Newsletter of the Association of Translators and Interpreters of Ontario

informAT

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# The Changing Face of Translation and Interpreting

INTERNATIONAL TRANSLATION DAY

September 2015

#### By Marion Boers

From fountain pens to typewriters to speech recognition. From index cards to electronic dictionaries and the knowledge highway. From the Nuremberg trials to telephone and video remote interpreting.

As the world changes, so do many aspects of the work of translators and interpreters. Graduates today can barely believe what they hear about the working conditions of their predecessors only 30 years ago. Today a wealth of information is at our fingertips. We have a plethora of tools to enable us to translate faster and more consistently. We can consult colleagues all over the world without leaving our desks.

For clients, too, translation has changed. No longer do they battle to find a local translator to meet their needs—professional associations all over the world have directories of members waiting to assist. They can send out a text before leaving the office in the evening and have the translation waiting when they come in again next morning, thanks to communication over time zones. They can balance their costs and their target audiences over different projects by using translators in different parts of the world. They can consult their own clients on the other side of the world or a doctor in another country owing to the availability of expert telephone interpreters. They can run a text through a machine translation program and get an immediate idea of what it is about.

The best equipment can help them do an even better job but cannot get to the heart and soul of a text or the nuances of negotiations.

All these things underlie the theme for International Translation Day 2015, which is: The Changing Face of Translation and Interpreting / Le nouveau visage de la traduction et l'interprétation.

The changes present us with both new challenges and new opportunities. Speed, cost and volume are most often cited, but it is much more than that. For the practitioners they mean working smarter and being open to change, adapting to new changing roles, learning new skills and mastering new tools.

### However, the basics do not change.

• The role of translators and interpreters today is the same as it was a thousand years ago: to enable people to communicate.

- Quality remains the touchstone in any assignment and this still depends on the skill and experience of the translator or interpreter and selecting the right person for the job.
- Translators still have to craft each text to fit its purpose.
- Clients still need to brief the translator or interpreter of their needs properly.
- Translators still need to keep themselves fresh, up-to-date and on the ball through continuing professional development.

What will the face of translation and interpreting be in the future? For millennia, living and breathing translators or interpreters have been the embodiment of unparalleled linguistic skills, specialised training, professional conduct and a passion for their work. The best equipment can help them do an even better job but cannot get to the heart and soul of a text or the nuances of negotiations. On International Translation Day 2015, therefore, let us celebrate the great advances that have been made in translation and interpreting, but most importantly celebrate the individuals who are at the heart of this profession and who make it possible for the world to be a global village but at the same time a universe full of possibilities in the past, at present and in the future.

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# NOTICE TO MEMBERS

# New faces at the ATIO Secretariat



#### From left to right: Alexandra Chiasson, Marc Pandi, and Rebecca Kinos-Varo

The ATIO Board of Directors is pleased to inform you the Secretariat now has three fulltime staff members to serve you: Marc Pandi, Executive Director, Rebecca Kinos-Varo, Membership Liaison Coordinator, and Alexandra Chiasson, Administrative Assistant. We wish to express our sincere appreciation and gratitude to those who have left the Secretariat to pursue other opportunities.

# informATIO

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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:

Marions Boers, Olga Kuchuk, Marc Pandi, Rebecca Kinos-Varo, Alexandra Chiasson, Julien Marquis, Merhan Farahi, Hélène Gélinas-Surprenant, Farahnaz Rezaei, Mark Jessop.

### Alexandra Chiasson

Administrative Assistant



Alexandra Chiasson has been with the Association of Translators and Interpreters of Ontario since July 2015. Previously, she worked as an Administrative Assistant for the Public Service Alliance of Canada. She also has prior experience working with the Government of Canada and the private sector.

As the Administrative Assistant for ATIO, Alexandra provides administrative support to the Executive Director and Membership Liaison Coordinator. In addition, she also provides client services in the following areas:

- Responding to all email and telephone inquiries from the general public and members of the Association;
- Reviewing and processing applications;
- Coordinating and organizing travel accomodations and various types of activities for members of ATIO.

Alexandra is a highly organized, self-motivated individual and has excellent interpersonal and communication skills. Her aspiration is to have a long-lasting career with ATIO and to make a difference in the Association.

## Rebecca Kinos-Varo

Membership Liaison Coordinator



The Membership Liaison is responsible for all duties relating to member services activities in order to meet and support ATIO operations. The position manages the registration process and the administration of members' enrollment in the preparatory course, certification examination, student tutoring program and other ATIO programs.

Rebecca joined the Association in July of this year. She is a recent graduate of Glendon College's translation program (French to English) and also has a degree in Media Studies-Journalism from the University of Guelph-Humber. Languages, communication, culture and travel have always been a passion of hers. Before joining ATIO, Rebecca was the Client Development and Memberships Coordinator for Hostelling International's St. Lawrence Region. Having lived in Toronto for the last 10 years, Rebecca is excited to now be living in Ottawa and is really looking forward to helping ATIO's members in her role as Membership Liaison Coordinator.

Marc Pandi Executive Director



Marc Pandi is responsible for the effective management and leadership of the Association in providing services to its members and to the public in general. 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.

# Changes Affecting Members

### **Installment Payments**

As of 2016, ATIO will no longer be offering the installment plan for paying membership dues. Members will be required to pay dues in full by no later than January 31, 2016. Payments received after this date will be subject to a \$25 late fee, and members may be struck from the record.

#### **Errors and Omissions Insurance**

Also starting in 2016, our supplier of Errors and Omissions and Commercial General Liability insurance will process these applications and payments directly.

If you **have** purchased Errors and Omissions or Commercial General Liability insurance before, you will receive a notice from Robyn Kuzell, our Encon representative in mid-December. It will contain a link to her website (www.hmacdonaldinsurance. <u>com</u>), to allow you to pay online, update your address and status, and verify your premiums.

If you have **never** purchased Errors and Omissions or Commercial General Liability insurance before, during renewal, ATIO will provide you with the form to complete and send to Robyn Kuzell, our Encon representative.

Robyn would ask all members to note that there will be a transaction fee of \$1.50 for all e-transfer payments. Also, members will use their date of birth as the password for the transfer payment (i.e., october131963). Credit cards will not be accepted. Only e-transfers or cheques will be accepted.

Robyn will contact ATIO after January 31, 2016, to verify that all members who bought E&O or Commercial General Liability Insurance are in good standing with ATIO.

Robyn Kuzell, Encon representative, can be contacted as follows:

Phone: (613) 721-5145 or Toll-Free 1 877 246-6260

Email: robyn.kuzell@rogers.com

#### Stamp/Seal

Starting immediately, certified members ordering a stamp or seal will now see the language combination in which they are certified included on the stamp (for example, FA-EN). This will provide additional assurance to the public and the institutions that require certified translations. Members certified in more than one language combination will need a separate stamp for each language combination in which they are certified. Certified members are strongly encouraged to order new stamps.

#### Database

We are still working on the launch of our newly designed website and database. Once this launch happens, certified members interested in providing a short profile on their public page will have to resubmit this information again. If you would like to use the profile that appears now, we suggest you save a copy to your computer. Then when we launch the new database, you can copy and paste your profile to your new page. Members who do not save their existing profile will have to re-write this information in the new system.

If you have any questions or concerns about any of the changes, please contact the Secretariat.

# A TRIBUTE TO HENDRICK BURGERS

By Julien Marquis, C. Tran.

Translation Betty Anne Benes, C. Tran.

In late May or early June, spring finally turns to summer. But things change, life goes on, and time slips away. News comes and goes, some of it good, some of it not so good. We have lost another colleague. According to his wife, Hendrik Burgers, a former military officer who later became a multilingual translator, passed away.

He served as President of ATIO, taking over the helm from Brian Harris, and was involved in the association's restructuring. Under his leadership, the Professional Recognition Committee was formed, and he provided ongoing support to the committee. He was also very active with multilingual translators, especially with the Toronto committee that met once a month at the Toronto Public Library branch near Yonge and Eglinton.

Owner of a translation firm, he worked in several languages, and his main client was the federal government. He was also Secretary-Treasurer of the Canadian Translators, Terminologists and Interpreters Council (CTTIC). He participated as delegate, speaker and organizer in various conferences held by Canada's professional translator associations in Canada, with ATIO and the Société des traducteurs du Québec (currently OTTIAQ), and in the United States with the American Translators Association (ATA). He often took part in CTTIC's international delegations at conferences held by the International Federation of Translators (FIT), and by Belgian and British associations of translators.

I saw Hendrik for the last time one Sunday six years ago at a restaurant located in a vineyard on the plateau of the Niagara Peninsula. It was the fall and the multicoloured display of vines and orchards was stunning. He told me that he had moved to Niagaraon-the-Lake when he retired and that he was doing the occasional translation and editing.

Unpretentious, dedicated and faithful to the principles of the profession, Hendrik is no longer with us. We all owe him a well-deserved tribute.



By Olga Kuchuk, C. Tran.



## PERSONAL

I was raised in a multilingual environment which fuelled my passion for languages and my thirst for knowledge. Being a translator constantly exposes you to a great diversity of new information and this ongoing learning process is something I look forward to every day. As I strive to master a broad range of subjects to continuously perfect my translations, I continue to look up to my father who has always been my fountain of knowledge. The more I translate, the more I chase that notion of a perfect translation, where both meaning and word play come alive in the final text. Mastering the art of translation is a continuous process, and with my unique background, support from those around me and certification from CTTIC, I feel I am progressing on this path with every translated word.

# **MY EXPERIENCE WITHIN ATIO**

For me, certification has exemplified both acknowledgement from a well-known and respected association, as well as professional recognition for my experience and expertise. It would also show my current and future clients they are partnering with a professional, someone they can trust. I now plan to use my certification to further broaden my client base globally, providing clients with the peace of mind only a professional can bring to the table. Being backed by CTTIC will give me the confidence to move forward into more exciting linguistic opportunities.

## **MY ACCEPTANCE SPEECH**

It was a tremendous honour to be certified by CTTIC. Above all else, I would like to thank my parents for nourishing my love of words and for their support along this journey. I would not be the person I am today without them. I'd also like to extend my gratitude to Mark Vaintroub who introduced me to ATIO and encouraged me to get certified. Another important person has been my mentor, Marina Khonina. A number of years ago, she was the first translator to critique my work and helped me improve tremendously during those first few years. Of course, I would not be here today if it was not for CTTIC, and I'd like to thank everyone for their hard work in making this a great association for all of its members.

# Match Made in Heaven through ATIO

#### By Merhan Farahi, Certified Court Interpreter

Meri Petrov has been a member of ATIO for ten years and Mehran Farahi for eighteen. Yet, they never met at any of the ATIO events; that is until September 30 last year!

They are both court interpreters and translators. They would occasionally run into each other in court and even once during their lunch break, when they had lunch together with another colleague, but nothing of any significance ever happened.

Then there was this event at Glendon College in Toronto, sponsored in part by ATIO. Oh yes, International Translation Day! Meri arrived early and cozied up on a seat in the conference hall before the event started. Mehran, on the other hand, arrived late... very late! The keynote speaker had already started her presentation. Mehran looked

around and found the room packed with people standing at the back. In once quick glance, he realized that he has lucked out! In the entire fairly large room, there was only one seat available! Okay, by now you must have guessed it—yes, it was right next to Meri! Mehran, not knowing what was going on yet, found himself in that seat moments later. They acknowledged each other and, thinking he is a big guy, she pulled her chair aside and gave him a bit more room. Of course, he objected and said, "The closer, the better!" And what she did in response was to move back and even closer! (For some reason, from this point on, he found it hard to focus on the presentation and Meri would have to explain it to him simultaneously.) To this day, he thinks she was to blame. After all, it was not his fault she was wearing a beautiful black dress, was all dolled up and had her hand with freshly manicured fingers resting in her lap on that dress with such a great contrast. Later on, she tells him that she also found him rather handsome and well dressed. Looks like it pays off to wear a nice suit and tie, and complement it with cognac dress shoes and a matching belt.

Well, so much for the presentation that he was seemingly trying hard to understand! Then it was time for the refreshments, schmoozing and mingling. It appeared that powers beyond their control made them constantly stick together, mingle with others together, eat and drink together and not leave each other's side throughout. So much so that when the event was over, they decided to leave together. He thinks it would be gentlemanly to offer her a ride when he notices that she is not driving. On the way in the car, she tells him her life story and how she was at Glendon that evening to say goodbye to friends and colleagues as she was leaving Canada for good in a couple of weeks, relocating to Europe. She notices a sense of sadness in his tone of voice all of a sudden. He is surprised and asks why. "You never know what life has in store for you," she remarks back. And little did he know, and little did she know!

To his surprise, Mehran receives an email from Meri the same night a couple of hours later, thanking him for the ride home and inviting him to lunch to show her appreciation.

To cut a long story short, they do meet for lunch about a week later. They meet a few more times and both realize that they are inseparable! Within only a couple of weeks, he asks her to move in with him, and on November 30, two months after Glendon, she does. This is beginning to sound like a fairy tale, but it is true! They get married on June 26! At the wedding, more than one third of the guests were professional interpreters and translators, including the maid of honour and the best man.

Now, in just less than a year since the day they met at Glendon College in 2014, they are enjoying their happy, blessed, married life together in Toronto! Oh, you must be wondering, "So, what happened to going to Europe?" Well, Meri is going to Europe in September, not for good any more, only for ten days with her husband Mehran to have a wedding reception there as well.

At the end of this true, fairy-tale-like story, both Meri and Mehran wish to thank ATIO and York University for being their matchmakers and providing the heaven on earth for the two love birds to meet!

The Board of Directors of the Association of Translators and Interpreters of Ontario regretfully announces the death of Mohan Rajagopal, ATIO certified member (translation) since 1988.

# Looking Back on a Collaborative Effort

By Hélène Gélinas-Surprenant, C. Term., C. Tran.

Translation Betty Anne Benes, C. Tran.

It was April 1986. I was working as a terminologist at the Translation Bureau, and Sports was one of my subject areas. I received a call from someone in the Language Services unit of the XV Olympic Winter Games Organizing Committee (OCO'88), asking me to develop a lexicon on the sports of the XV Olympic Winter Games. I was quick to say yes. In fact, after it became known that the City of Calgary would be hosting the XV Olympic Winter Games, I had proposed to produce such a lexicon and was turned down five times, under the assertion that no one would be willing to finance it. An international client had expressed an interest in the lexicon, so a secondment could now be negotiated.

After getting the green light, I pondered over how to proceed with the tools available at the time, that is, with no Internet or even a personal computer. Everything was still being done manually. Jobs were dictated or handwritten and then typed out by the organization's secretarial services. That is how I established 18 term groups, sport by sport, with the English (EN) and French (FR) entries handwritten on a single line. I then faxed everything through the Ministry's one fax machine to the University of Alberta to be retranscribed, as well as to Hendrik Burgers' office so that he could add the German (DE) to each entry. It was decided that German would be added in order to accommodate the International Ski Federation (FIS), which organized nearly a third of the events. The FIS was based in Germany and held its discussions in German. I was flattered to be able to work with Hendrik, a guy whose skills and integrity were beyond question. Montrealer Francine Béland was in charge of the Petro-Canada Translation Service in Calgary and on loan to the OCO'88 to head the new Language Services department formed just two years before the Games. She certainly knocked on all the right doors to assemble a team of translators and interpreters, working in 26 languages, on short notice before the Games. I called Hendrik and we agreed on how we would proceed. This would be our only conversation, and then we were off and running. We needed to finish it all by the first few months of 1987, when all of the World Championships for the Winter Olympic Sports were being held in Calgary, as was the tradition. It was an opportunity to iron out the wrinkles at the facilities. At the same time, we were ironing out the wrinkles in our term lists and figuring out how they were to be used by the volunteers at the various competition venues.

In the summer of 1987, I received a list in strict alphabetical order of EN-FR-DE terms, and one of each of the 18 sections identified by a two-letter code, so I could eliminate any duplication, change category entries or correct information in each of them. The lexicon was sent once again to both recipients. Hendrik and I indicated corrections and changes to the University of Alberta in Calgary to ensure that the *Lexicon of Terms Related to the Sports of the XV Olympic Winter Games*, a huge compilation of close to 8650 entries, was ready to be published in September 1987. It had been decided that 400 copies would be enough; in the end, nearly 4000 were printed to send to sports federations, journalists, sports broadcasters and others who had requested a copy prior to the opening of the Games.

Hendrik and I never saw each other or spoke after that. Together, we had succeeded in doing what four previous Winter Olympic Games organizing committees had failed to do. What remains are the copies in circulation used for subsequent Winter Games, the pride in launching the lexicon that would be presented to the President of the International Olympic Committee, the pieces of our work used in the Olympics video, and the thanks we received from the organizers:

This lexicon was made possible through the unwavering dedication of Mrs. Hélène Gélinas-Surprenant for the English and French terminology, with the cooperation of Mr. Hendrik Burgers for the German terminology, under the guidance of the Language Services department of OCO'88.

A posthumous thank you to Hendrik for sharing in this project that brings such pride.

#### Pour la traduction :

- FR Bureau de la traduction
- EN Translation Bureau
- FR Services linguistiques
- EN Language Services
- FR Comité d'organisation des XV<sup>es</sup> Jeux Olympiques d'hiver (OCO'88)
- EN XV Olympic Winter Games Organizing Committee (OCO'88)
- FR Jeux Olympiques d'hiver de Calgary
- EN Calgary Olympic Winter Games
- FR Ville de Calgary
- EN City of Calgary **NOTA** En anglais comme en français, les génériques prennent la majuscule lorsque l'expression signifie l'administration municipale et non l'entité géographique comme telle.
- FR XV<sup>es</sup> Jeux Olympiques d'hiver
- EN XV Olympic Winter Games
- FR Université de l'Alberta
- EN University of Alberta NOTA Dans des textes officiels, le nom de l'Université conserve sa forme anglaise dans un texte français, mais pas dans des textes de portée générale ou des communiqués.
- FR Fédération internationale de ski (FIS)
- EN International Ski Federation (FIS)
- FR Service de traduction de Petro-Canada
- EN Petro-Canada Translation Service
- FR cérémonies d'ouverture
- EN opening ceremonies
- FR championnats mondiaux
- EN World Championships
- FR sports olympiques d'hiver
- EN Winter Olympic Sports
- FR sites de compétition
- EN competition venues
- FR entrées (dans un lexique ou un vocabulaire)
- EN entries (in a lexicon or a vocabulary)

Titre : Lexique de termes reliés aux disciplines sportives inscrites aux XV<sup>es</sup> Jeux Olympiques d'hiver

- Title: Lexicon of Terms Related to the Sports of the XV Olympic Winter Games
- FR fédérations sportives
- EN sports federations
- FR comités d'organisation
- EN organizing committees
- FR Jeux Olympiques d'hiver
- EN Winter Olympic Games
- FR Comité International Olympique (CIO)
- EN International Olympic Committee (IOC)
- FR Ce lexique a été rendu possible grâce à la collaboration dévouée de Mme Hélène Gélinas-Surprenant pour la recherche terminologique en anglais et en français et l'aide de M. Hendrik Burgers pour la recherche terminologique en allemand, sous la direction des Services linguistiques d'OCO'88.
- EN This lexicon was made possible through the unwavering dedication of Mrs. Hélène Gélinas-Surprenant for the English and French terminology, with the cooperation of Mr. Hendrik Burgers for the German terminology, under the guidance of the Language Services department of OCO'88.

### REMARQUE

Le Comité International Olympique demande de respecter la graphie des termes officiels établis lors de la création des Jeux Olympiques modernes en 1896, d'où la majuscule à l'adjectif « Olympique » dans des désignations officielles extraites de la Charte Olympique datée de la même année. Le français était alors la langue diplomatique utilisée dans les échanges internationaux et les règles d'écriture différaient des règles actuelles. Le texte français respecte, dans toutes les appellations utilisées, les demandes du CIO.



By Farahnaz Rezaei, Candidate, Community Interpreter



# PERSONAL

Since I was a child, I have been motivated by the desire to help others and was convinced that learning different languages was a way to facilitate this passion of mine. I believe the purpose of life is to make the world better through being useful, compassionate and making a difference. As the great leader Nelson Mandela said, "If you talk to a man in a language he understands, it goes to his head. If you talk to him in his own language, it goes to his heart." I am of Iranian origin, and so my mother tongue is Farsi. However, I was raised and lived most of my adult life in Kuwait, which resulted in my speaking, reading and writing Arabic essentially as a native language. There, I also learned the second official language of English, which I perfected during my higher education and my professional work. My background in computer science and business administration, coupled with my language abilities, allowed for a professional career that required me to routinely perform translation and interpretation work alongside that of administration.

Immigrating to Canada and settling in the beautiful province of Prince Edward Island afforded me the opportunity to use my passion for language and community service in assisting Farsi and Arabic-speaking newcomers with their acclimation. I joined the PEI Association for Newcomers to Canada, received training as a settlement interpreter and started working as a freelance community interpreter. This entailed assisting newcomers and refugee families by providing interpretation during meetings and events. This prompted me to seek full-time employment with the Office of Immigration to provide interpretation services in Farsi and Arabic to assist newcomers to Prince Edward Island. It was when I began working in this capacity that I thought about receiving more rigorous professional training and therefore applied to become a candidate for certification in Community Interpreting.

# **MY EXPERIENCE WITHIN ATIO**

Alongside my work in business administration and translation, I have also worked as an independent interpreter and a volunteer with several NGOs in the Middle East and other parts of the world on issues related to women's rights, peace and conflict resolution. This work demanded traveling to many other countries and building bridges of communication. Being able to communicate with others in their own native languages has been a tremendous asset for me, and I regard this as a true blessing. I see my decision to apply to become a candidate for certification in Community Interpreting with ATIO as a direct outgrowth of my professional and voluntary experience in the Middle East and my current work with the Office of Immigration in Prince Edward Island.

# **MY ACCEPTANCE SPEECH**

Receiving ATIO's confirmation on August 25 of my acceptance as a candidate for certification in Community Interpreting was such an honor. I am looking forward to following up on the certification process for community interpreters and registering for the CTTIC exam. I am also hoping to process my application to become a candidate for Certification in Translation (English/Farsi and Arabic) as well, to advance my career and the role of language/interpretation therein. My sincere thanks to ATIO for the continuous support and guidance in providing the guidelines and tools necessary for completing this process. I also extend my appreciation to the Office of Immigration in Prince Edward Island for the ongoing encouragement and support during the process of my application.

By Mark Jessop, C. Tran.



MEET OUR MEMBERS

## PERSONAL

I have been working as a translator for 25 years. After a stint as an ESL teacher, I decided education would not be a vocation for me. I looked at other possible careers that would benefit from my BA in English Literature and my teaching experience, and found myself applying for positions in translation. So it was that I entered the corporate world as a translator. After working nearly 15 years for various employers, I found fulfillment in seeing my translations in the hands of the public, as well as the breadth of knowledge it brought me because I was serving every department in the companies for which I worked. In the more than 10 years I've been a freelancer, I've continued to enjoy translating a wide range of documents on topics from coffee packaging to military hardware.

# **MY EXPERIENCE WITHIN ATIO**

I must confess this was not my first try at certification. I've been a candidate for certification since the 1990s, but I give credit to hard work and the confidence gained over the years to my success in getting certified. I see a bright future for translation if its practitioners are willing to work hard and accept challenges. I've attended numerous AGMs over the years, and I've always admired the enthusiasm of my fellow translators in bettering the prospects for our profession. I'm happy to have become a full member of this community.

# **MY ACCEPTANCE SPEECH**

I simply wish to thank my fellow translators with whom I've collaborated over the years. We share a wonderful profession, and we should always support each other in our goals of serving businesses, government, and individuals. My sincerest thanks, though, go to Denis Bousquet, former member of the ATIO Board and former president of CTTIC. I've known Denis since the early days of my career, and I admire the work he has done for the profession over the years. I enjoyed his encouragement and his advice, and wish him all the best.



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\*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.

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