

MULTI-LANGUAGES CORPORATION

Wellness, Health & Safety Virtual Panel for Language Professionals

Mon, September 11,
2023

3:00 PM - 5:00 PM ET



agenda

TIME

ACTIVITY / SPEAKER

3:00 PM ET

Lola Bendana - Opening Remarks & Moderator - Director
◦ Multi-Languages Corporation

Justine Bret - Chief Interpreter of the Translation Bureau
◦ Translation Bureau of Canada

Lana Walsh - Sleep Coach
◦ Lana Walsh Coaching

Andrea Henry - CHI-Spanish, staff interpreter & researcher
◦ Children's Healthcare of Atlanta at Egleston

Ewandro Magalhaes - Expert Conference Interpreter - Strategist
◦ NIMDZI Insights

Lola Bendana - Director
◦ Multi-Languages Corporation

4:45 PM ET

Q&A

5:00 PM ET

Game

Networking - Breakout Rooms

Free Raffle

Just
for
Fun



5:30 ET THANK YOU AND WRAP UP



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Justine Bret - Chief Interpreter of the Translation Bureau

Justine Bret has been a staff conference interpreter at the Translation Bureau, Government of Canada since 2002 and was senior interpreter at the Conference Interpretation section from 2011-2017. She has taught consecutive and simultaneous interpretation at the Master's in Conference Interpretation of the University of Ottawa. She is the Chief Interpreter of the Translation Bureau since 2021. She holds a Master's degree in Conference interpreting from the University of Ottawa.

Justine will talk about the overall impact of distance interpretation on Translation Bureau interpreters since the pandemic and the various measures the Bureau has put in place over the last 3 years to ensure the health and safety of its staff and freelance interpreters.



Lana Walsh - Sleep Coach

Lana Walsh is a sleep and insomnia expert. For 30 years, she coped with daily exhaustion, where she would lie awake most nights frustrated that she couldn't sleep. She'd wake up so exhausted that she would have to convince herself to get up and live her life. During this time, she tried everything from pharmaceuticals to banana peel tea. Through dedicated research, she finally found a specific process of behavior changes that completely transformed her life. Now, she is passionate about sharing how chronic tiredness doesn't have to be your daily struggle and how you too can wake up feeling rested so you can improve your performance, focus, and well-being.

Lana's talk will be about sleep, sleep disorders (specifically insomnia), the effects of not getting enough sleep on productivity, health, and mental health.



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Andrea R. Henry - CHI-Spanish, staff interpreter & researcher, Children's Healthcare of Atlanta at Egleston

As a full-time interpreter who loves this work, I am most interested in keeping more interpreters on the frontlines. We need better strategies for recruiting, onboarding, and ultimately retaining expert interpreters and keeping them satisfied with their working environment. Additionally, as part of an interdisciplinary team representing both Children's Healthcare of Atlanta and Emory University, I have had the opportunity to carry out grant-funded research. My study team and I developed and validated a metric called the CFIE.

It assesses certain aspects of cognitive load and cognitive effort, as a component of workload. Incidentally, it is not a burn-out measurement. It assesses mental fatigue and demands on concentration in the encounter. This research has also served as an unexpected opportunity to gain a heightened awareness about our respective work environments across the country and the need to improve working conditions (so as to improve our performance and accuracy), as well as move the needle on the question of fair pay for healthcare interpreters.

Andrea has enjoyed working professionally in the field of healthcare interpreting for over 25 years. Most of those years have been in face-to-face interpreting of dialogue in both adult and children's healthcare settings. Interpreting on the frontlines is her biggest joy. Additionally, Andrea has learned a great deal from many roles in this field having worked as a freelance interpreter, full-time OPI interpreter, interpreter coordinator for two healthcare organizations, interpreter trainer, full-time F2F interpreter in a level 1 trauma center, and interpreter researcher. She has extensive experience in written translation (e.g., English > Spanish home care instructions), public speaking, and mentoring novice interpreters.

Andrea's areas of interest and expertise include specialization (e.g., pediatric cancer, pediatric heart defects, etc.), outside-the-box methods for navigating technical speech and sociolinguistic bumps, and value-added scripting for improved encounter interaction. Andrea is strongly invested in moving our field forward by sharing strategies that improve communication and the patient's clinical outcome, as well as raise our perceived value.

Finally, Andrea is the principal investigator on grant-funded research on development and validation of a tool that measures complexity and mental fatigue in the healthcare encounter.



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Ewandro Magalhaes - Expert Conference Interpreter

Ewandro Magalhaes is a former Chief Interpreter of a UN agency, a co-founder of KUDO, and a conference interpreter with 30+ years of experience. He is currently the Global Language Strategist at NIMDZI Insights. He is also a TEDx Speaker, a TED-Ed Author, and an experienced trainer of interpreters. Ewandro is the author of [The Language Game: Inspiration & Insight for Interpreter](#) and he holds an MA in Conference Interpretation from the Middlebury Institute of International Studies at Monterey (MIIS).

With a background in physical education and sports, and with three decades of experience as conference interpreter, Ewandro is in a privileged position to advise us on the importance of diet and exercise to help us maintain a balanced routine, counter the effects of acute stress, and weather the constant storms under which we operate as linguists and freelancers. He will walk us through a few ideas on how to move more, rest better, get started or keep going.



Lola Bendana - Self-Care Tips (including AI) - Eye Care for Translators

For over 30 years, Lola has been involved in revolutionizing the language industry. She has been an industry leader in providing high-quality Translation and interpreting Services and a member of multiple Boards and Committees in the Language Industry.

She has published books and numerous articles about interpreting and translation, including a book in collaboration with Dr. Alan Melby "*Almost Everything You Ever Wanted to Know About Translation*" and a book in collaboration with Professor Helen Campbell "*How to get it right when contracting Conference Interpreting services*".

She led the project to create the National Standards of Canada for Community Interpreting (NSGCIS). In 2007 she won the Language Industry Association (AILIA) National Award for Outstanding Contribution to the translation sector.

Presently, she is a member of the Board of Directors and past president of the Canadian Language Industry Association of Canada CLIA (Former AILIA). Lola has been a member of the Canadian Advisory Committee to ISO TC37 SC 5 since 2007 where she participates as an expert delegate to create international standards for translation and interpreting; she is a member of the Board of Directors and Past-President of the Ontario Council on Community Interpreting (OCCI). Since 2008 she has been an expert member of the CGSB 131.10 Technical Committee and working group that created and is revising the Canadian Translation Standard. Recently she has been appointed as Chair of the newly formed CLIA Advisory Board.

On the personal side, Lola has a passion for psychology, nutrition, personal empowerment, and helping people to live better lives.