

# MULTI-LANGUAGES CORPORATION

## Code of Ethics: The Language of Professionalism and Integrity



Monday, April 10, 2023  
3:30 PM - 6:00 PM ET

Association of Translators  
and Interpreters of Alberta



Association des traducteurs  
et interprètes de l'Alberta



Integrated Knowledge Institute for the  
Greater Advancement of Interpreters



NAJIT

elia.

european language  
industry association



# agenda

## TIME

## ACTIVITY / SPEAKER

3:15 PM ET

### Registration / Networking

3:30 PM ET

Lola Bendana - Opening Remarks & Moderator - Director

- Multi-Languages Corporation

AAITE - Giovanna Carriero-Contreras - Chair

- American Association of Interpreters and Translators in Education

AIIC - Dr Christiane J. Driesen

- International Association of Conference Interpreters - AIIC

ATIA - Regina Landeck - Board Member & Chair Professional Development Committee

- Association of Translators and Interpreters of Alberta

CAST - Eric Poirier - President

- Canadian Association of Schools of Translation

CTTIC - Claudine Belhomme - President

- Canadian Translators, Terminologists and Interpreters Council

ELIA - Diego Cresceri - President

- European Language Industry Association

IKIGAI - Janis Palma - President

- Integrated Knowledge Institute for the Greater Advancement of Interpreters

KYW - Julia Poger

- Know Your Worth

NAJIT - Laura McGilvra - Member of the Board of Directors

- National Association of Judiciary Interpreters and Translators

5:30 PM ET

Networking - Breakout Rooms

6:00 ET THANK YOU AND WRAP UP

speakers



# Multi-Languages Corporation Code of Ethics Virtual Panel



## **AAITE - Giovanna Carriero-Contreras - Chair**

- **American Association of Translators and Interpreters in Education**

Giovanna Carriero-Contreras is a Dynamic business solutions architect and operations management executive with proven track record and international language interpreting and translation industry recognition. She has successfully built a thriving linguistic company orchestrating business startup strategies and tactics, business acquisition, staff recruitment & training, and operations management.

For over 30 years, Giovanna has been a noteworthy leader in the language industry space. She is a sought-after industry national and international speaker. Giovanna is not only a seasoned translator and interpreter herself but is also an interpreter trainer and published language industry author, having co-authored *The Community Interpreter® - International (TCII)* textbook and workbook, as well as the medical version of the course, *The Medical Interpreter*. She has been a Master Trainer-of-Trainers (TOT) since 2016. She is a founding member and Chair of the American Association of Interpreters and Translators in Education.

She is a founding member and Chair of the American Association of Interpreters and Translators in Education (AAITE) and tirelessly focuses on promoting the professionalization of Interpreters and Translators, and language access.

As a strong proponent of professional development for interpreters and the advancement of the profession, Giovanna is very active in the interpreting community and is involved in developing professional standards for the interpreting industry on the national level through ASTM International, and on the international level through the International Organization for Standardization (ISO). Giovanna is member of ASTM Committee F43 on Language Services and Products and is a member of the Review Committee of F2089-15 “Standard Practice for Language Interpreting.” She is Chief of US Delegation for the ISO/TC 37/SC 5 for translation, interpreting, and related technology standards, currently acting as Editor for the revision of ISO 13611:2021(WD) “Interpreting Services— Community Interpreting — Requirements.” She is participating as US Expert in the ISO/TC37/SC5/WG4 “Interpreting and Translation Teaching and Training Programs.” Giovanna is member of Advocacy and Language Access Committees at ALC, and of the Standards Committee at ATA.

Giovanna was honored with the 2020 Bill Daniels Ethical Leader of the Year Award for her unwavering commitment to principle-based ethics in business despite and especially during the COVID-19 pandemic to promote language access for Limited English Proficient (LEP) individuals.





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**AIIIC - Dr Christiane J. Driesen**

- **International Association of Conference Interpreters**

Legal and conference interpreter, mainly for international courts, professor, scientific director of several training programmes for legal interpreters and international communication for lawyers.

1999-2012 Professor at the University of Applied Sciences Magdeburg-Stendal. Until 2022 scientific director for the legal interpreting programme at the University of Hamburg's Training Centre, scientific co-director of the new training programme of the Institute for Intercultural Communication (ISIT), "Certificate for legal interpreters and translators". Participation in various EU projects ([www.eulita.eu](http://www.eulita.eu))

2014 : Danica Seleskovitch Prize

Publications : <https://isit-paris.academia.edu/ChristianeDriesen>



**ATIA - Regina Landeck**

- **Association of Translators and Interpreters of Alberta**

Regina Landeck is a certified translator from German to English and English to German. She holds a Law Degree from Germany, a Post-Graduate Diploma in Adult Education, and a Master's Degree in Translation.

She taught Legal Translation at New York University for many years and still teaches webinars for translation candidates. She currently serves as a member-at-large of ATIA's Board of Directors and as Co-chair of the CTIC Board of Examiners.



# Multi-Languages Corporation Code of Ethics Virtual Panel



## **CAST - Eric Poirier - President**

- **Canadian Association of Schools of Translation**

Using my professional experience in English-French translation, I teach translation methodology and specialized translation online at UQTR. I design learning and skill development activities in general and specialized translation, more specifically for texts in economics, finance and business.

I develop methods to make students learn key concepts and knowledge in basic areas and fields of application, with a special emphasis on the empirical conditions of their accurate and fluent translation. I also investigate bilingual (translated) parallel corpora for extraction of translation data and features that will contribute to corpus translation studies and to the advancement of knowledge in specialized translation.



## **CTTIC - Claudine Belhomme - President**

- **Association**

A native of Montreal, Claudine Belhomme is a certified English to French technical translator and a conference interpreter with 18 years of experience. She holds a specialized Bachelor of English to French Translation and a Master of Translation Studies, both from Concordia University. She has served on the board of the Association of Translators and Interpreters of Nova Scotia as vice-president of professional affairs and as president, and is currently the president of the Canadian Translators, Terminologists and Interpreters Council (CTTIC).

She lives to share the love of God with everyone and considers the golden rule as the foundation of all ethical principles. It is with these principles that she homeschooled her three grown children, Xavier, Samara, and Faith. She currently lives in Halifax with her husband Gary, and their children.



# Multi-Languages Corporation Code of Ethics Virtual Panel



## **ELIA - Diego Cresceri - President**

- **European Language Industry Association**

Diego Cresceri is CEO & Founder of Creative Words.

His clients include:

- Multilingual translation agencies
- Italian companies aiming to internazionalize
- Foreign companies aiming to enter the Italian market

Graduated in Translation and Interpreting at the University of Genoa, he is currently the President of the Board of Directors of ELIA, the European Language Industry Association.

At Creative Words he is responsible for the company's strategy and growth. With a strong inclination to share, when not involved in his company he holds workshops and seminars on innovation, artificial intelligence and machine translation at universities, training schools and language associations nationally and internationally.

He enjoys spending his free time with his family and skydiving.

[www.creative-words.com](http://www.creative-words.com)



## **IKIGAI - Janis Palma - President**

- **Integrated Knowledge Institute for the Greater Advancement of Interpreters**

Janis Palma has had a career of more than 40 years as a federally certified English-Spanish interpreter and NAJIT-certified English-Spanish interpreter and translator. She holds an M.A. in literature and history from the Centro de Estudios Avanzados de Puerto y el Caribe and is currently working on a Masters in Legal Studies from Arizona State University.

Ms. Palma is a Life Member of the National Association of Judiciary Interpreters and Translators and former Chair of its Board of Directors. She is also a member of the Society for the Study of Translation and Interpreting Research Collaborative. Her research interest is the intersection of judiciary interpreting and meaningful language access for LEP criminal defendants in the U.S. She also created a nonprofit institute in 2022, IKIGAI, dedicated to interpreter education and advocacy. You can learn more about it at [ikigaiusa.org](http://ikigaiusa.org).



# Multi-Languages Corporation

## Code of Ethics Virtual Panel Panel



### **KYW - Julia Poger**

- **Know Your Worth**

Julia Poger is a Business, Conference and Diplomatic Interpreter working with English, Russian and French, who started Know Your Worth to give you insights, a roadmap, and confidence to get more business at higher fees with better conditions. After having received her MA in Conference Interpreting from the Middlebury Institute of International Studies in Monterey (MIIS), A proud member of AIIC, Julia has worked as an interpreter for over 30 years with governments, NGOs, businesses, and international organizations to help messages be transmitted clearly at meetings from international summits to scientific discussions, from business meetings to international arbitration, from building nuclear power plants to putting on a show.

Julia loves to travel, can be dropped in a country where she doesn't speak the language – and will be able to order a meal like a native in a matter of hours (though she is sometimes surprised by what she receives!).



### **NAJIT - Laura McGilvra - Member of the Board of Directors**

- **National Association of Judiciary Interpreters and Translators**

Laura McGilvra is an active conference interpreter and culture consultant, and a Washington State Court certified Mandarin Chinese interpreter.

She has a Master's degree in Conference Interpretation from University of Maryland and has taught interpretation at Middlebury Institute of International Studies (MIIS). Laura holds degrees in Journalism and nursing as well. Growing up in Taiwan, Laura worked on small farms and in factories to pay for her tuition. She enjoyed working to support herself and her humble family, and she believes this experience helped to build her character of hard work and perseverance. Her diverse working background helped gain a deep understanding of challenges that interpreters face in various fields. She is a strong advocate for setting an appropriate working environment, such as working together with your colleagues rather than against each other in legal settings.

While continuing to improve her knowledge and professional skills, Laura also remains active outside of work. She enjoys hiking, traveling, gardening, playing the piano, baking, and fencing. She also loves to relax with a good podcast or book, and she loves animals—especially dogs!