

MULTI-LANGUAGES CORPORATION

CONFERENCE 2015



UNIVERSITY OF TORONTO
SATURDAY, NOVEMBER 21ST 2015
WWW.MULTI-LANGUAGES.COM

CONFERENCE AT A GLANCE....

Saturday November 21st 2015

8:20 - 8:45	<i>Registration - Coffee & Treats</i>
8:45 - 9:30	Welcome! Surprise Networking Activities & Contests
9:30 - 10:30	Anita Tancredi - Interpretation
10:30 - 11:00	<i>Break - Coffee, Treats & Green Drinks</i>
11:00 - 12:00	Nicole Wirtz - Translation
12:00 - 1:00	<i>Hot Buffet lunch</i>
1:00 - 2:00	Merling Sapene - Project Management / Communication
2:00 - 3:00	Sally Bean - Ethics & Informed Consent
3:00 - 3:30	<i>Break - Coffee, Treats & Green Drinks</i>
3:30 - 4:30	Suzanne Deliscar - Legal Issues Affecting Ontario Translators & Interpreters
4:30 - 4:45	<i>Award Presentation!</i>
4:45 - 5:45	Board Break - Breaking Through Your Limiting Beliefs
5:45 - 6:00	<i>Networking and Celebration!</i>

WELCOME EVERYONE!

To Multi-Languages Anual Conference



Remember to...

PAY IT FORWARD!



Anita Tancredi

Hospital For Sick Children
Interpretation



Interpreter Services Quality Initiative - Debriefing Project and Evaluation Results

SickKids is a tertiary and quaternary care hospital that provides a full-spectrum of healthcare services focusing on child and family-centred care to infants, children and adolescents up to 18 years of age.

The Interpreter Services Department at SickKids recognized the need to provide increased support to staff and contracted medical interpreters due to the increased nature of emotionally challenging interpreting encounters including unexpected diagnoses, palliative care, bereavement, child abuse/neglect situations, and mental health consultations. A formalized mechanism of debriefing was implemented, whereby interpreters experiencing traumatic or distressing encounters when interpreting for patients/families could be acknowledged and discussed as needed in a safe forum.

Staff medical interpreters received training to facilitate debriefing interventions and designed a debriefing framework tailored to meet the unique needs of medical interpreters. A number of debriefing sessions have been held over the past 2 years.

This presentation is the result of a collaborative effort with Access Alliance Language Services in providing effective debriefing sessions for contracted interpreters including strategies for self-care. Evaluation results of the Project and ideas for sustainability will also be shared.

Authors:

Anita Tancredi, Deolinda Wah, Stephanie Gee, Karen Sappleton

Nicole Wirtz

Cancer Care Ontario
Translation



Translation, translators and their customers.

We will analyse how to elegantly ride the waves of demands, obstacles, challenges, revisions, proofreading, challenges and successes in the most effective ways.

What are the secrets of communication between translators and their customers?

We will look at a practical and anecdotal approach from the customer's point of view.

The power of chocolate.

Coming from Belgium, Nicole will end her presentation with a brief overview of the importance of chocolate.

Why and how should “le chocolat” be present in our lives and at work?

With a Master's degree in Sociology from l'Université Libre de Bruxelles, Nicole specialized in Adult Education. She spent the last several years implementing and managing French Language Services at CCO. Nicole teaches French in the private and public sectors and enjoys communicating her passion for the French language and culture using tailor made and interactive methods.

Sally Bean

Sunnybrook Health Sciences Centre
University of Toronto Joint Centre for Bioethics
Ethics & Informed Consent



Ethics & Informed Consent

Obtaining informed consent prior to treatment is a legal and ethical requirement in clinical encounters with the exception of emergency treatment. Informed consent challenges arise in routine clinical encounters for patients without communication barriers; however, for patients with Limited English Proficiency, these ethical challenges become exacerbated. This presentation will explore some of the common and complex ethical issues that interpreters, healthcare providers and policy makers should consider in relation to the informed consent context.

Sally Bean is an Ethicist & Policy Advisory at Sunnybrook Health Sciences Centre, an Ethicist at North York General Hospital, a member of the Joint Centre for Bioethics, an Adjunct Lecturer in the Institute of Health Policy Management & Evaluation and the Dalla Lana School of Public Health, and an Associate Member in the School of Graduate Studies at the University of Toronto. Additionally, Sally teaches the Bioethics & Law course in the LLM Health Law program at Osgoode Hall Law School, York University, serves as the co-chair of the Clinical Organizational and Research Ethics (CORE) Network at the Joint Centre for Bioethics, a member on American Society for Bioethics & Humanities Clinical Ethics Consultation Affairs committee, an ethicist-member on the Ontario Cancer Research Ethics Board, an ethicist-member alternate on the Sunnybrook Research Ethics Board and course director of the Ethics & Health Institutions course for the MHS in Bioethics program at the University of Toronto Joint Centre for Bioethics.

Merling Sapene

Bombardier

Project Management / Communication



“Passport to change: Breaking the Mold”

“Mobilizing your team’s potential as agents of change”

Ms. Merling Sapene will present a case study of the journey of the Bombardier Manufacturing System project. It has been a great success to earn the right for the passport to change and to be recognized as the team in the whole organization that can lead/deploy such a key business initiative.

Throughout the presentation, Ms. Sapene will share her experience of managing change while standardizing Processes and Methods across all sites and business units, and simultaneously creating a training and marketing program for the Bombardier Manufacturing System.

Some of the key elements covered are:

- Addressing sponsorship alignment.
- Widespread business unit/site alignment.
- Vision implementation, communication.
- Education and training.
- How to mobilize all project team members as agents of change.

Ms. Sapene will cover these topics:

- The Bombardier Manufacturing System Project – The competitiveness context.
- Approach – Integration – Change Management and Business Analyst.
- Manage Change Management by implementing the new business vision supported by the new processes and tools.
- Leveraging current governance to engage people.

Ms. Sapene currently leads the Change Management and Business Analyst Center of Excellence at Bombardier Aerospace (90 professionals plus approx. 30 partners) at the forefront of innovation in international, multicultural and complex business transformation projects.

Ms. Sapene has over 20 years of experience in the Change Management field and counts multiple accomplishments:

- Business Administrator
- Specialized in strategic analysis, organization effectiveness, redesign and automatization, performance management and change enablement.
- Holds a Masters in Human Systems Interventions from Concordia University, Montreal.
- Certificate in Corporate Social Responsibility-University of St.Michael’s College, Toronto (in progress).
- Change Management Teacher at McGill University – Extended Adult Education - Project Management Program (currently):
 - Can Projects Lead Change?
 - Leadership – Extended Education.
- Member of the Social Affairs Committee at the Montreal Board of Trade.
- Active member of the Project Management Institute (PMI).
- Public Speaker: Project Management Institute, McGill, Project World – Montreal 2008, PROSCI.

Suzanne Deliscar

Lawyer-Linguist

Deliscar Professional Corporation

Legal Issues Affecting Ontario Translators & Interpreters



“When the Law Hits Home:

Legal Issues Affecting Ontario Translators and Interpreters”

Translators and interpreters work diligently to protect their clients’ personal and commercial interests, but are often unaware of the laws that apply to them both as private citizens and professionals. Success in business includes being cognizant of any current or possible legal issue that could affect the smooth operation of our commercial activities, or our personal lives, and addressing them. This presentation is taught by Suzanne E. Deliscar, Lawyer-Linguist, who has been Called to the Bar in Ontario since 2004 and has continuously provided legal advice to hundreds of Ontarians since then.

The presentation will include the following topics:

- Liability Insurance and the Language Services Professional
- Sole Proprietorships, Incorporation, and Partnerships: Which One Is Best for You?
- Methods for Settling Commercial Disputes
- Am I Just Helping My Clients, or Engaging in the Practice of Law? Here’s How to Know
- Estate Planning in a Nutshell for Linguists
- What to Do When Family Law Issues Arise
- How to Find Legal Help and Resources
- “Ask the Lawyer” – Question and Answer Period

At the end of this presentation, translators and interpreters should have greater awareness of legal issues in Ontario that they may be obliged to address, and how to prevent potential problems by using available free and paid resources and services.

Ms. Deliscar (née White) was called to the Ontario Bar in 2004. As principal of Deliscar Professional Corporation, she focuses on matters involving both legal and language issues. Her practice was created through the combination of her language skills in French and Spanish and the practice of law in a variety of areas, including civil litigation, wills & estates, and family law. Ms. Deliscar has extensive experience in the translation of a variety of legal documents. She has extensive experience in the translation of official documents, and has reviewed, analyzed and abstracted over 500 Spanish language contracts for a large multinational corporation.

Ms. Deliscar is also experienced in providing document review in French. Suzanne Deliscar is also the developer and presenter of over 50 popular training webinar programs in the areas of legal translation, official document translation, and marketing for translators and interpreters, lawyers, and fellow lawyer-linguists. She is also the founder of the Lawyer-Linguists Forum, an online community of lawyer-linguists which fosters discussion and exchange in an effort to improve awareness and growth of the profession.

Education: B.A. Latin American Studies and History, Minor in Science, Technology and Public Policy, McMaster University, 2000 / Advanced Spanish, Semester Abroad, Universidad de Chile, 1999 / LL.B. University of Windsor, 2003

Bar Admittances: Ontario Bar, 2004

Languages: French/Spanish

MULTI-LANGUAGES 2015 EXCELLENCE AWARDS

Arabic Interpreter

Dikra Abood

French-English Translator

Barbara Duffus

English-French Translator

Mireille Letelier

Italian Interpreter

Carmelina Ramundo

Farsi Interpreter

Sepideh Salimi



BOARD BREAK TIME!

The Board Break is back by popular demand.

We asked participants of the 2011 conference if we should run it again, and we received a resounding...

YES!

Each attendee will have the opportunity to break through a wooden board "karate style", a metaphor that signifies breaking through our unlimited potential.

Prepare for an experience you will never forget!



MULTI-LANGUAGES

CORE VALUES

