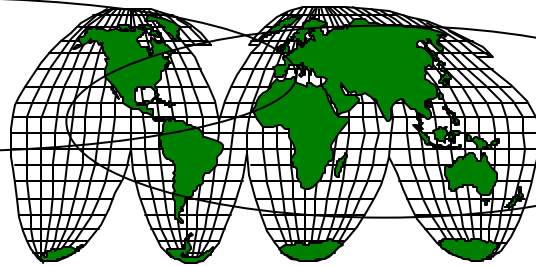


**THE CRITICAL LINK  
UN MAILLON  
ESSENTIEL**

A NEWSLETTER FOR INTERPRETERS IN THE  
COMMUNITY ACROSS THE WORLD.

No 2 - July 1996



It's just over six months since you received the first copy of The Critical Link/Un Maillon Essentiel, and already one year since our first gathering at Geneva Park.

Comme le temps passe vite! Anyway here we are, with we hope some exciting news on the **next International Conference**, updates on the publication of the papers presented in June 1995, information on recent publications and community interpreter training activities, and works in progress. While we may not be linked into the WEB we are fortunate to have some links who are and thanks to them we are able to include Updates excerpted from the WEB!

We would like to acknowledge and thank Jan Cambridge, Chak? Tchilinguirian, Julia Puebla Fortier, Holly Mikkelson, Merie Spring, Naomi Tocher, Muhammad Y Gamal and Geoffrey Kingscott, who provided some ideas and thoughts on a quarterly Publication of the Critical Link/Un Maillon Essentiel. Maybe future editions could include a space called "Letters from Across the World" - this might be easier for you to contribute than a full length article...of course some people could write long letters!

Finally, we wish Aideen Dufour all the best as she moves on from her post as Manager of the Court Interpretation and Translation Service, Province of Ontario, Canada.

We look forward to hearing from you.

The National Committee

Diana Abraham, Aideen Dufour, Silvana Carr, Nathan Garber, Brian Harris,  
Isabelle Hemlin, Roda Roberts, Dini Steyn, Terese Szlamp-Fryga,

Mailing Address:

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## THE NEXT INTERNATIONAL CONFERENCE

By the time last year's conference at Geneva Park ended, it was already clear that there was enough support and enthusiasm for our international forum to justify planning a second conference.

So the immediate questions for the Organising Committee became *where* and *when*, bearing in mind our initial experience. At Geneva Park we had been obliged to turn away registrations for lack of space, and the site, though beautiful and conducive to reflection and communication, was rather far from the nearest international airport.

Meanwhile we asked for offers from other potential hosts, thinking that the conference might well move outside Canada.

By March of this year, we had tied up most of the loose ends from the Geneva Park meeting and found ourselves fortunately with a budget surplus that could be passed on to the next organisers in order to prime the pump for them. But it seemed clear that if the second conference was to be held while enthusiasm was still high, we ought to take the basic decisions forthwith.

At that point we had received a couple of suggestions for venues abroad, but no *firm* proposal.

We therefore decided to do what we knew we could do without more ado, namely hold the conference in Canada again for this next time, in the hope that somebody else might take up the ball and run with it for the *third* conference.

At that point the Committee was convening in Vancouver, and those of you who are acquainted with that beautiful Pacific-rim city will understand that when we were presented by Silvana Carr and Dini Steyn with a convincing proposal for holding the conference there we needed little persuading.

So the news which you have been waiting for is out. **The Second International Conference on Community Interpreting will be held in 1998 in Vancouver** (see pages 3 & 4 for more information).

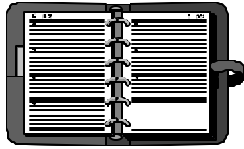
We look forward with great anticipation to renewing our exchanges and discussions all of you who were at Geneva Park and with many new professional friends besides. We thank everybody who spent the time to fill in the evaluation questionnaire last time; your suggestions have already begun to shape the next conference!

Brian Harris, for the National Committee

## UPDATE ON THE PUBLICATION 1995 CONFERENCE PROCEEDINGS

The editing is finished, but we have been held up by a technicality. At the last minute the publishers (John Benjamins of Amsterdam), wary of copyright claims, required us to supply a guarantee that none of the papers had been published before. That is why those of you who are authors have received a fax from me recently. Hopefully all the replies will be in shortly - thank you all for your cooperation. Benjamins assures us that the volume should be published by the end of the year.

Silvana Carr, for the Program Committee.



**PLAN NOW FOR**

**THE CRITICAL LINK  
STANDARDS AND ETHICS IN COMMUNITY INTERPRETING**

**Second International Conference on Interpreting in  
Legal, Health, Educational and Social Service Settings**

- When?** May 19, 20, 21, 22, 23, 1998
- Where?** The University of British Columbia, Vancouver, Canada
- Who?** Interpreters, people who work with interpreters, educators/trainers, service providers, professional associations
- What?** Standards, ethics, training of interpreters, training of people who work with interpreters, roles and skills, course design/curriculum development, evaluation
- How?** Educational: Plenary sessions, papers, panel discussions, workshops  
Social: Tours, visits to agencies and colleges, First Nations alder-smoked salmon barbecue at the world-renowned British Columbia Museum of Anthropology
- Why?** In societies increasingly characterised by linguistic diversity, the need for interpreters is critical. This conference will address crucial issues raised at the First International Conference on Community Interpreting (held in Ontario, Canada, in 1995) with a focus on standards and ethics in community interpreting.
- HOW MUCH?** EARLY BIRD REGISTRATION BEFORE OCTOBER 31, 1997 CAN \$275.00  
REGISTRATION AFTER THIS DATE CAN \$375.00 **NOTE** MEALS AND ACCOMMODATIONS WILL BE IN ADDITION TO THE REGISTRATION FEE.

National Committee

Diana Abraham Ontario Ministry of Citizenship Culture and Recreation	Silvana Carr Vancouver Community College Vancouver, British Columbia	Aideen Dufour Ottawa, Ontario
Nathan Garber London Cultural Interpretation London, Ont	Brian Harris University of Ottawa Ottawa, Ontario	Isabel Hemlin Régie régionale Service, de la Santé et des services sociaux de Montréal-Centre Montréal, Quebec
Roda Roberts University of Ottawa Ottawa, Ontario ICCI-CLJUL	Dini Steyn Open Learning Agency Vancouver, British Columbia	Terese Szlamp-Fryga Alberta Vocational College Edmonton, Alberta

Get your name on the



Mailing List!

***The Critical Link: Standards and Ethics in Community Interpreting, Second International Conference on Interpreting in Legal, Health, Educational and Social Service Settings, May 1998***

To assist us in the planning of the Conference we are very interested in hearing from potential participants as soon as possible. We would appreciate your completing the following "Intention to Register" Form and returning it to the Local Arrangements Committee by September 30, 1996

Name \_\_\_\_\_

Affiliation \_\_\_\_\_

Address \_\_\_\_\_

Phone No: \_\_\_\_\_

Fax No: \_\_\_\_\_

Yes, I am interested in attending The Critical Link: Standards and Ethics in Community Interpreting, Second International Conference in May 1998

I would prefer the following accommodation:

Double suite (bedroom & double bed, living room and kitchenette) CAN \$75.00 Can/night

Single suite (single bed and bathroom) - CAN \$55.00 /night

Single bedroom (in a single bedroom unit sharing a kitchen, living room and bathroom) - CAN \$30.00 /night

Billeting/homestay

Will not require accommodation

Please let us know if you have any special accommodation/dietary needs.

\_\_\_\_\_

\_\_\_\_\_

THANK YOU FROM THE LOCAL ORGANISING COMMITTEE

Silvanna Carr,  
Vancouver Community College,

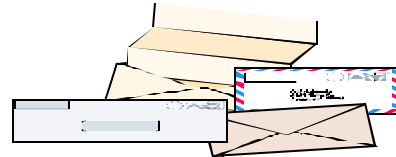
Dini Steyn,  
Open Learning Agency

Gosia Kawecki, Lyndon Hrytzak  
Surrey Delta Immigrant Services Society

**Return by Fax to Lyndon Hrytzak 604-597-4299 or by mail to Lyndon Hrytzak, Surrey Delta Immigrant Services Society, 1107-7330 137 Street, Surrey, B. C. Canada V3W 1A3**

IN THE FIRST ISSUE OF THE CRITICAL LINK/UN MAILLION ESSENTIEL, WE ASKED FOR YOUR THOUGHTS, IDEAS, COMMENTS ON THE CRITICAL LINK AS A QUARTERLY NEWSLETTER.

THE FOLLOWING ARE EXTRACTS FROM THE LETTERS RECEIVED:



***Re an Editorial Board***

"I think that having quarterly editorial boards responsible for determining content and soliciting/writing articles is a good idea, as long as they have sufficient notice (like six months) to do their work. In general, I would guess that this board would do best as a stimulus for ideas, as it can be difficult to get such a body to actually make decisions in a timely fashion." Julia Puebla Fortier, Silver Spring, MD, USA

"I think an international committee needs to be established to oversee the arrangements of continuing conferences.....a sub-committee could be established to handle the various aspects of gathering and disseminating information to Community Interpreters...there needs to be a "home base" - just 'where' would be up to the nominated committee to decide'. Merie Spring, Queensland, Australia

***Re the content of the Newsletter***

"It is worthwhile to have forums for the different areas of community interpreting such as legal, medical, medico-legal, administrative, mediation through cultural interpretation (such as police investigation, family court, etc) and special areas of community interpreting (voice over, translation of public information, advertisements etc). From experience I found that typologically different languages have an added dimension of cross-cultural pragmatics which, although omnipresent in all translation work, affects cognate languages to a lesser degree". Muhammad Y Gamal, NSW, Australia

" I think there is need for a journal as well as web connections; the two things can be complementary. The web should be for chit-chat and announcements, the journal for serious articles. The problem with a journal.....is to ensure a constant flow of articles after the first two or three issues". Geoffrey Kingscott, Nottingham, England.

Thank you for your thoughts and the time you took to respond. Yes, it is a time-consuming endeavour, and like so many other things it will take some time to put some structures in place. In the mean time....this edition is being co-ordinated by yours truly, with the financial support of the Ontario Ministry of Citizenship, Culture and Recreation. Your responses to this edition, may provide the direction and the content of the December 1996 issue! Keep those cards, e-mail messages and letters coming!

Diana Abraham

**REMINDER TO THOSE ON E-MAIL  
THE ADDRESS FOR COMMUNITY INTERPRETING ON THE INTERNET - YAMPOLSK @ WEB.APC.ORG**



Excerpts from **UPDATES**  
the **WEB**



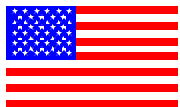
**The United Kingdom.**  
**News from Cambridge - Not from Jan Cambridge....but from Ann Corselis in Cambridge.**

I wanted to send everyone my greetings and to bring you up to date on some of our news.

Edna Ostarhild, Director of the Institute of Linguists, and I attended the FIT Congress in Melbourne in February. It was wonderful to see again so many of the friends I had made in Toronto, to introduce them to Edda and to hear of the great strides which are being made. OZ is a marvellous and welcoming country where they have enviable, well established structures and support in place for providing services across language and culture. Adolpho Gentile, Terry Cheshier and their colleagues were splendid hosts and took great care of everyone. The literature produced by the Australian Government Office of Multicultural Affairs, for example, cheers the heart because it shows what can be done. I have been waving them endlessly under UK toffee noses ever since our return.

In November Ellen Rau and her Russian interpreter colleagues visited us from Minnesota. We had an action-packed ten days which included observation sessions with three courses and numerous related visits, which in turn involved trips to Edinburgh, London and Birmingham. We thoroughly enjoyed ourselves and apparently they did too.

I am giving myself some time off over the Summer - if only to clear out my archaeological, dust filled system. Best wishes to you all!



#### **THE USA**

A REQUEST FROM JULIA PUEBLA FORTIER, RESOURCES FOR CROSS CULTURAL HEALTH CARE FROM 8915 Sudbury Road, SILVER SPRING, MD, USA 20901

For the next issues of "Cross Currents", I'm looking for interpreters' experiences, model programs, or interesting stories related to interpreting in 1. mental health situations, and 2. managed care settings. I'm planning to write articles about these subjects and would love to hear what folks are running into.



#### **AUSTRALIAN NEWS - FROM TERRY CHESHER**

An update on what's happening in Australia. The FIT Congress - maybe some of you were there? Feb. 12-16 had a number of papers and great interest in community I & T, and a new sub-committee was formed. More news later on that.

A change of state government in NSW led to the closure of the Public Relations and Marketing Division in the NSW Health Dept. and this included the Health Translation Service which I was responsible for co-ordinating. On further reflection perhaps prompted by the indignant outcry at the closure of HTS, the Dept proposes a new service which is still in the pipeline. Meanwhile I am maintaining my interest in this area and working on outside projects.

Health Care Interpreter Services in New South Wales are not affected and over 110 interpreters are still f/t employees, as well as hundreds of 'sessionals' - covering between 50-60 languages.

## NEW PUBLICATIONS



Information  
on the WEB



The United Kingdom - Ann Corsellis

In the first issue of the Critical Link we noted the publication of Ann Corsellis, Non-English Speakers and the English Legal System, A Handbook in Good Practice for those working in the legal system across language and culture. University of Cambridge, Institute of Criminology. Price £9, £1.50 p&p) . Copies may be ordered from Ms. Jean Kenworthy, Institute of Criminology, 7 West Road, Cambridge, CB3 9DT.

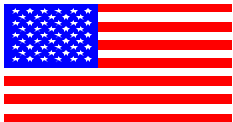
### Ann Corsellis tells on the WEB

*"I wrote this as a simple, practical handbook for people working in the legal system across language and culture. Members of the law faculty kindly contributed the sections on the relevant law. Lawyers, magistrates, police officers and probation officers seem to be finding it a useful guide so one hopes that, as a result, legal interpreters will find their lives easier. The University printers went to endless trouble over the format so that the text has a clear print and will lie open when, for example police officers go through the relevant check list when telephoning an interpreter to book an assignment in the middle of the night".*

Basic Handbook for Trainers of Public Service Interpreters. Available from The Institute of Linguists, 24a Highbury Grove, London N5 2DQ. Price £16 + postage.

*"This is a spiral bound collection of favourite teaching materials, bibliographies and suggestions on running courses which have proved to be useful. Photocopying rights are waived to allow for joyful plunder when required. We hope to extend it in the fullness of time."*

Ann Corsellis.



USA - VIA BRUCE DOWNING

Swabey Laurie, & Pam Sherwood-Gabrielson, Introduction to Community Interpreting: An Instructor's Manual Course Content, procedures, materials and resources. 1996 University of Minnesota, Program in Translation & Interpreting. Cost US \$50.00, postage included. To order, please send a cheque for \$50.00 payable in U.S. \$ to the University of Minnesota, Program in Translation and Interpreting 133 Klæber Court, University of Minnesota, 320-16th Avenue S.E., Minneapolis, MN 55455 USA. Questions may be directed to Ms. Kris Hiller, Administrative Assistant, Program in Translation and Interpreting. Phone 612-624-4055.

*Published in loose-leaf format, the Guide contains materials that can be used for teaching a practical introduction to interpreting in health care, educational, and/or social service settings, emphasising the role of the interpreter, ethical issues and practical interpreting skills. It is intended for use by instructors who are themselves qualified interpreters and who have an understanding of the elements of interpreter skill-building and professional practice. Bruce*

Downing, Assoc. Professor and Chair, Linguistics, Director, Program in Translation and Interpreting.



#### AUSTRALIA - VIA TERRY CHESHER

Gentile, Adolfo, Uldis Ozolins and Mary Vasilakokos, Liaison Interpreting A Handbook, Melbourne University Press, 1996 ISBN 0 522 84581 160PP. Distributed in Australia - University of Melbourne Press POBox 278 Carlton South, Victoria 3053, Australia. Distributed in Canada and the US by Paul and Co, POB 442, Concord MA 01742 USA, Tel 508-369-3049.

Liaison interpreting is defined as the "style of interpreting now commonly used in business, law, medicine, welfare and administration". The book was launched at the FIT Congress in February 1996. The book covers the history of interpreting, the interpreter's role, the skills required, specialised areas of practice, ethics, training and professional development.

*COMMENT FROM TORONTO, CANADA - We have reviewed and used this handbook. It is a practical resource for the educators/trainers of community interpreters. We have found the text to be one which confirms many of the premises on which the concept of the cultural/community interpreter are based, and one which was extremely useful in assisting the development of core competency exercises for interpreters in a mental health setting. Diana Abraham, Ministry of Citizenship, Culture and Recreation, Ontario*



Training and other Updates on the WEB

#### TRAINING AND EXAMINATION



#### UNITED KINGDOM - VIA ANN CORSELIS

There are now 29 centres offering courses throughout the UK leading to the Institute of Linguists Diploma in Public Service Interpreting. The courses range from 40 hour short courses for very experienced interpreters to 150 hour part-time courses for carefully selected students. It looks as though this year there will be approximately 400 examination candidates getting one or more of the specialised options (legal/health/local government i.e. social services etc) in a range of Asian and European languages with English.

We are particularly encouraged because this shows that the efforts of the Nuffield Interpreter Project, which was set up in 1990 and ended last month, to promote the examination and to provide funding for starter courses have been successful. Only 9 out of the 29 courses have been NIP funded this year and the remainder have been able to raise their own funding, now that the concept has been established.

The increase in numbers sitting the examination leading to the Bilingual Skills Certificate - one of whose purposes is an access course to interpreter training - is also encouraging.

**WORKING CONDITIONS - This update from Ann Corselis raises an issue which we might want to consider in future issues of the Critical Link/Un Maillon Essentiel**

The legal services are paying better (around \$25 an hour). The health services are still proving difficult and their "internal free market" has not helped because undercutting by health interpreter units to win competitive tenders can be at the expense of the interpreter.

On the other hand, what do other people do about free lance interpreters' legal indemnity and personal insurance, where employing services will not extend their own cover? The premiums here can be large in comparison to income, particularly where a rarely used language combination is involved.

## NEW PUBLICATIONS

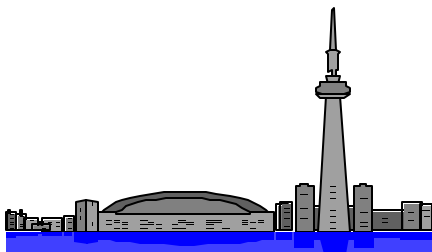


### Vancouver, British Columbia, Canada

Health Care Interpreter Partnership Project Training Curriculum for Volunteer and Staff Interpreters, 1996 Mount Saint Joseph Hospital, B.C.'s Children's Hospital, Vancouver Community College, Vancouver Health Department and M.O.S.A.I.C.

The curriculum is organised in workshop formats. Its intended audience is community volunteers and staff members recruited for language interpreting within a health care setting.

For information on how you might obtain copies of this curriculum please contact Louise Clement, Co-ordinator of Interpreter Services, 3080 Prince Edward Street, Vancouver, B.C. V5T 3N4, Phone (604) 874-1141 Loc 428. Fax (604) 875-8733



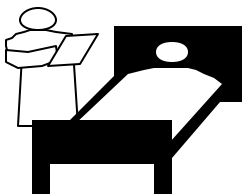
### TORONTO, ONTARIO, CANADA

The Hospital Cultural Interpreter Network, Final Report on the Educational Forum, November 1995

Law, Ethics and Liability: Interpreting in a Hospital Setting.

To obtain copies of this report please contact Diana Abraham, 77 Bloor St. W., Toronto, Ont. M7A 3R9. Tel (416) 314-7543 Fax (416) 314-7467

## RESEARCH INITIATIVES - Montréal, Quebec, Canada



À l'automne, la Régie régionale de la santé et des services sociaux de Montréal-Centre débutera des travaux afin de déterminer dans quelle mesure l'utilisation d'interprètes formés, rémunérés et encadrés professionnellement est un gain pour les institutions publiques et plus particulièrement dans les services de santé et les services sociaux.

Nous examinerons notamment les points suivants. Les obligations des ordres professionnels relativement à la cueillette des données nécessaires pour poser un diagnostic éclairé et agir avec efficacité. Quand peut-on parler de données suffisantes? Quelles sont les responsabilités professionnelles face à l'utilisation d'interprètes?

Les économies pouvant être réalisées par un système public de santé qui opte pour l'emploi d'interprètes formés (durée réduite de séjour hospitalier, demande pertinente d'examen de ICCI-CLJUL

laboratoire, meilleure utilisation des compétences professionnelles et du temps des employés). Quelle comparaison peut être faite entre les coûts des services dispensés aux personnes ayant eu recours à un interprète, à celles qui auraient dû en avoir un et à l'ensemble de la population? Quels sont les coûts sociaux à craindre, à moyen ou à long terme, si l'on ne rejoint pas adéquatement les populations minoritaires? (ex: les campagnes de prévention du sida, le suivi des tuberculeux).

Les résultats de cette étude devraient être diffusés au printemps 1997. Les résultats obtenus permettront aux administrateurs des établissements de santé de mieux évaluer les avantages liés à l'utilisation d'interprètes formés. De mon côté, ils devraient m'aider dans mon mandat d'organisation des services d'interprétation pour les institutions publiques. Il va de soi qu'une telle démarche s'inscrit dans le cadre des droits de la personne et du respect des minorités ainsi que dans un contexte de restrictions budgétaires et de fin de l'état-providence.

J'aimerais être informée si des études similaires ont été réalisées dans votre région. Je vous invite donc à m'écrire, en français ou en anglais, sur le sujet.

**Isabelle Hemlin, Communautés linguistiques et culturelles. Direction générale, la Régie régionale de la santé et des services sociaux de Montréal-Centre, 3275 rue St-Denis, Montréal PQ H2X 3L9, téléphone: 514-286-6500, poste 6514, télécopieur: 514-286-5692**

Next fall, the Régie régionale de la santé et des services sociaux de Montréal-Centre will begin a study to determine to what extent using trained and paid interpreters can be an advantage for public institutions, specifically in the health and social services sector. Various issues will be examined, namely :

- obligations for professional associations regarding the collection of data necessary to establish an appropriate diagnosis in the most efficient manner
- savings to be made through hiring such interpreters; the social and financial costs of an inappropriate communication with minorities

The results of this study should be available in the spring of 1997. Please inform me of any similar studies undertaken in your region. Information may be sent in either French or English.



## the last word from the editorial desk!

It's a warm summer afternoon in Toronto - we hope you have enjoyed this issue of the Critical Link/Un Maillon Essentiel - as much as we have enjoyed putting it together, particularly since the content came from you all, and we are able to communicate the news about Vancouver 1998!

Looking ahead to the next issue - scheduled for December 1996, don't forget to send us - by mail, fax or e-mail - any information you would like to see included. Looking forward to hearing from you!

Diana Abraham and Brian Harris for the National Committee.  
July 15, 1996

