontario Council on Community Interpreting (OCCI) and the Canadian Network of National Associations of Regulators (CNAR), among other organizations.

As a membership-based organization, we recognize the importance of addressing member needs and so will continue to ensure that this is forefront in everything we do.

Our Executive Director, Marc Pandi, and Secretary, Jim Shearon, are in the process of hiring permanent staff to fill the Membership Liaison and Administrative Assistant positions that have been ably covered by temporary staff over the past several months. The Secretariat will be better able to serve us all once full-time, committed staff are in place.

We are working very hard on a new website, which is to be launched later this year. The new design and functionality is sure to enhance ATIO's interactions with both the public and members. Please stay tuned!

As always, don't hesitate to contact any of us on the Board or at the Secretariat to let us know how we can help.

I look forward to meeting with more of you, my colleagues, over the coming year! ■

## Salute to 25-Year Members

The following members became certified in 1990 and have seen the ATIO through the ensuing quarter-century.

Congratulations!

Edith Acker, *Certified Translator*  
Dana Carciumaru, *Certified Translator, Certified Conference Interpreter*  
Nicole Chrétien-Proulx, *Certified Translator*  
Chantal Clermont, *Certified Translator*  
Marguerite Cohen, *Certified Translator*  
Hazel Cole-Egan, *Certified Translator, Certified Conference Interpreter*  
Margaret Craig-Bourdin, *Certified Translator*  
Monique Durette, *Certified Translator*  
Gérald Fortier, *Certified Translator*  
Catherine Gautry, *Certified Translator*  
Marie Guney, *Certified Translator*  
Ann Hutchison, *Certified Translator*  
Dominique Joly, *Certified Translator*  
Christine Klein-Lataud, *Certified Translator*  
Émilie Lamy, *Certified Translator*  
Valencia Léger, *Certified Translator*  
Patricia Leguen, *Certified Translator, Certified Conference Interpreter*  
Michèle Lejars, *Certified Translator*  
Danièle Ouanès, *Certified Translator*  
Francine Ouellet, *Certified Translator*  
Carmen Peláez, *Certified Translator*  
Anita Portier, *Certified Translator*  
Denis Sabourin, *Certified Translator*  
Pascal Sabourin, *Certified Translator*  
Marie Saumure, *Certified Translator*  
Marguerite Séguin, *Certified Translator*  
Michel Trahan, *Certified Translator*  
Hélène Tremblay, *Certified Translator*  
Jeannot Trudel, *Certified Translator*

### PASSING OF MR. HENDRIK BURGERS

As we go to press, ATIO learned with deep regret of the passing on May 25, 2015, of our former President Hendrik Burgers. The funeral service was to take place in Niagara-on-the-Lake, Saturday May 30. A tribute to Hendrik Burgers will be published in the next issue of informATIO.

## INSIDE...

Industry Representatives  
Advisory Panel. . . . . 3

Machine Translation Expert Tells  
ATIO AGM, "Be not afraid!" . . . . . 4

ATIO Welcomes LITP Graduates  
to Apply for Community/  
Medical/Court Interpreter  
Certification . . . . . 5

Page Wergeland: Recipient of the  
FondATIO Award of Excellence . . . . 6

## informATIO

Published by:  
**The Association of Translators and  
Interpreters of Ontario**  
1202-1 Nicholas Street  
Ottawa, Ontario K1N 7B7  
Tel: 613-241-2846 / 1-800-234-5030  
Fax: 613-241-4098  
E-mail: [InformATIO@atio.on.ca](mailto:InformATIO@atio.on.ca)  
Website: [www.atio.on.ca](http://www.atio.on.ca)

**Circulation:** 1370

**Graphic Designer:** More In Typo Ltd  
& Design

**Editorial Team:** Marc Pandi, Alana Hardy,  
Michel Trahan, Pamela Cousineau

### 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:

Alana Hardy, Lisa Carter, Michel Trahan,  
Pamela Cousineau, Isabelle Dobbing, Marc  
Pandi, André Corbeil, Jean-Pierre Artigau,  
Sharon Moren, Josée Dionne, Nicholas  
Ferreira, Loretta Murphy, James Shearon  
Renée Rivard.

## ATIO Meeting with the Attorney General of Ontario

*By Nicholas Ferreira, Director,  
Court Interpreters*

On April 24, ATIO President Lisa Carter and yours truly met with The Honourable Madeleine Meilleur, MPP, Attorney General of Ontario, and her staff regarding mutual recognition of court interpreter examinations and ATIO's mandate to protect the public.

There were positive discussions regarding the Association's request for the Ministry of the Attorney General of Ontario (MAG) to recognize the court interpretation certification exam administered by CTTIC.

ATIO currently recognizes fully accredited MAG court interpreters with proof of 1,500 hours of court interpreting as eligible for ATIO certification in court interpreting through our on dossier process. The Association requested a reciprocation of this by MAG, namely mutual recognition by them of the CTTIC examination. This is the case, for example, in British Colombia,



Left to right: ATIO Director, Court Interpreters Nicholas Ferreira; Attorney General of Ontario Madeleine Meilleur, MPP; ATIO President Lisa Carter

where court interpreters who have passed the CTTIC examination are accepted by the BC Court Services Branch with no need for further testing.

CTTIC's rigorous examination, which includes both an oral and a written component, has been offered since 1997 and is available in 19 key languages at this point.

It was a fruitful conversation, and we look forward to ongoing discussions with the Attorney General of Ontario and her staff on these and other pressing issues for court interpreters in Ontario.

I welcome any suggestions you may have regarding points to discuss with MAG in our ongoing efforts to advance the profession and protect the public. You can send them to me at [nicholas.ferreira@atiomail.ca](mailto:nicholas.ferreira@atiomail.ca). ■

## When Should a Complaint be Made?

*By Pamela Cousineau, Director, Conference Interpreters*

*Translation: Sharon Moren, C. Tran.*

On March 4, 2015, ATIO President Lisa Carter, ATIO member and AIIC delegate Claire Berton and I met with representatives of the Office of Procurement Ombudsman (OPO), as we felt it would be good to be well informed about consultations regarding the new procurement tool for conference interpretation services in the federal government.

Remember that the OPO was created to promote fairness, openness and transparency in the federal government's procurement process. The OPO, of course, could not advise us regarding our stance in these consultations, but we wanted to know more about the procurement rules. We observed that the OPO is very receptive to our positions and that it is already aware of the grumbling among suppliers since the launch of the Request for Supply Arrangement in translation.

However, although the OPO can carry out an examination of procurement practices, it cannot act until a supplier who feels adversely affected files a complaint regarding for example, the inappropriate granting of a contract, or the administration of a contract, or again, when the complainant wishes to obtain a quick settlement of a contract dispute with a federal department.

We raised the matter of the drop in the number of contracts awarded to small suppliers, as we know that most of our members belong to this category. In the absence of specific complaints in the matter, the OPO representatives pointed out that it is in the interest of the departments to be able to count on as large a pool of suppliers as possible to meet all their needs. They have advised us to contact the Office of Small and Medium Enterprises to seek means to a solution...Stay tuned! ■



# Industry Representatives Advisory Panel

*By Loretta Murphy, Director, Independent Translators*

Lower rates, tighter deadlines and reduced demand. Feeling the pinch? You are not alone. These are a few of the concerns that have been increasingly raised by our membership.

In response to these issues, one of the many measures that the Board of Directors has taken is participation on the Language Industry Representatives Advisory Panel (IRAP) developed by the Translation Bureau. The panel's main mandate is to serve as a platform for consultations, sharing information and experiences regarding the language industry and discussing linguistic-service and procurement issues raised by suppliers that fall within the responsibility of the Bureau and Public Works and Government Services Canada (PWGSC). Other objectives include adding opportunities for improvement, best practices and trends, and identifying emerging procurement issues.

I attended the panel's first meeting on April 9, 2015, as the ATIO representative. From the Translation Bureau, the Chief Executive Officer; Vice-President, Linguistic Services; Vice-President, Service Strategies and Partnerships; Senior Director, Interpretation and Closed Captioning Centre, among others, were all in attendance. Also sitting on the panel are representatives from the Canadian Translators, Terminologists and Interpreters Council (CTTIC), the Society of Translators and Interpreters of British Columbia (STIBC), the Language Industry Association (AILIA), the Ordre des traducteurs,

terminologues et interprètes agréés du Québec (OTTIAQ), the International Association of Conference Interpreters (AIIC), the Association of Visual Language Interpreters of Canada (AVLIC), the Ontario Interpreting Services (OIS), and several large government supplier agencies.

As it was an introductory meeting, the Translation Bureau representatives gave a presentation on current trends and future objectives. Of note, for official languages translation services, the Bureau's demand has decreased from approximately 420 million words in the 2010-2011 fiscal year, to just over an estimated 300 million words in the 2015-2016 fiscal year. For non-official languages, there were close to 7,000 requests in 2014-2015 (worth \$3.4 million). For official languages interpretation, the number of requests decreased from approximately 2,000 in 2010-11 to just under 1,500 in 2014-2015. However, interpretation demand in foreign languages increased from just under 400 requests to just over 500 requests for the same period. For more information, the meeting

minutes and related information will be posted on a public website in September. We will keep you updated.

The Translation Bureau representatives were clear about their intent to continue with the proposed cuts and cost-saving measures (such as using automated translation, tele-interpretation, and other technology). The fact remains that as government programs are cut, so too are there fewer words to be translated.

So you if you are a Bureau supplier, you are not imagining the pinch—this is the reality of the current situation at the Translation Bureau. Our hope is that by participating in the panel, we will be able to keep the dialogue open with the Translation Bureau and other industry stakeholders in order to voice our concerns and state our position regarding current and future trends and practices. If all voices are effectively heard and real action is taken by all parties involved, this could be a genuine opportunity to shape the languages industry in Canada. ■

## 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

**CONTACT: Jean-Luc MALHERBE**  
**Tel./Fax: (613) 747-7007**  
**E-mail: [jeanluc.malherbe@sympatico.ca](mailto:jeanluc.malherbe@sympatico.ca)**



# Machine Translation Expert Tells ATIO AGM, "Be not afraid!"

*By James Shearon, Secretary*

With 69 members present and a sheaf of proxy forms in the Secretary's hand, President Lisa Carter was smiling as she opened ATIO's 2015 Annual General Meeting in the new University of Ottawa Social Science building by proclaiming, "We have quorum in Ottawa."

ATIO members gave a warm reception to keynote speaker Roland Kuhn, a multilingual text processing group leader with the National Research Council. Mr. Kuhn has devoted more than 10 years to developing a machine translation system called Portage that is being used successfully, and always with human revision.

Mr. Kuhn explained that early machine translation was rule-based, but nobody

knows all the rules of language and the output was often unusable. The latest systems use statistical analysis to select best matches between a text in one language and possible translations in another. The secret is millions of words of translated texts that make comparisons possible.

For example, the sentence "The fat man is singing" has many possible equivalents. "The thin man is not singing," has four matching words and so is a better match than "the portly man raises his voice in song," in which there are only two matches, "the" and "man." Some translators may disagree.

Mr. Kuhn told the audience of language professionals, "Machine translation is steadily improving but it will always need human control and revision. Human translators and interpreters

should use technology to make best use of their own skills."

The annual meeting elected Lisa Carter for a second term as President. Five other members of the ATIO Board were returned unopposed: Vice-President Dorothy Charbonneau, Treasurer Matthew McCarthy, Director of Independent Translators Loretta Murphy, Director of Conference Interpreters Pamela Cousineau, and Director of Court Interpreters Nicholas Ferreira. Elizabeth Abraham was elected Director of Community Interpreters and Medical Interpreters. Jim Shearon was elected Secretary, succeeding Veronica Cappella, who stepped down after three years on the Board. Maha Takla, who was elected Director of Foreign Languages, thanked outgoing Director Jianhua (Gerald) Yang. Next year's Annual General Meeting will be held in Toronto. ■

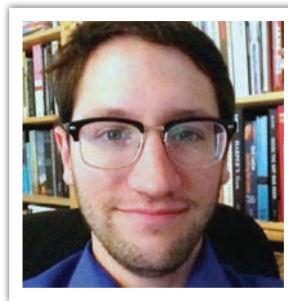
## Your New Board for 2015-2016



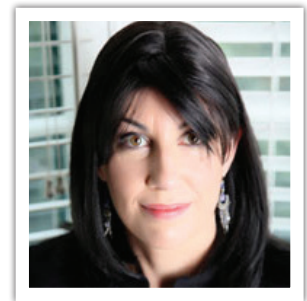
Lisa Carter



Dorothy Charbonneau



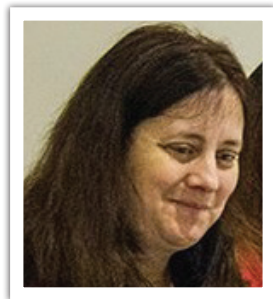
Matthew McCarthy



Loretta Murphy



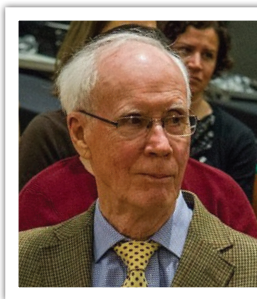
Nicholas Ferreira



Pamela Cousineau



Elizabeth Abraham



Jim Shearon



Maha Takla

## **ATIO Welcomes LITP Graduates to Apply for Community/Medical/Court Interpreter Certification**

OTTAWA, May 25, 2015 - The Association of Translators and Interpreters of Ontario (ATIO) is pleased to announce that Language Interpreter Training Program (LITP) graduates who have successfully passed the CILISAT or ILSAT test can now apply for the designations of Certified Community Interpreter, Certified Court Interpreter and Certified Medical Interpreter with ATIO.

In accordance with the ATIO By-laws, candidates who pursue certification in one of these three categories are required to have completed "a post-secondary program in community/court/medical interpreting recognized by the Association." The LITP is now considered a recognized program for such purpose.

Applicants whose first language is not English must have also achieved a level of 7 on the International English Language Testing System (IELTS), or the equivalent.

LITP graduates are urged to apply to ATIO for the status of Candidate for Certification. The applications can be found on the Association's website:

- <http://atio.on.ca/membership/applications/comapp.php> (community)
- <http://atio.on.ca/membership/applications/courtapp.php> (court)
- <http://atio.on.ca/membership/applications/medapp.php> (medical)

Interpreters trained at community-based organizations are encouraged to contact one of the Ontario colleges that offer the LITP for prior learning assessment and recognition (PLAR) before applying to become a Candidate for Certification with ATIO.

"ATIO supports the professionalization of interpreters working in public service settings. We want them to have the same recognition as translators, terminologists and conference interpreters," says ATIO President Lisa Carter.

Benefits of ATIO membership include access to the certification exam, which when passed will grant the reserved title of "certified" community, court or medical interpreter, and that will increasingly be recognized as the gold standard in the industry. New applicants will join the nearly 1,400 existing ATIO members, providing significant networking opportunities. Members also have access to regular training courses, as well as the award-winning *InformATIO* newsletter to stay abreast of changing trends in the industry.

Other benefits include discount rates on professional liability and general insurance, publication subscriptions and other group purchases. Members are listed in the ATIO public directory, which provides work opportunities, and they also receive job postings on a regular basis.

Ms. Carter added, "There is tremendous support among ATIO members for professional recognition of community, court and medical interpreters. They ensure access to public services for vulnerable populations."

For more information, please contact:

Marc Pandi, ATIO Executive Director

[marc.pandi@atio.on.ca](mailto:marc.pandi@atio.on.ca)

613-241-2846

613-979-2909

1-800-234-5030

### **ABOUT ATIO**

ATIO is the first translators' association in the world whose certified members are deemed professionals by law. In February 1989, the Province of Ontario granted a reserved title for certified members of ATIO through the *Association of Translators and Interpreters Act, 1989*. In Ontario, ATIO is the exclusive certifying body for translators, terminologists, community interpreters, conference interpreters, court interpreters and medical interpreters.



# Page Wergeland: Recipient of the FondATIO Award of Excellence

By Pascal Sabourin, C. Tran., President, FondATIO



Translation: Betty Anne Benes, C. Tran.

Since its inception in 2001, the Foundation of the Association of Translators and Interpreters of Ontario (FondATIO) has awarded more than 50 scholarships and awards to students completing a university program in translation or interpretation at the University of Ottawa, Glendon College, Laurentian University or the Université de Hearst. The Award of Excellence has recognized the academic achievement of new graduates in translation or interpretation, while the scholarships have helped aspiring translators and interpreters continue their training with fewer financial worries. FondATIO's scholarships and awards are aimed at supporting young translators and interpreters who, unfortunately, cannot count on as many opportunities as most established professionals had in the past.



Page Wergeland


FondATIO is proud to present its 2015 Award of Excellence to Page Wergeland, graduate of the University of Ottawa's translation program (French to English and Spanish to English). Page achieved academic excellence throughout her four years in the program and was on the Dean's Honour List from 2011 to 2015. In addition, she received various scholarships, including the University of Ottawa's Joseph-Marie Quirion Scholarship and the Chancellor's Scholarship. Page successfully completed translation practicums at the Red Cross and the Canadian Encyclopedia. Congratulations, Page! ■



Get more out of your ATIO membership.

Get preferred insurance rates today!

Home and auto insurance program recommended by





ASSOCIATION OF TRANSLATORS AND INTERPRETERS OF ONTARIO  
ASSOCIATION DES TRADUCTEURS ET INTERPRÈTES DE L'ONTARIO

## Because you've earned it.

At TD Insurance we believe your efforts should be recognized. That's why, as an **Association of Translators and Interpreters of Ontario** member, you have access to the TD Insurance Meloche Monnex program, which offers you preferred insurance rates and highly personalized service, along with additional discounts. **Request a quote and find out how much you could save!**

**On average, professionals who have home and auto insurance with us save \$400.\***

HOME | AUTO | TRAVEL



Ask for your quote today at 1-866-269-1371 or visit [melochemonnex.com/atio](http://melochemonnex.com/atio)

The TD Insurance Meloche Monnex program is underwritten by SECURITY NATIONAL INSURANCE COMPANY. It is distributed by Meloche Monnex Insurance and Financial Services Inc. in Quebec, by Meloche Monnex Financial Services Inc. in Ontario, and by TD Insurance Direct Agency Inc. in the rest of Canada. Our address: 50 Place Crémazie, Montreal (Quebec) H2P 1B6.  
Due to provincial legislation, our auto and recreational vehicle insurance program is not offered in British Columbia, Manitoba or Saskatchewan.  
\*Average based on the home and auto premiums for active policies on July 31, 2014 of all of our clients who belong to a professional or alumni group that has an agreement with us when compared to the premiums they would have paid with the same insurer without the preferred insurance rate for groups and the multi-product discount. Savings are not guaranteed and may vary based on the client's profile.  
© The TD logo and other TD trade-marks are the property of The Toronto-Dominion Bank.