Multi-Languages Corporation

Conference 2016

North York Civic Centre
Saturday, November 26TH 2016
www.multi-languages.com

CONFERENCE AT A GLANCE...

Saturday November 26TH 2016

8:15 - 8:30	*Registration - Coffee & Treats*
8:30 - 9:00	**Welcome!** Surprise Networking Activities & Contests
9:00 - 9:55	**Haesun Moon** - Beyond Text: What Happens in a Dialogue?
9:55 - 11:00	**Grace Eagan & Sally Bean** - Best Practices for Interpreting for Medical Assistance in Dying
11:00 - 11:20	*Break - Coffee, Treats & Green Drinks*
11:20 - 12:15	**Oleksandr Pysaryuk** - Over-Investing in Quality by Overwhelming with Context
12:15 - 1:15	*Lunch*
1:15 - 2:45	**Grace Eagan, Stella Rahman, Andrew Clifford & Don Leacock** - Interpreting Town Hall Panel
2:45 - 3:40	**Donald Barabe** - Post-editing, Is It Really the Business of Professional Translators?
3:40 - 4:00	*Break - Coffee, Treats & Green Drinks*
4:00 - 4:55	**Joel Snyder** - Audio Description: The Visual Made Verbal
4:55 - 5:50	**Chris Lesso** - Life Through Rhythm
5:50 - 6:00	*Award Presentation!*
6:00 - 6:30	**Network and Celebration** - Free Raffle of SDL TRADOS, Books and more.

Beyond Text: What Happens in a Dialogue?

Haesun Moon, M.Ed

University of Toronto / Sunnybrook Health Sciences Centre

In our everyday interaction with others, we often make sense of our world in a form of text, whether written or spoken. When we engage others in a conversation, we naturally "read" and "respond" to an integrated message that we gather from the other(s). In that exchange, both what and how language is used become consequential as many of us experience in our ordinary moment-by-moment dialogues. As small as one word or one look can spark a strife or settle an uproar, yet the process of embedding emotions in language is considered in large part vague and even borderline mysterious. This natural exchange of expression and interpretation becomes even more precarious as we move to different forms (modes) of communication (e.g. professional conversation as a coach, as a doctor, as a teacher, etc.) and as our roles change to that of a service-provider for the other. Especially in professions where language is used as a primary tool of the craft (such as coaching), there is an increasing demand for precision and command of language that is evidence-based and practice-oriented. How does one become fluent in their craft using language? What works in a professionalized dialogue? What actually happens in a dialogue beyond text? In this session, these questions will be considered in a highly interactive and collaborative manner using emerging case studies from various fields including coaching, medicine, sociolinguistics, and communication.

Biography

A naturally engaging personality, Ms. Moon is a highly sought-after keynote speaker and often appears on podium at international conferences and symposia. Ms. Moon combines her expertise in coaching and leadership education with firsthand knowledge and experience of the complex and delicate environment common to large-scale organizations and casts thought-provoking messages in a way that inspires resilience, adaptability, and innovations the 21st-century leadership. Her most recent professional appearances include keynote speeches and presentations at the International Medical University, Canadian Association for Ambulatory Care, and Canadian Positive Psychology Association Conference. Most recently, Ms. Moon presented at the Harvard Medical School Coaching Conference and the Taos Institute on how to increase options and generate ideas in leadership moments through Solution- Focused dialogues.

Ms. Moon brings a crucial understanding and background in executive coaching, leadership education, and workplace learning. As the Founder and Program Director of the Solution Focused Brief Coaching Certificate Program at the University of Toronto, she has dedicated the past decade to fostering and mentoring a generation of coaches as they championed a movement of integrating a strength-focused approach in their respective environments across various sectors and disciplines.

Remember to...

PAY IT FORWARD!

Best Practices for Interpreting for Medical Assistance in Dying

Grace Eagan and Sally Bean

Access Alliance and Sunnybrook Health

Establishing best practices in language support in healthcare is a crucial, and frequently contentious, endeavour in our industry. Exploring best practices for interpretation in a new and emerging area of healthcare adds another level of complexity to the discussion. Medical Assistance in Dying has been legal for less than a year in Canada, and as such our legislators and policy makers are still working to establish guidelines, recommendations, and policies for this new option for Canadian patients. Among the considerations for this area of care is how to provide appropriate and effective communication support for individuals with limited English or French proficiency.

The purpose of this presentation is to provide an overview of the history, current practice, terminology, and ethical issues faced in this area of care, and to explore the considerations that must be made as we work toward establishing best practices regarding language support services for the various stakeholders involved.

Biography

Grace Eagan – (see Biography on next page)

Sally Bean is the Director of the Ethics Centre & Policy Advisor at Sunnybrook Health Sciences Centre, a member of the University of Toronto Joint Centre for Bioethics, an Adjunct Lecturer in the Dalla Lana School of Public Health and the Institute of Health Policy Management and Evaluation, and an Associate Member of the School of Graduate Studies at the University of Toronto. Sally is the co-chair of the University of Toronto Joint Centre for Bioethics Medical Assistance in Dying (MAID) Implementation Task Force. Her research areas of academic interest pertain largely to health institution and health system ethics with an emphasis on health law and policy.

Over-Investing in Quality by Overwhelming with Context

Oleksandr Pysaryuk

Achievers - Localization Unconference

The presentation will focus on the new approach to translation quality management, from the point of view of translators, translation service partners, and end customers (buyers). Lots of examples and takeaways guaranteed!

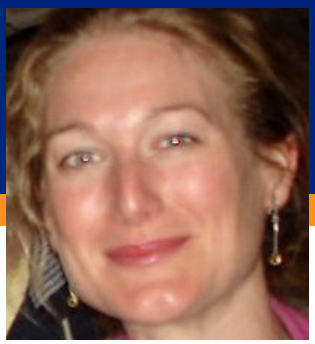
Biography

Oleksandr Pysaryuk is a localization manager at Achievers, provider of the cloud-based Employee Success Platform. At Achievers, he is in charge of all things related to localization. Oleksandr has 13 years of experience in software localization, on the buyer and service provider sides. Before joining Achievers, he was a localization analyst at BlackBerry and also held many localization management roles, including at LanguageScientific in Boston, Massachusetts; Logrus in Kyiv; and bodybuilding and powerlifting sports federations in Ukraine. Oleksandr holds an MA in linguistics and translation studies, and taught translation at a university in Ukraine. He is organizing the Localization Unconference Toronto.

Interpreting Town Hall Panel

Grace Eagan

Access Alliance



Eroding conditions for interpreters: pay, minimum booked time, client's expectation of last minute changes: These should not compromised to get a competitive edge.

The slippery slope of whispered simultaneous: it is listed as a skill that community interpreters should have/develop, however increasingly clients are asking for an interpreter to do whispered simo that turns into unsupported simo for groups: Can we come up with some standards (definitions, best practices, training recommendations, compensation scales)? As one interpreter put it, this area is a bit of a mess in Canada.

Biography

Grace Eagan is the Manager, Business Development - Language Services at Access Alliance Multicultural Health and Community Services. She joined Access Alliance in early 2014, moving from University Health Network, where she held various positions over six years in Interpretation and Translation Services, including staff interpreter, Clinical Educator, Project Coordinator, and lastly Acting Manager. Grace served on the Board of Directors of Healthcare Interpretation Network, and is currently on the Board of the Ontario Council on Community Interpreting (OCCI).

Interpreting Town Hall Panel

Andrew Clifford

Glendon College

Nowadays, interpreters are under ever greater pressure to perform in increasingly difficult conditions. Clients frequently demand that interpreting be done in simultaneous, and that interpreters work on remote platforms. But experience has shown us that making these kinds of leaps cannot be done without training.

Unfortunately, simultaneous training isn't always offered to community interpreters, and everyone — trainers and researchers alike — is still struggling to figure out how to teach interpreters to work at a distance over telephone or online platforms. This begs a number of questions. How can interpreters learn to perform these new tasks? What does their learning curve look like? What best practices must training programs follow in order to help interpreters travel along that curve? In my talk, I'll attempt to answer some of these queries.

Biography

Dr. Clifford began working as a community interpreter in the 1990s before making the leap to conference interpreting. He is a former staff interpreter with the Government of Canada and an Active Member of the Association internationale des interprètes de conférence. He holds a Master of Conference Interpreting and a PhD in Translation Studies, both from the University of Ottawa.

He is the author of "Interpreting Effects: From legislative framework to end users" (in Mezei, Simon & von Flotow Translation Effects, 2014), of "Healthcare interpreting and informed consent: What is the interpreter's role in treatment decision-making" (TTR, 2007), and of "Putting the exam to the test: Psychometric validation and interpreter certification" (Interpreting, 2005).

Interpreting Town Hall Panel

Don Leacock

Workplace Safety and Insurance Board of Ontario - WSIB

Through trial and error, an inquiring mind, and guidance in measuring results, best practices have emerged in helping determine what works well within my management of interpretation services. I will share what I believe some of those best practices are and what would make a model vendor.

Biography

Over 35 years with WSIB. 27 years in management, 10 years as Manager of an area office in northern Ontario (Timmins) and 17 years managing several disciplines in Toronto. Those areas included Word Processing, Telephone Enquiry, Business Centers, an Information Centre and Reception. Early in 2012, became Manager, Language Services, responsible for the provision of multilingual interpretation and translation services; French translation; and compliance with the French Language Services Act. All multilingual services are purchased from external providers.

Interpreting Town Hall Panel

Stella Rahman

Association of Professional Language Interpreters - APLI

I will be discussing the challenges that freelance interpreters face while interpreting in different & sometimes difficult scenarios including courts, general hospital settings, addiction & mental health settings, immigration, lawyer's offices, etc. In addition, I will also discuss other challenges of working as an independent contractor including no guaranteed work, late & non-payment, late cancellations, keeping track of income, etc.

Biography

Stella Rahman is a physician from Bangladesh and came to Canada in 1992. She is fully accredited in Bengali with the Ministry of Attorney General (since 1994), Immigration Refugee Board (since 1994) and Ontario Council in Community Interpreting (since 2015). She has also worked as the Interpreter Coordinator at the Centre for Addiction & Mental Health (CAMH) for about 12 years where she not only developed a very successful interpretation services from scratch but also recruited & trained freelance interpreters in addiction and mental health.

She has also presented in various national & international conferences on different topics. She has participated in TV interviews with OMNI, CBC and City TV.

Stella has extensive Board experience. Among others, she is the ex-President of the Court Interpreters of Ontario (CIAO); a founding member and ex-President of Healthcare Interpretation Network (HIN), a Vice-President of the Association of Professional Language Interpreters (APLI) and Vice-President at the Ontario Council of Community Interpreters (OCCI).

Post-editing, Is It Really the Business of Professional Translators?

Donald Barabé

Language Technologies Research Centre

Should professional translators post-edit or not? To answer by the negative, isn't it going against a practice that is now well established? To answer by the positive, isn't it legitimizing a practice the ethical contour of which has not yet been clearly defined? In view of the importance of language technologies in the translation environment, has post-editing become an inescapable reality for professional translators? At the end of the day, does post-editing contribute to raise the professional status of translators or to lower it? The conference will answer all these questions – and a few others as well – and will suggest a course of action.

Biography

After specialized studies in translation, Donald Barabé became a translator and then a reviser at the Canadian Government Translation Bureau. He then gained a vast experience in management at the helm of various translation services, including the translation services for the Department of Justice and the Department of Foreign Affairs. For the last ten years of his career, as Vice-President, Professional Services, he was responsible for translation services provided to all departments and agencies of the Government of Canada.

Mr Barabé is a member of the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) and a member of its Board of directors. He has taught translation at Ottawa University School of Translation and Interpretation for about ten years. He has given numerous conferences on the translation profession. He also signed or co-signed a number of articles on the profession and its development. He was also a member of the committee that established the Canadian Standard for Translation Services. He is now Chairman of the Language Technologies Research Centre (LTRC)'s Board of directors and a member of the Board of the Language Industry Association (AILIA).

Audio Description: The Visual Made Verbal

Joel Snyder, Ph.D.

Audio Description Associates, LLC (USA)

This audio description workshop/presentation will provide an overview of the "Fundamentals of Audio Description," developed by Dr. Snyder. Audio Description is a translation of images to words—the visual is made verbal—and has been shown to provide access to the wide range of media and arts (television, film, performing arts, museums) that comprise any culture.

The principal constituency for Audio Description is the underserved population of people who are blind or have a vision impairment; in the United States, there are over 21 million people who are blind or have difficulty seeing even with correction (American Foundation for the Blind, 2008).

Outcomes:

At the conclusion of the workshop/address, participants will know/experience:

- K8
- The history of Audio Description
- Active Seeing / Visual Literacy
- How to develop skills in concentration and observation
- The art of "editing" what you see
- How to use the spoken word to make meaning

Format: The workshop/address will involve approximately 60% lecture, 40% video-slides presentation.

Biography

Dr. Joel Snyder is known internationally as one of the world's first "audio describers," a pioneer in the field of audio Description, making theater events, museum exhibitions, and media accessible to people who are blind or are vision-impaired. Since 1981, he has introduced audio description techniques in over 40 states and 45 countries. Dr. Snyder has made hundreds of live theater productions accessible; his company, Audio Description Associates, LLC (www.audiodescribe.com) uses the same techniques to enhance a wide range of media projects including "Sesame Street," PBS, ABC and Fox network broadcasts, dozens of DVDs, feature films, and museum exhibits.

He serves as Director of the American Council of the Blind's Audio Description Project (ADP). The ADP produced description for ABC-TV's nationwide coverage for both of President Obama's inaugurations and recently produced the first-ever audio described tour of The White House; the ADP website (www.acb.org/adp) is the nation's principal provider of information and resources on audio description. Dr. Snyder holds a Ph.D. from the Universitat Autonoma de Barcelona; the American Council of the Blind recently published Dr. Snyder's book, The Visual Made Verbal – A Comprehensive Training Manual and Guide to the History and Applications of Audio Description.

Life Through Rhythm

Chris Lesso

Motivational Speaker / Musician

In this event we will be harnessing the connection between the passion of music, achieving peak performance in everyday life, and realizing your personal vision of biggest dreams and success. We will be expanding skills that directly impact our lives everyday and lead to achieving our dreams: Focus, Energy, Passion, Team Building and Relationships, handling Stress and other challenges, and Fun! Experience the thrill of reaching your untapped potential, and exploring the art of possibilities in everyday life through the power of drumming and music.

Where life skills and rhythm meet!

- Find your peak potential and success through drumming and music.
- Cultivate real life tools towards achieving success in music and life.
- Explore the connections between the rhythm of the drum, to the rhythm of life and our habits and best practices.

Biography

Chris began studying drumming and piano at the age of 7, and has never looked back. He has studied with many world-renowned artists such as Dom Famularo, Jim Chapin, Jim Blackley, and in India with Swapan Chaudhuri. Chris' unique blend of hard rock, jazz, and world flavored rhythms can be heard with his band modus factor, and has also recorded and toured internationally with many acts including Cavalia Odysseo and Wild T And The Spirit. A proud educator, Chris also gives motivational speaking events, and is a regular writer for Drums Etc and Canadian Musician Magazine. Chris is endorsed by Sonor Drums, Evans Heads, Sabian Cymbals and Vic Firth Sticks.

'Chris Lesso's LTR event inspires not only musicians, but anyone looking to learn real life tools that connect the passion of music to living a life of our dreams, achieving our success, and living our fullest potential every day.' Chris Lesso is a world class expert on optimizing the power of drumming for self expression and maximizing our potential.

Multi-Languages 2016 Excellence Awards

French Conference Interpreter
André Moreau

English-French Translator
Sylvie Pelletier

English-French Translator / Interpreter
Valerie Noel

French Interpreter
Violaine Tourny

Special Recognition

Marcela Brown	**Spanish Interpreter**
Rodolphe Destombes	**French Translator**
Karl Marx	**Russian Interpreter/Translator**
Mireille Letellier	**French Translator**
John Zhang	**Chinese Interpreter**
Zsomobor Horvath	**Hungarian Interpreter**

Employee Recognition

Ann Menoudakis **– 15 years of outstanding service!**