

The Queerness of Translation

**2017 Conference Keynote Address
by Professor Christopher Larkosh**

Reviewed by Erika Schulz

As every year in May, I joined the pilgrimage to the NETA conference. As the faithful trying to find an inspiring message in the Word, I attended to see what is the "Field" telling me.

It is no secret that as translators we do not control the source text, but we definitely have a voice and an impact on carrying on a message. This is one point that Prof. Larkosh's presentation developed from the academic, literary, and human aspects.

Is it possible for me as a mere human to have an impact on society? YES! And as a translator? Of course, YES! Larkosh confirmed it when telling us how with our knowledge of two worlds, two cultures, two languages, we can go beyond our profession and give visibility and access to those underrepresented. We can be the "demarginalizing voices".

We live in a world where language can be used by the powerful to control and manipulate. And by quoting Derrida, Prof. Larkosh reminded us that we have the mission to "make the impossible, possible". Sometimes we see ourselves are translating and interpreting for the limited English proficient patients and refugees, and other minorities. Are we fully aware of the difficulties that our lesbian, gay, bisexual, transgender, and queer neighbors face? Are we aware that as linguists we can help give a voice to them?

Prof. Larkosh also reminds us that sometimes we have to be other people. When interpreting, we become the patient,



*Keynote Speaker
Christopher Larkosh, Associate
Professor in the Department of
Portuguese at the University of
Massachusetts Dartmouth*

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Technology and Interpreting:

**The Good Ol' Days Weren't Always Good,
and Tomorrow Ain't as Bad as It Seems.**

**2017 Conference Endnote Address
by Barry Olsen**

Reviewed by Diana Rhudick

Barry Olsen gave a high-spirited endnote presentation at the NETA conference on a topic that is not normally associated with high spirits: how technology is affecting the interpreting profession. While his style was lively and engaging, he also kept his audience plugged in with periodic questions that people could answer on their smart phones. Their answers were tabulated at a website and then displayed onscreen. So, after Olsen asked attendees to type their working languages into the app on their phones, a huge word cloud appeared on the screen in the auditorium indicating the many languages used by the professionals in the room. He continued throughout the talk with occasional multiple-choice questions such as, What do you think of when you hear about new technologies, and Where can technology help interpreting? We were able to see what percentage of the audience chose each answer in real time.

Out of the four main fields—translation,



*Endnote Speaker
Barry Olsen,
Associate Professor at the
Middlebury Institute of
International Studies (MIIS) and
the founder and copresident of
InterpretAmerica*

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Thank you for making the 2017 conference a success!

Thank you to all sponsors, exhibitors and the translation program of the University of Massachusetts Boston. We also are grateful for the participation of the following volunteers, who gave of their time to enhance the quality of our annual conference. **Volunteers are behind everything that NETA does!**

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Snapshots of the 2017 NETA Conference

*Conference photos
by Lesley Andrews,
Shahrzad Ghobadlou
and Sarah Heller*



Palliative Care And End Of life: Challenging Conversations

2017 Conference Presentation by Jessica Goldhirsch

Reviewed by Hanaa Alshaleh



Jessica Goldhirsch, LCSW, MSW, MPH, is a clinical social worker and a medical interpreter trainer.

During this session, Jessica Goldhirsch helped attendees become more familiar with the meaning of palliative care and hospice. She spoke intelligently about the differences between hospice and palliative care and the key role interpreters play in providing successful patient care.

Palliative care relieves suffering and improves the quality of life for people at any stage in a serious illness, whether that illness is curable, chronic, or life-threatening. It includes management of symptoms, psychosocial, emotional and spiritual care of the patient and family. It is a form of multidisciplinary care for people with serious illnesses and their families. The palliative care team includes physicians, nurse practitioners, spiritual-care providers and social workers as well as physicians assistants and pharmacists.

It is care that can be provided alongside life-extending treatment or on its own. Jessica stressed that end-of-life care is palliative care, but palliative care can begin years before a person faces the end of their life. Palliative care is often misunderstood as only happening or needed at end-of-life care because many doctors wait to consult palliative care doctors only when the patient is close to the end of his or her life. Some physicians don't feel comfortable talking about end of life with patients and that's why they call in palliative care specialists.

Palliative care is focused on symptoms reduction, and improving the quality of life. It's very holistic care focused on the whole person and provided by a team of doctors, nurses, social workers and spiritual care professional. They don't just take care of the physical pain. The team takes care of the patient's psychological pain, spiritual pain and emotional pain. Also, it includes the patient's family who's caring of the patient. Palliative care staff clinicians ask a lot of questions about what quality of life means for the patient, and they focus on the whole person.

Patient can get palliative care in the hospital, as outpatient, at home or somewhere else like nursing home or in the hospice house.

In addition, Jessica talked about hospice care. She mentioned the crucial point that hospice care is often not directly translatable into another language. For example, some people translate hospice as "hospicio" in Spanish yet this is not correct. Hospicio is an orphanage or a place where a person with no family is left. So one must be very careful when interpreting hospice care.

Hospice is a type of care that is provided to people facing the last days or months of their life. It's the end of life care. In US, it's a care that patient get in the last 6 months of his life. This care is palliative as it focuses on the patients comfort (not cure) and cares for the entire person: physically, spiritually, emotionally, as well as the family.

Overall, palliative care focuses very heavily on pain management. So, to help a patient feel better we need to help assess the pain correctly. It is very important for a physician or nurse practitioner to have an excellent understanding of the patient's pain so that he or she can prescribe the most effective medication or treatment. That is why the clinicians often ask so very many questions of patients to get them to describe their pain in much detail.

In conclusion, Jessica urged us as interpreters to know the exact meaning of pain terms, the true meaning of palliative care and hospice in our own languages, and to be culture brokers, mediators, as well as language conduits. Also, if we don't understand any pain term, we should always remember to ask the clinician to clarify. It is important for us to team up with palliative care providers, engage in pre-encounter briefings and to join their huddles before family meetings. She also emphasized the emotionally challenging nature of this very important work and that we must remember to take care of ourselves. She emphasized the challenging nature of our jobs and the importance of self care.

Go to NETAweb.org

for more about the
2017 NETA Conference
as well as links to
conference papers
and photos.

Keynote Address: The Queerness of Translation

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the migrant, the refugee. When translating, we become the author, among other things.

So, what is the “Word” telling us? What are academics telling us? We may not come across LGBTQ topics every day in our professional practice, but if you work in health care or community work, there are high chances you have already seen some of those topics. The English language is more flexible to express the full spectrum of gender orientations. As a Spanish translator, I am constrained by a prescriptive language inflected for masculine and feminine (and neutral nouns for some exceptions). So, which are the options? Do we have a right to deny some people their preferences because a language would not allow for it? Then, we run the risk of marginalizing people who need to have a voice. Should we find creative ways to give a voice to all? Why not? Should we believe that there is no life beyond the Spanish Royal Academy commandments?

By now, you may be confused whether I am a preacher, an activist, or just another overworked, sleep-deprived translator. Maybe, it is just that I have been faced with the dilemma of staying within the Spanish “él” and “ella” options, or being open to the use of “elle” as a more inclusive article. Translation is not the only field in need of a more inclusive discourse. Every day there are more articles raising awareness of this in different aspects of our society. Maybe, it is just that on that Saturday morning, Prof. Larkosh’s presentation had an inspiring message for all of us.



**Congratulations to
Monserrat Zuckerman,
recipient of
NETA's 2017
Ilse Andrews
Service Award.**

Acing the New Computerized ATA Certification Exam

2017 Conference Presentation by Diego Mansilla and Rudy Heller

Reviewed by Lesley Andrews

The ATA now allows members to take their certification exam on a computer in some locations. If you check the schedule of upcoming exam sittings on the ATA web site, you will see an indication next to each location of whether taking the computerized exam is an option. It is still always possible to take the exam in its handwritten form. In order to take the exam by computer, you must bring your own laptop to the exam site, and you must use a simple text editor such as WordPad on Windows or TextEdit on Mac with grammar and spelling checks disabled. You can use dictionaries and glossaries stored on your laptop or found online, but you cannot use email, chat rooms, forums, or any translation memory or machine translation tools. You can and should also bring paper dictionaries with you to the exam, as they are often more complete and reliable than Internet resources, and you may have trouble with Internet access at the exam site. When you go in to take the test, you will be given a packet with the exam passages on paper, a set of instructions, and a USB drive. You must follow the instructions exactly and use only the USB drive to save your translations. As always, there will be three passages and you must select two to translate, but as of January 2017 all three passages will be general in nature. Legal and technical passages are no longer used. If you go to the ATA web site to the section on certification, under ATA Certification Exam you will find a number of very helpful resources. In addition to the overview and steps on how to register, there is a section on Tips for Candidates, detailed Into-English Grading Standards, a Framework for Standardized Error Marking, and a Flowchart for Error Grading. These resources will help you understand how your exam will be evaluated, and help you to prepare. A good way to practice is to look for newspaper articles online in your source language, translate them into your target language, then review them or ask a partner to review them with the guidelines in hand to see if they can find anything that seems unclear, could change the meaning of the original



Rudy Heller and Diego Mansilla are both graders of ATA English > Spanish certification exams.

text, or could be done differently to better follow typical usage of the target language in the context of the passage. The best way to prepare is to take a practice test from the ATA, which will be graded and returned to you with comments, but only a few passages are offered each year, so additional practice on your own is highly recommended.

Linguists Who Code: The Value of a Technically Savvy Localization Pro

2017 Conference Presentation by Keely Byron

Reviewed by Erika Schulz

Have you ever seen the source code of a web page? Have you seen those tags <body>, <table>, <head>? Would you translate them? Maybe that would not be a good idea. When translating or localizing for webpages and software, the words inside tags have a different purpose, they make the files “do” something, display something in a particular way. This is where a little knowledge of coding becomes handy and might save us from corrupting a file and making a client very unhappy.

But there is no reason to fear localizing software or websites. There are techniques and tools for tackling these tasks, and Keely Byron described them inside out.

As Ms. Byron stated, being a linguist and an experienced translator is the first major ingredient for this concoction. The second ingredient is having a basic knowledge of coding so as to know when and how to work around tags, and to be ready to adapt to the different kinds of documentation and media.

As linguists, we should be able to follow the new trends in documentation going from print to web-based. It is good to know that we do not need to translate the code. We will only be assigned the localizable content, such as the documentation and the User Interface contents. Fortunately, Ms. Byron shared how CAT tools can help us protect the code and dissect the translatable text for us. What a relief! No need to handle those scary tags! We also need to be aware of the different file types that will make the webpage display all the localized content, or the software run as it was designed to work.

It might appear to be a highly technical task devoid of intellectual challenges. On the contrary! Localizing requires the eyes of an architect, that can see the building in his/her blueprint. When translating, it is possible to see the software in action. Also, as linguists, we can see some technical or linguistic issues that may not work in the target culture and that would need to be communicated to the developers. And this is where we bring our expertise and humanity to the assignment. Ms. Byron was also honest when sharing that the fast paced rhythm of localization projects may not allow us to have an immediate impact on the product, but our feedback will certainly be implemented in the next version. And this means kudos to you, the language expert!

If you are interested in learning more about this topic, Ms. Byron shared the following resources: CodeAcademy.com, Coursera.org, GeneralAssemb.ly, among others. And remember that she also studied her professional certification in localization at the University of Washington.

Please allow me to make another suggestion. I would personally recommend any webpage creation class for the basics and Kent State University for high end localization skills. Oooops, I did it again!

The Stakes of Internship Programs

2017 Conference Presentation by Attila Piróth

Reviewed by Sybil Gilchrist

Attila Piróth, “Einstein’s Hungarian translator,” is a freelance scientific and technical translator with a PhD in physics currently residing in Bordeaux, France.

In his presentation, Dr. Piróth describes mentoring and internship programs that provide transition support for translators launching new careers. To promote professionalism in this field, our speaker founded a paid internship program in partnership with SOLIDARITÉS INTERNATIONALE, a humanitarian aid organization with headquarters in Paris. Since 2007, interns (F>E) have been chosen each year for a three-month program culminating in the translation of a real-life document. In addition, all collaboration is done online including a mandatory weekly two-hour webinar taught by Attila.

As one of two interns chosen from a pool of 35 applicants in 2016, I can attest to the success of this program. My counterpart was Christine Gutman, a UMass Amherst graduate student currently residing in Paris. With the collaboration of former interns, Christine and I fulfilled course requirements by translating (F>E), editing, and revising SI’s 2015 Annual Report; authoring the 2016 SI Glossary as well as transcribing and subtitling SI’s promotional video. Copies of the published Annual Report and Glossary are available online and were on display at the NETA Book Table during the conference.

Some conference attendees have expressed interests in applying for the next internship. I found out about this program last September when NETA member Catherine Howard forwarded last year’s announcement to me. Page 22 of this newsletter has an open letter to NETANS from Dr. Piróth about the program.

You will find more of Dr. Piróth’s research, surveys and the education component of the webinars (P.32) in his PowerPoint presentation at netaweb.org.

The Rewards of Literary Translation

2017 Conference Presentation by Michael Goldman

Reviewed by Elena Langdon

Rewards were plentiful for attendees of Michael Goldman's presentation on literary translation. Goldman did not project PowerPoint slides or read from a script; instead, he regaled us with poetry and essay excerpts in Danish and English, funny and moving anecdotes, advice for finding work as a literary translator, and some very apt metaphors for the profession.

Goldman began his presentation with a reading of a poem by Benny Andersen, who was 88 when he wrote it. This was Goldman's first translation, back when he was still working as a carpenter. He decided to translate it on a whim and then built an email list of 100 friends and acquaintances to whom he started sending his work. He also went on a local radio program to promote the translations. He said he found the work inspiring, and compared the page to a mirror: "I was staring at myself, seeing places that I didn't even know were there." When a friend of a friend died, he translated another poem for him. Instead of building with wood, Goldman began to build connections between two cultures, using Danish and English as his building blocks.

The audience hung on to Goldman's every word as he presented, laughing -- like when he read the poem "Liver" by Marianne Koluda Hansen (you can listen to him read it here: <http://mp3red.me/21603448/michael-goldman-liver.html>) -- and later becoming tearful when he told us that her last words to her son on her deathbed were about the letter she received from Goldman asking permission to publish her work in English. Hansen's work had never received much recognition, and toward the end of her life she lost her job after nearly 30 years of teaching, partly because of a long struggle with drug addiction. Goldman would soon breathe new life into her words.

But I don't want to give you the impression that Goldman merely entertained us with stories and poems; he also dispensed a lot of advice on working with literary translation.

He recommended finding a funding entity in the source country -- for him it was the Danish Arts Foundation Council -- that can fund writing samples, publishers, travel, and even summer translation camps. He encouraged aspiring literary translators to join the American Literary Translators Association (ALTA, literarytranslators.org) and the Association of Writers and Writing Programs (AWP, awpwriter.org), and attend their annual conferences. At the AWP book fair, for example, Goldman talks to editors directly. He said one can start with journals and try to publish as much as possible, because "the more editors say 'yes,' the harder it is for other editors to say 'no.'" In the last 16 months, Goldman has been funded to translate six books -- yet he emphasized this was the result of six years of preparatory work, so that he would be ready once he found the first editor to publish his work.

At least initially, the rewards for Goldman weren't financial, although he is now able to make a modest living with his literary translation work. He cited travel, meeting other writers, and an intense connection to works of literature as his main rewards. Goldman -- the former carpenter -- offered this metaphor at the end of his presentation:

Goldman said one can start with journals and try to publish as much as possible, because "the more editors say 'yes,' the harder it is for other editors to say 'no.'"

Imagine a Danish house, to which language is the key. With that key you can enter the house, see the floor plan, how the light filters in, feel its mood, and leave. You can then build a replica next door, with the same dimensions and specifications, but with different material, since the original material is not available. When an

English speaker comes in to the second house, she will have a similar experience as a Dane in the Danish house. Building the second house is work, but so is getting people to come into it.

That sums up Goldman's view of the work he has chosen to undertake during the last six years: bringing more people into a house they didn't even know existed, to encounter laughter, sadness, and connection in a new space. Such is the gift of literary translation. May we all enjoy its beauty.



Translation Practices in International Advertising:

A Case Study of Québec

2017 Conference Presentation by Elizabeth Martin

Reviewed by Sybil Gilchrist

The presenter, Elizabeth Martin, is a professor of French at California State University, San Bernardino. Her main areas of research are global marketing and localization strategies used to market products to audiences of Francophone cultures, language policy with respect to advertising, and differences in business culture between France and America. Her publications include a book on English and global imagery in French advertising, *Marketing Identities through Language* (Palgrave Macmillan).

Both French and English are official languages in Canada. Dr. Martin shed light on the unique translation practices regarding both languages in advertising in the Francophone province. Records indicate that Quebec represents 23.6% of the total Canadian population, making it Canada's second largest province, after Ontario. 78% of Quebecers report French as their mother tongue. However, the majority of Quebec immigrants have learned neither English nor French as their first language. 88% of Quebec's immigration population lives in Montreal.

Dr. Martin's format allowed for discussion and Q/A throughout a lively and detailed presentation of her research dating from 2008 to 2016. The following topics were addressed:

- Research on French-language advertising in Quebec
- Stylistic devices and translation strategies for advertising
- Transcreation and humor
- Challenges involved in adapting international campaigns for Quebec

Attendees benefited from the relevancy of these topics so important in understanding such a specialized area. They realized that advertisers are strongly encouraged to base their translations on Québec consumer attitudes and behaviors that include: The Rural Root, The Minority Root, The North-American Root, The Catholic Root, The Latin Root and The French Root.

Dr. Martin summarized her findings as follows:

- Quebec stands in stark contrast to other markets around the globe in its steadfast resolution to avoid English
- Due to the socio-political forces that have shaped Quebec society, and stringent language policies, Quebec advertising agencies maintain a scrupulous compliance with legal requirements

Dr. Martin's PowerPoint presentation is complete with colorful graphics and French-English equivalents. There is an excellent section on "Stylistic Devices Used in Advertising." Historical and legal ramifications are highlighted. You may view all of this and more at Netaweb.org.

Computer Tricks for Translators

2017 Conference Presentation by Eduardo Berinstein

Reviewed by Erika Schulz

Whenever somebody cannot fully understand what I do as a translator, they tell me "just do your magic"! But, as you know, translation is no magic, but a combination of several tasks and hard work to say the least.

But there are some "tricks" or "hacks" that can make our job much easier, and here is where we seek advice from translation guru, Eduardo Berinstein.

As Eduardo recommends, maybe we should "embrace technology to master it, so the people who control it do not master us." In this way, having a great command of the digital tools, will enable us to remain competitive and increase productivity.

To our delight, Eduardo gave us a practical demonstration of some of his tricks, I mean tools! We saw some CAT tools and speech recognition applications, web search and terminology management tools, translation memories and alignment tools, among others. And just as "there is an app for that", Eduardo will certainly "have a shortcut for that"! Yes, computer shortcuts to make our lives easier!

What was also refreshing was his very timely quotes from translation scholars and renowned professionals that lead the way for translation approaches. It is always great to have these reminders of why we prefer certain strategies over others. Or they can also become the perfect answers to some clients' queries.

But machines and theories are no reason for boring presentation. Eduardo brings everything together in a friendly and fun-filled manner, even sharing a positive outlook of our profession. How? Why? Because mastering technology... translators can mediate meaning, eliminate redundancies, add for clarity, decide what to translate, and be the masters of their own careers.

If you would like to see Eduardo Berinstein's presentation, please check out [NETA's link to the 2017 presentations](#).

Enjoy!

Endnote: Technology and Interpreting

Continued from page 1

interpreting, sight translation, and transcription—Olsen said that interpreting has been the least affected by technology so far. He added that it will likely take 10 years for it to reach the level the translation field is undergoing right now.

The speaker drew an intriguing parallel with American composer and conductor John Philip Sousa, who witnessed the advent of the phonograph, among many other new inventions in the late 19th to early 20th century. Initially, Sousa vociferously opposed the use of recording devices. By the end of his career, he had agreed to the recording of some of his concerts, thus allowing people to experience his work to this day. The speaker used additional examples to demonstrate that some people will always object to new technologies, but those who find a way to adapt are the ones who will be successful in their careers.

Currently, the technology having the largest effect on the field is remote interpreting. Olsen explained that in order for it to be roundly successful, the technology must be good enough, end users must see the need for it, and the technology users must accept it. No prizes for guessing which element is still lacking. To move forward with this new technology, we were told, end users need to take into account interpreters' concerns about it.

The audience was treated to images of a slew of new interpreting technologies, from ear buds that provide machine interpretation to online interpreting management systems. The speaker stressed how quickly new inventions are popping up. He said he is monitoring each new technology company on the market and wondering which ones will still be there in a decade. One caveat given is that because techniques such as video remote interpreting are so new, the field has no standards of practice yet, such as required breaks.

To the interpreter believing that clients just need to be educated about how poor the quality is with remote interpreting, Olsen rebutted that client education can only go so far. Many clients are frustrated with interpreters' reactions and experience the relationships as challenging.

Olsen suggested that the focus should be on how to expand opportunities with technology, not focus on how it is replacing us. Interpreters should explore their options to find areas where innovations complement our work. In other words, innovation is inevitable. Adapt or become as obsolete as the phonograph.

Legal Contracts 101

2017 Conference Presentation by Paula Arturo

Reviewed by Sarah Heller

This presentation was a prerecorded powerpoint slideshow with no presenter in sight. However, it was anything but dull and uninformative. And since the presenter, Paula Arturo, lives in Argentina, we were able to benefit from her knowledge without the expense or high carbon footprint needed for her to attend the conference. It also might have been difficult to schedule Paula given her many occupations. A lawyer, translator and law professor, Paula is active in the American Translators Association (ATA), the Public Policies Forum of the Supreme Court of Argentina and her translation firm, [Translating Lawyers](#).

As a good lawyer always does, Paula stated that this presentation was for educational purposes only. She also cautioned us not to copy the sample clauses before consulting with a licensed attorney in our state or country. The law varies, so something that works in one place may not work somewhere else.

Paula explained that there is a difference between a "service agreement" and a "contract". The first defines an ongoing business relationship that is established between two parties, for example an agency and a translator. A contract is specific to an individual assignment and the terms obligate the parties only for that job. The ATA has samples of both a translation and an interpreting work contract as well as a service agreement with explanatory comments on its [website](#). There is a model literary contract at the [Pen America](#) website.

Each type of contract will have different considerations. For example, a literary contract should have a clause pertaining to the obligation to publish and keep the publication in print. Typically the remedy for failure to publish is that the contract would terminate and rights would revert to the translator. Another important consideration for literary translation is the form of payment. Payment may be by royalty, by flat fee or both. If by royalty, it needs to include all formats of publication (print on demand, e-books, etc).

A translation contract often contains a confidentiality clause. Be sure it specifies what information must be kept confidential. The same is true for non-disclosure agreements. "Failure to perform" is another area that needs to be defined. Does it refer to on-time delivery or does it also cover the quality of the translation. What if there is a dispute? Will it be resolved through arbitration or in the courts? Note that arbitration is cheaper and faster but unless it is specifically mentioned in the contract, it cannot be used.

Too much was covered to absorb in one sitting. The main takeaway is "forewarned is forearmed." If you are asked to sign a contract, review it carefully and don't be afraid to ask for help or even to hire a lawyer. Paula also welcomes [emailed questions](#) and she has generously allowed us to put a pdf of her presentation on [NETA's website](#). Note that NETA also has many other excellent references for members under [T&I Resources](#).

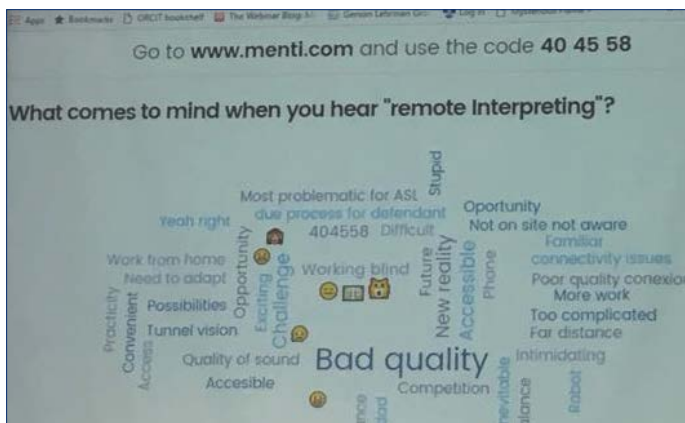
More Snapshots of the 2017 NETA Conference



Membership Coordinator Antje Ruppert talks with Conference Chair Elena Langdon. Photo by Lesley Andrews.



Conference attendees had the option of sitting at designated language tables during lunch. Photo by Lesley Andrews.



Barry Olsen's Endnote presentation allowed participants to express themselves on the screen via smart phone. Photo by Sarah Heller.

You sure about that? Three problems in the translation of legal terminology

2017 Conference Presentation by Steve Sanford

Reviewed by Lesley Andrews.

Perhaps the three biggest issues for translating legal terminology have to do with bad research, false friends, and phrases with a specific local meaning. Fortunately, Steve has a method for dealing with these issues.

The keys to finding the best corresponding terms in your target language have to do with understanding the source, researching thoroughly, developing hypotheses, avoiding pitfalls, and double-checking your decisions.

First of all, you absolutely have to understand the meaning of the source term in the specific context. To do this, you should look up the term in a reliable monolingual source-language dictionary or find someone who understands the term and can explain it to you.

Once you understand the term and context you can develop a hypothesis for what the correct term might be in your target language. Now you can use a bilingual dictionary, online resource, or knowledgeable source to see if your hypothesis is correct. When you have one or more possible choices in the target language, you should look these up in a reliable monolingual target-language dictionary to make sure that the meaning of the target phrase is the same as that of the source phrase in the same context.

Finally, you want to confirm that the target language term is used in the same way as the source language term. You can do this with a Google search using additional words to make sure you are searching in the right context and comparing the number of hits for each of your possible target terms. You could also look at sources of information from a country that uses your target language by adding its country suffix to your search (e.g. www.google.com.br for Brazil). Only when you find a lot of hits from reliable sources such as government or legal web sites can you be confident in your choice, and if you do not find a term with good confirmation, you have to go back and develop a new hypothesis, repeating the process until you find the best match. You should also check terms that seem to have a simple equivalent in the target language, as they could be false friends, that is they look the same but have a different meaning in a legal context.

“Justice-Seeking Interpreting Ethics” for a More Just Ordering of the World: Are Linguistic and Cognitive Skills Sufficient?

2017 Conference Panel Discussion: Kenneth Kronenberg, moderator. Panelists:

- **Deirdre Giblin**, staff asylum attorney, Community Legal Services and Counseling Center
- **Moira Inghilleri**, associate professor, UMass Amherst, director, Translation & Interpreting Studies
- **Ester Serra Luque**, director, Community Support Partnership, Transition House
- **Lissie Wahl-Kleiser**, medical interpreter & medical anthropology research fellow, Department of Global Health and Social Medicine, Harvard Medical School

Reviewed by Deborah Rocha

This very timely presentation was moderated by Ken Kronenberg, who opened the hour with a reminder about the difference in attitudes towards immigration held by the Obama administration and by the Trump administration.

Moira Inghilleri: How does a socially conscious interpreter navigate through today's political minefield? The social landscape had been established as a basically hospitable cosmopolitan one, with the Obama administration's promotion first of the DREAM Act and then of DACA among other measures. From the very first day of the Trump administration, the hospitable attitude has been replaced by an approach that is ruthless and divisive - declaring travel bans and deportation raids, holding court proceedings without the use of interpreters, slashing housing subsidies...

We interpreters are at the front lines of this minefield, and not for the first time, either. In the 19th and 20th centuries, many of the interviewers at Ellis Island were themselves immigrants, hired because they could speak the language of new arrivals. The same was true on the West Coast at Angel Island. In both places there was a culture of mistrust in the Immigration Services – the fear of collusion between interpreter/interviewers and newly arrived immigrants.

In truth, Ellis & Angel Island employees could only act according to the culture of the context. Any country's culture has a basic moral structure which its members are expected to follow. This is called ordinary morality. Then

there is role morality – the codes of behavior within a group to which an individual belongs. Role morality should never blind an individual to ordinary morality.

The embrace of refugees is a test of a nation's hospitality and cosmopolitanism. One core principle is linguistic hospitality: all language can and will be interpreted. By performing conscientiously, translators and interpreters protect both the refugee and the existing community. In inhospitable situations, the demands placed upon language workers become larger. When nativism is the prevalent attitude, language workers' challenges grow due to the gradual withdrawal of linguistic hospitality.

Lissie Wahl-Kleiser: In the day-to-day practice of interpreters, it becomes increasingly prevalent that the interpreter is expected to simply convey the company line, as opposed to participating in a two-way conversation. Although the Civil Rights Act and later Title 6 brought about common access to interpreter services, LEP individuals tend to be pathologized and not taken as seriously as native English speakers by nurses, doctors, social workers and secretaries. Interpreters find their roles expanded to include becoming liaisons to the

LEP, mediating culture misunderstandings. Interpreters must avoid advocating unless it is absolutely necessary.

The State redraws the conditions of immigration often. Interpreters do exist within the power structure and cannot question conditions. The gap between the powerful and the powerless is enormous, and immigrants are relegated to the 3D jobs: dangerous, dirty and demeaning. With their understanding of the subtleties of culture, can interpreters stand aside while immigrants are dismissed and mistreated by the social structures?

Deirdre Giblin: 85% of people processed through USCIS are LEP. According to USCIS guiding principles, an interpreter is there to provide meaningful access to information, as if no language barrier existed. Part of the interpreter's important role is contextualizing.

We interpreters are at the front lines of this minefield, and not for the first time, either. In the 19th and 20th centuries, many of the interviewers at Ellis Island were themselves immigrants [...] there was a culture of mistrust in the Immigration Services...

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“I Need a Repetition” or How to Develop Your Short-Term Memory Skills

2017 Conference Presentation by Margarita S. Bekker

Reviewed by Sue Kronenfeld.

Margarita S. Bekker is the Chair of the Certification Commission for Healthcare Interpreters (CCHI). Her talk on improving short-term memory, one of the main tools used in healthcare interpreting, was a common-sense approach to self-improvement, and full of good humor.

Short-term memory is limited both in how much information can be absorbed and how long it can be stored. The audience participated in a couple of exercises, first trying to remember a list of ten unrelated words, and then a list of ten numbers. Very few people could remember more than seven words, and most found the number list even more challenging. Margarita indicated that this was normal, according to studies. As far back as the 1950s, a study found that most people can store about 5-7 items in short-term memory.

Because mental health, including powers of memory, is greatly affected by physical health, the surest way to maximize short-term memory is to take proper care of oneself. The most important item, per Ms. Bekker, is correct sleep hygiene: we must get enough regular, high-quality sleep to allow our brain to function at capacity. Try to have a quiet, allergen-free sleeping area that is not too warm, and cut out use of electronics before bed. Secondly, we need to get sufficient physical exercise, not just to preserve our physical being for some hypothetical future, but to making real, tangible improvements to our memory and brain function now. Naturally, a healthy diet is also important.

Do memory training techniques work? The short answer is yes: you can improve your short-term memory with practice. Studies have shown that some expensive memory improvement systems may be useful in training children and people recovering from chemotherapy, but are not necessarily more helpful for most people than simple training exercises and enhanced memory techniques.

One simple method is to picture items in a list stacked on top of one another. Or one can visualize them in a surprising way, such as grocery items with arms and legs, or wearing clothes. A third method is the “echo” technique, repeating a list aloud. Creating associations between the things you are trying to remember, such as a storyline (an example is the “link method”), can also be helpful. A famous technique from history is the “memory palace”, remembering objects in relation to one another, or to the surroundings associated with them.

Margarita suggested practicing these techniques 2-3 times a week, possibly learning one’s grocery list, and only checking the list at the end of the trip. Another idea is to listen to a podcast, visualizing it, then tell the story aloud, recording oneself, and compare that recording to the original version, seeing what was remembered and what missed. In addition to proper self-care, Ms. Bekker stressed the importance of analyzing how you learn best, as learning styles can be so different, and applying that to your memory training.

“I hope you remember at least something from this presentation,” Ms. Bekker quipped, concluding the session.

Justice-Seeking Interpreting Ethics

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There still exists a culture of suspicion at USCIS, where interviews between immigrants and interpreters are monitored to detect collusion.

In preparing clients for interviews, Attorney Giblin reminds them that the employees at USCIS are simply people doing their jobs as they are trained to do them. During sessions with refugees, she allows time for debriefing in order to help interpreters to better understand the situation they have just been exposed to.

Ester Serra Luque: The important interpreter ethic of impartiality can be used to maintain compliance of interpreters with the service structure. It is essential to recognize anti-immigrant sentiment and its institutionalization. Making sure that communication happens is our important job.

What are our roles when we work with communities that are oppressed? Do we have the same roles when we are members of those communities and when we are not members? The legal system is dehumanizing and it authorizes inequality. When we step into the system as interpreters we have a foot in each culture – in the legal system and in the community.

So how can we be socially-minded interpreters in the workplace:

1. Explain your role and set up the rules of the encounter: “I am not a machine; I am bound by confidentiality; I pay attention to dynamics dictated by the physical space we occupy, I will interrupt for clarity and accuracy.”
2. When the client is being talked over and not listened to, repeat the client’s answer until the lawyer listens.
3. Carry a card with contact information to legal aid and other non-profit social service agencies that can help immigrants.
4. Take care of yourself and your community.

International Freelance Translators for Social Justice: Producing a Translation of the Ayotzinapa Report in Record Time with Limited Means

2017 Conference Panel Discussion:

Jaime Fatás-Cabeza, Eduardo Berinstein, Marian Comenetz, and Diana Rhudick

Reviewed by Galina Vesnina

For Jaime Fatás-Cabeza, a professor of Spanish and Portuguese at the University of Arizona, certified healthcare and court interpreter and ATA translator, it all started as a simple request from a client, who needed “some documents in Spanish to be translated” in a couple of weeks.

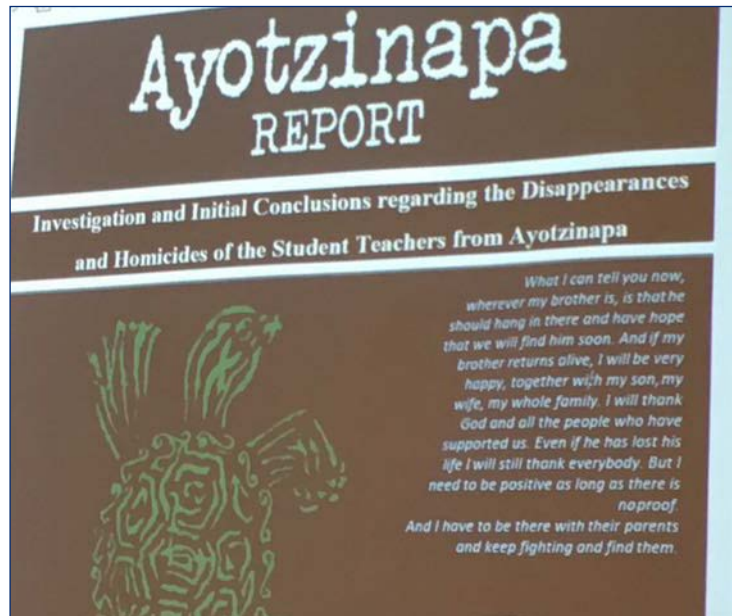
These documents were actually the final report of an independent group of experts appointed by the Inter-American Commission on Human Rights who had been tasked with the investigation of the disappearance and murders of 43 students and teachers in Ayotzinapa, Mexico. There were over 500 pages to be translated: expert reports, forensic data, and testimonials of victims’ families in various dialects of Spanish, all in one PDF file.

Jaime pinpointed the challenges of the project at the very beginning: time limit, cost limit, graphical formatting, and linguistic and stylistic consistency. He contacted colleagues and organized the international team of 8 translators, 4 in the US, 2 in the Central Europe, 1 in Spain and 1 in Mexico. He also received funding from the Ford Foundation.

Eduardo Berinstein, certified ATA translator and federal court interpreter, told about the technical side of the project. The file for translation had to be exported from pdf and imported to Trados. The footnotes proved to be a major difficulty. Eduardo had to manually fix those in Trados. He also extracted the first glossary terms for translators.

Jaime also brought on as team members Diana Rhudick, current president of NETA, and Marian Comenetz, NETA board member. Both certified Spanish to English translators, Diana and Marian created the glossaries and reviewed the other translations for consistency.

Diana Rhudick presented a detailed review of challenges in translation. Each team member had to translate about 25,000 words in 2 months. Translating legal terms and comparing Mexican civil law system with US common law system was not easy, but there were other



challenges. For example, the phrase “<students> were taking buses” was first translated as “hijacking”, but that phrase was used to denote a local practice of peaceful appropriation of the public buses to collect funding or to get to a remote destination. The final variant ended up as “commandeering buses.” Throughout the project Diana Rhudick in collaboration with Marian Comenetz expanded the glossary up to 250 terms.

Marian Comenetz commented on the stylistic challenges of the project. The team’s approach was to produce a document functionally equivalent to the Spanish-language original. So they decided to use standard English in the translation, dates were presented in Standard English form, time was in four-digit military format and Chicago manual was used for numbers. Marian, noticing many inconsistencies in the text at an early stage, volunteered to be an editor.

Another important decision was to maintain a one-to-one page correspondence between the original Spanish and the English. This facilitates its use as a reference tool once it is posted on the web.

As a result, the team produced a translation in a record 5-6 months and at just 40% of the estimated cost. The emotional cost of such a stressful project was paid in full by the feeling of a fulfillment of civic duty.

The English version of the report will be posted on the experts’ web-site shortly.

Honing Your Interpreting Skills

NETA Monthly Meeting, April 2017

By Marian Comenetz

Frank Geoffrion's natural and effective way of addressing a group was in clear evidence throughout NETA's April 22 monthly meeting. Frank began by guiding attendees through the items on a hand-out he had prepared covering the many scenarios where interpreter services are needed, certification, and work opportunities. Then he transitioned to practical suggestions and guidelines for the practice of interpreting. And along the way, he shared any number of episodes encountered during his more than 40 years of interpreting in medical and legal settings.

Contexts where interpreter services are needed, testing and certification, and access to work opportunities

Some interpreters work full-time in staff positions; many others work per diem. Full-time positions usually exist in areas where there are large numbers of speakers of a given language; otherwise per diem interpreters are used.

Both legal and medical interpreters are expected to be able to cope with wide variations in accents and terminology among the populations they deal with (ex. Spanish is the official language of 22 countries, Arabic 26, French 10, etc.). Regional variations abound. Slang varies. And in the US, the influence of English can certainly play a role, too.

Legal

State and federal courts have different expectations and slightly different terminology. Certification is separate for state and federal courts (state will accept federal certification, but not vice-versa).

- **Federal court certification:** The written test must be passed before you can take the oral (they are given in alternate years); on the written test, be sure to answer all questions, beginning with the easier ones and then returning to the harder ones; you must work at a good clip; candidates must pass in both languages to qualify to take the oral test.

The oral test lasts about 40 minutes and consists of sight translation (3 minutes), simultaneous, and consecutive; candidates must pass all three; testers are looking for and grading 212 items, and candidates can make no more than 45 errors to pass; most people pass on the third try.

Frank has administered the federal oral exam 61 times!

- **Depositions** are held in law offices and often deal with car accidents (ex. insurance company isn't paying you so you sue

them); there may be 100 such cases in Boston every day.

Most court interpreting is simultaneous; depositions are consecutive.

Logistics for legal interpreting

State and federal courts maintain their own lists of interpreters. Agencies are not involved. Courts sometimes schedule interpreters before scheduling a trial to be sure that they'll be available.

Interpreters are typically paid by the half day or the whole day regardless of how much waiting there may be or how much time they are actively interpreting.

In rural areas with only occasional need for an interpreter in a given language, interpreters are sometimes flown in. Frank has flown to Bangor, Maine, for example!

There are only 19 federally certified interpreters in Massachusetts so they can sometimes request advantageous time and payment.

For depositions there is usually a two- or three-hour minimum, which applies even if the deponent doesn't show up.

As is the case with translation, interpreters can sometimes request higher pay for last-minute jobs.

Medical

Here, too, there are staff positions and per diem interpreters.

Medical interpreters must be certified by one of two certifying entities, NBCMI and CCHI. Their requirements vary somewhat. Before proceeding with testing, candidates should check those requirements and choose the entity they're most comfortable with.

Hospital-based medical interpreters typically cover a wide range of medical

Both legal and medical interpreters are expected to be able to cope with wide variations in accents and terminology among the populations they deal with

Honing Your Interpreting Skills

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specialties, from ER to anesthesiology to neurology to gastroenterology to pediatrics, and must go from one to the other every 20 minutes or so. Great professional flexibility is required.

Sight translation is not uncommon in medical settings, especially for consent forms. There may be time pressure, for example, when an operating room is immediately available. All parties involved sign consent forms, including the interpreter.

Normally interpreters do not work on their own, but occasionally they may find themselves in a position filling out a form for a patient before an MRI, when it is essential that technicians don't encounter problems with metal (ex. tattoos, shrapnel). In one extreme case, a patient got third degree burns during the text when preparation was not clear and accurate.

Agencies generally hire per diem interpreters. If you can be assured that a given assignment will only take half a day, you may be able to cover jobs for two different agencies in one day.

Agencies look on lists (like ATA and NETA) to find interpreters.

Other contexts

Community interpreting – if it's not legal or medical, interpreting can broadly be considered community interpreting.

IMEs – In the context of industrial accidents, insurance companies may want to cut off benefits; disagreements about when that should happen result in independent medical exams; interpreters do not need to be certified to work in this context; jobs come through agencies.

Community events - At some community events, interpreting can take place in more than one language simultaneously; for this context, some simple equipment can be exceedingly helpful.

Government entities, including the US State Department, need escort, public service, and conference interpreters.

Conference interpreting – Certain cities have major conferences that necessitate the services of conference interpreters (this is not especially true for Boston, which is seen as being expensive).

Booths and equipment are available in venues where interpreters are frequently used.

Interpreters must be fully conversant with the topic of the conference in order to function. Significant preparation is essential.

If a given presentation lasts for more than 30 minutes, two interpreters must be involved. Each works 30 minutes at a time, then lends support to his/her partner, and recharges battery before resuming active interpreting 30 minutes later.

Ideally interpreters should receive copies of speeches in advance, but that doesn't always happen.

Training for conference interpreting is offered at the Middlebury Institute of International Studies at Monterey in California.

Universities have speakers on specialized topics. Here, too, familiarity with technical topics is of the essence, and significant preparation is required.

Interpreters generally have to bring their own equipment, for without it they cannot do simultaneous interpreting.

As is the case for conference interpreting, sessions lasting more than 30 minutes necessitate a second interpreter.

Suggestions and guidelines for the practice of interpreting

- **Inadequate vocabulary:** interpreters need to have an open-ended vocabulary at their immediate disposal. Preparation and glossaries are essential!

Federal courts cover coast guard cases. Do you know how to say "deck," "port hole," "bilge water"? To prepare for such a case, someone made up a glossary of maritime terms. (Fortunately, maritime scenarios have never come up on federal court certification exams!)

If you are interpreting at a conference about medieval architecture, be prepared to deal with "flying buttresses"!

- **Too literal interpretation** (including regional usage and interference from English)

--A taxi driver unwittingly picked up a bank robber only to find that his taxi was surrounded by police officers with guns. When asked how he felt, he said his "soul was hanging by a thread." The English should not involve "soul" or "thread"; rather, the equivalent is "my heart was in my stomach" (and not "in my mouth"—another issue!).

--A defendant for drug dealing said he had "apenas un kilo." Did he mean he didn't even have one kilo of drugs, or was he using the Cuban word for "penny"? It was the latter: he didn't have "one red cent." The interpreter needed to know that Cuban expression or request to clarify it.

--Is a "camioneta" an open pick-up truck or a closed van? It depends. The interpreter should ask the judge if he/she might clarify the intention.

--The word "moreno" has different meanings in different places.

The interpreter must be aware of and attentive to such distinctions.

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Honing Your Interpreting Skills

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--In Mexico, nicknames are very popular. When alluding to gang members, the interpreter must decide whether to translate a nickname like "El Tuerto" when referring to a one-eyed person and when to leave the nickname untranslated. Of course, if a nickname is meaningless, you just repeat it.

--A child at Children's Hospital had been having difficulty eating and was vomiting a lot. The doctor determined he needed to remove the child's gall bladder. The interpreter used "remover," which in Spanish means to "stir" or "move around, adjust." After the procedure, the parents were served by a different interpreter, who when explaining things, used "quitar" and "sacar." The parents were more than upset: they had not signed a consent for that type of surgery. Things escalated.

• Omissions and additions

Both are unacceptable, Frank said.

--Interpreters must make clear from the start that they will render everything that is said.

--It may be tempting to paraphrase what is said. Interpreters must not do so. They are to say only what was said.

--In a court, everything is in the record. A defendant may say something extraneous (ex. "Why is that man asking all these silly questions?"), but once he discovers that his extra comment is suddenly official, he will never again add comments of his own.

--Frank alluded to a situation where a mother slapped the face of the interpreter because she thought the interpreter was making negative comments about her. As it turned out, the social worker was doing so.

• Tone and mood vs gesture

It is important that the interpreter convey tone and mood when interpreting the speaker's words. Is the speaker angry? Embarrassed? Frustrated? Afraid?

--Gesture is another matter, however. Those in the courtroom or medical setting can see gesture. But if a given gesture is unclear, it's not up to the interpreter to clarify things: that's best left to the attorney or the doctor.

• Boundaries vs advocacy

Interpreters are not normally advocates.

--During breaks, the interpreter should ideally disappear so as to make boundaries clear. However, if a defendant is not in custody, follows you, and asks questions, say that the two of you should go ask the attorney. The interpreter should not give opinions.

--Frank has worked with attorneys in jails and heard defendants talk. Then in court, a defendant may say something different. Frank said he knows when a defendant is lying, but he cannot say anything.

--All that having been said, Frank said there are times when the interpreter must play a role. He cited the example of an interpreter who was in the midst of providing the names of sexual partners of a parent to a responsible hospital party and was called away; when she returned a few minutes later, she was told that the hospital staff member had asked the parent's small son to continue listing the sexual partners. Frank reported that.

--A second case: A defendant once asked Frank why, if he has a court-appointed attorney, he is still being charged \$500. Frank accompanied the defendant to ask the attorney. The attorney's face turned purple. Frank reported the incident to the judge. The judge had the attorney reprimanded and possibly disbarred. Frank never saw that attorney again.

These are two times when the interpreter serves as an advocate, albeit under circumscribed circumstances.

A key take-away: Listen for meaning, not words!

The two hours of NETA's April monthly meeting passed so very quickly that there was no time for the practice scenarios that Frank had prepared in a second hand-out. Participants were encouraged to try those out on their own or with a colleague after the meeting.

Frank's twenty-two years of teaching and training experience certainly play a role in the give-and-take characteristic of his presentations. He makes meeting attendees feel comfortable asking questions and sharing their own experiences. As a result, attendees at NETA's last monthly meeting of the 2016-17 season emerged both edified and satisfied.

It is important that the interpreter convey tone and mood when interpreting the speaker's words. Is the speaker angry? Embarrassed? Frustrated? Afraid?

NETA Board Meeting Minutes, June 24, 2017

By Diana Rhudick

Board members attending: Lesley Andrews, Maiyim Baron, Diego Mansilla

Also attending: Marian Comenetz, Ken Kronenberg, Elena Langdon, Diana Rhudick

Treasurer's report

Crystal submitted her third quarter financial report covering March-May ahead of the board meeting. Members looked over the pages and noted that the conference financials seemed wrong, expecting a greater profit this year than last year since we had more attendees and lower expenses. We suspected the difference was due to changes in registration categories. Diana will consult Crystal about this.

Lesley asked the board if it would consider a professional conference organizer and Ken immediately said no, explaining that he thinks it disinvolves membership.

Elena said the board needs to define what the conference is for and decide if it wants the event to be more professional. She feels there is great potential, and people we're not reaching. Professional organizers know how to attract people, and we're losing committee volunteers. Lesley suggested looking into UMass conference services to plan the conference.

Diego said he would be meeting with a dean at UMass, and would ask about conference planning services. He said the dean would want to know how the school did in 2017. Board members said the AV equipment and staff were good, but the catering manager was not professional. Other catering options exist, but with a surcharge of +\$6/person. Marian said we need to be sure we have NETA people to organize the student section. Ken said that he and Ellen Elias-Bursac are willing to continue.

Elena regretted the loss of the night-before-the-conference event we had had at previous conferences.

Ken reported that some student sessions were jammed, with many nonstudents attending, and that we should try to attract more interpreters as members because that's where growth is. Membership numbers make it appear that we have few interpreter members, but in fact many members are mainly interpreters who do some translating. Elena said many medical

*Members attending
NETA Board Meeting
in Easthampton MA on
June 24, 2017.*

*Photo by
Diego Mansilla*



interpreters don't have an association to belong to, and Ken said we're missing an opportunity to attract them.

Elena explained that because medical interpreters receive low pay, it's hard to get them to pay for a membership. We paid an annual fee to CCHI so we can get credits for monthly meetings and hopefully attract more medical interpreters.

Ken suggested to Elena that if we're more involved in political/social issues, especially for interpreters working with the affected communities, that might be a reason to join. Elena didn't think political action would draw interpreters. She said we should charge nonmembers to attend monthly meetings, as this worked with the National Council on Interpreting in Health Care to get more members. Elena also reported that she saw no one and no materials at the NETA table we had organized at the MassAHEC conference Diana has asked Montserrat what happened here and is waiting for a reply.

Election results and roles for 2017-18

Congratulations to Lesley and Alice, who were re-elected to the board, and welcome to our new members, Erika Schulz and Rokhaya Smith.

Six positions to review: Diana asked Erika and Rokhaya if one of them could serve as board secretary; programming coordinator (currently Marian), web super administrators (currently Diana and Lesley), newsletter editor (currently Terry and Sarah [who has agreed to continue]), membership coordinator (Antje will continue), and job opps poster (Alice will continue).

Lesley will take over from Joan as the second person (with Ken) capable of removing names from the Yahoo discussion list twice a year; Ken will add her info.

Monthly programs and new venue

CELOP is no longer available to us. Marian asked Karen Murphy at BU if she could get us a space. Karen will tell us in Aug. if we'll have space Sept.-Nov., sponsored by the Center for Professional Education, a room along Comm. Ave. This room couldn't host board meetings, so Lesley offered her CELOP office just for board meetings.

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NETA June 24 Meeting Minutes

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Proposed 2017-18 Dates

We will schedule a board Skype meeting after the conference debriefing, to deal with loose ends from the June meeting.

8/13 Summer picnic at Alice Wolf's house in Newton,
no rain date

9/23 (12th annual bash with board meeting)

10/21

11/18

12/XX – holiday party at Lesley's mom's

1/27 (with board meeting)

2/24

3/24 (with board meeting)

4/21

5/28 - conference *[Date finalized after the minutes were written. -Ed]*

June board meeting TBD

July or August – summer picnic

NETA Videos

A free Vimeo account is too small for videos of our monthly meetings and thus undoable for NETA. Even the \$5/mo. plan couldn't accommodate some of our longer videos. The \$17/mo. plan would do it. For now Lesley is continuing to use her own Vimeo account. Diana suggested using our YouTube account instead.

Diego will ask Adel if we can have a restricted YouTube account, then Lesley will upload monthly speaker videos to it. Ken mentioned that public access cable groups can train us to film, and we could do a promo video on YouTube.

Diego suggested a short promo video for the next conference. Elena will help because she has a background in video production

Membership

Antje submitted notes prior to the meeting, urging us to keep the membership table out front at the conference, rather than in with exhibitors as it was this year. She suggesting manning it for only 2 hours; the board said we could get another volunteer for more time.

Antje has begun compiling the "membership procedures document" reflecting Wild Apricot practices.

Occasionally we discover people who list either all languages or all specialties when registering to be members. Those people typically are from agencies so we have to notify them that they cannot be members or ask them to make changes in their profiles if they are translators or interpreters. Lesley wonders if the system could limit people to 5 or 6 specialties to prevent wholesale listings from any individual, and she will see if this is possible.

Website

After receiving an email about security problems with our website, Diana requested an hour or two from Scott to resolve this issue:

1) When a member tries to log in, some browsers report that the website is not configured properly, and that login information could be stolen. It also shows a crossed-out lock to the left of the URL, indicating the connection is not secure.

Scott showed Diana and Marian options for degrees of security: Payments only, Forms (includes payment and also event registration), and Always. Until now we have had secure payments only.

With Forms, the URL changes from www.netaweb.org to <https://neta.wildapricot.org> when someone goes to join or register for the conference. With Always, we lose our own URL entirely and must pay \$50/yr to Wild Apricot to have our own SSL installed, plus \$100/year to a company like Godaddy to have our regular URL and be totally secured as https.

Diana and Marian discussed options and changed the setting to Forms, at least for now. With that option Scott recommended adding an explanation to members on the website that their information is in fact secure. The explanation now appears at the bottom of our website home page.

The board opted to stay with Forms for now, and see if members complain and we need to change to always, for \$150/year.

Catherine Howard suggested that the wording on our website be updated.

Marian and Diana are working on this. WA switching to Amazon Services, we need Scott to change settings accordingly.

Conference

The board discussed potential dates for our 2018 conference. Diego will ask UMass about May 5 or 12, or April 28.

Diego asked if access to the second floor (student sessions) could be free, because some students' parents asked to attend this year. The board agreed.

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NETA June 24 Meeting Minutes

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Potential payment to conference chair

Given the immense time commitment and responsibility, Elena suggested some payment to the conference chair. The board agreed to offer the conference chair \$300/month for the nine months of conference organizing for a total of \$2700/year, provided there is accountability, but this motion requires the vote of the full board.

Broader budgetary considerations

In order to give the organizing committee some guidelines, the board will give it a rough final budget figure, including figures for past costs for major items. The committee will have to consult the board if it is > 10% over figures from the previous year.

Elena recommended Inés Fusco as conference chair because she's organized and has new ideas; Elena will ask her about it. Lesley will help Ines if she accepts.

Translator's Voice

Adel organizes these literary sessions. We've had one so far this spring, ideally there are two/semester.

Other

Safe Communities Act

Petra posted Emily Getchell's testimony before the House committee to Facebook, Diana added it to our website.

Ken will have a meeting w/ his state representative, inviting Netans. He said it is not a "NETA thing" unless the board wants it to be. He claimed we can have an effect on what happens politically in the US and this should become part of our DNA. The idea will be added to the Sept. agenda for board discussion. Elena suggested forming a subcommittee on it, and another committee for medical interpreters.

Respectfully submitted,
Diana Rhudick



Results of the 2017 NETA Board of Directors Election

There were five candidates for four seats on the NETA Board of Directors in the May 2017 election. Information on voting as well as candidate statements and biographies were available on our website, and notice of the election was emailed to all members. Members could vote by email or in person at the May Conference. Many thanks go to Ilse Andrews who tallied the votes this year. The following candidates were elected to the Board for two-year terms:

Lesley Andrews, Erika Schultz, Rokhaya Smith, Alice Wolfe

NETA appreciates all who took the initiative to run for office. All members are urged to participate by voting, volunteering for committee work, and attending board meetings.

For more information on how to get involved, talk with any officer or board member or email info@netaweb.org.

All NETA members are cordially invited to

NETA's Annual Summer Picnic

When: Sunday, August 13

Where: Newton MA

If you attended last year, you know what a fine event our picnic is. If not, come find out this time.

Emails with details will be sent out soon. If you don't receive an email by August 1st, please write to programs@netaweb.org for the specifics.

2017 NETA Conference Sponsors

All photos were taken by Lesley Andrews.



CCHI: A non-profit that operates a certification program for healthcare interpreters



Language Link Corp: An Interpretations and Translations Social Service Company



Cross Cultural Communications: Community Interpreter Training



Interpreters Associates, Inc.: Translation and Interpreter Services



CCHI: A non-profit that operates a certification program for healthcare interpreters



1099 Accountant: Accounting and Tax Services for Independent Contractors and the Self Employed



Wordfast: Provider of platform-independent translation memory software



Boston University Metropolitan College Center for Professional Education: Interpreter Training Programs



Cross Cultural Communication Systems, Inc.: Interpreter Training, Interpreter Services and Translation Services



Craney Interpreting Services: Simultaneous Interpreting, Consecutive Interpreting and Translation Services



International Translation Company (ITC): Interpreting, Translation, and Linguistic Services

NETA member Emily Getchell testifies in favor of the Safe Communities Act

June 15, 2017 Message from the NETA Board of Directors

With the board's approval, NETA member Emily Getchell recently testified on behalf of NETA before the Joint Committee on Public Safety and Homeland Security at the Massachusetts State House. The committee was hearing testimony on the Safe Communities Act. Emily's presentation is below. Please send any comments to the board, board@netaweb.org, or to our full discussion list, neta@yahoogroups.com. The board and president would like to publicly thank Emily for her efforts.

"My name is Emily Getchell. I am a Spanish-language interpreter, and I am here today as a member of the New England Translators Association, the oldest and largest association of professional translators and interpreters in New England. We are here to express our strong support for the Safe Communities Act

We have heard ample testimony from doctors, lawyers, social workers, law enforcement officials, and others in favor of this act. I will speak as an interpreter.

As interpreters, our work often places us at the intersection of the institutions of our country

and Commonwealth and individuals whose command of the English language is limited but who must navigate these institutions nonetheless. We work in hospitals, clinics, courtrooms and offices, schools, community centers, and juvenile halls. We find ourselves uniquely positioned to take the pulse of the immigrant communities we are privileged to serve.

At this intersection we currently observe palpable signs of fear. Members of immigrant communities too often feel threatened by deportation, if not themselves personally, then family members and friends. Here are just a few examples of what we observe:

Interpreters report an increasing incidence of immigrant patients failing to keep medical appointments because they fear arrest. This is dangerous not only to the patients themselves, but may even pose a public health risk under certain circumstances.

In community meetings we have heard from immigrants that unscrupulous landlords and employers increasingly use knowledge of their status to extract higher rents or pay them below minimum wage -- if at all. Such corrupt and illegal practices are a natural outcome of the rhetoric and policies that target these communities.

Greater Boston Legal Services has been holding regular housing clinics to help people, often immigrants, to deal with evictions caused by gentrification and rapidly increasing rents that disproportionately affect Latino populations. These clinics had been well attended in the past and interpreters were always on hand to assist. But for the past five weeks Spanish-speaking clients have avoided the clinics for fear that they will be arrested by ICE in housing court. With nothing to do, the interpreters were sent home.

Interpreters have been present as lawyers and social workers struggle to persuade the victims of domestic abuse, rape, and other violent crimes to go to the police. But as the New York Times and other newspapers have recently shown, there have been significant drops in reporting these crimes in Latino communities. This state of affairs is dangerous and cannot possibly be of comfort to the Commonwealth's law enforcement agencies.

In schools we so plainly see the signs of trauma displayed in the struggles of students whose family members have suddenly disappeared. Their anxiety is overwhelming, their learning is impeded, their education is interrupted.

Interpreters sit in on special ed meetings and have been called on to give language support to parents and school officials in situations in which young people have "acted out" on their anxieties by disrupting the classroom.

As a society, we have learned much about the long-term effects of trauma and especially early trauma. We now understand its far-ranging effects on the lives of individuals, families, communities, and, over time, on society at large. This knowledge should guide us in our actions.

Because of the experience of our members, we the New England Translators Association strongly support the Safe Communities Act. We urge you to favorably vote this important piece of legislation out of committee.

Thank you."

Follow the progress of the safe communities legislation.

The official title is "An Act to protect the civil rights and safety of all Massachusetts residents" (House Bill H.3269 and Senate Bill S.1305). Go to malegislature.gov to read text, find out where the bills are in the legislative process and see if your representatives have signed on as co-sponsors.

An open letter to NETAns about paid translation internship positions at Solidarités International

Submitted by Sybil Gilchrist

Solidarités International (SI, www.solidarites.org) is a humanitarian organization headquartered in Clichy, France. For 35 years, it has been providing aid to populations affected by conflicts and natural disasters, focusing on the most vital needs: drinking water, food and shelter.

SI's international outreach depends on translation. Since 2007, a group of professional translators has helped SI. From the outset, the aim of the group has been double: to provide linguistic aid to SI and to create an environment in which qualified translators can work in close collaboration.

This program could not exist without the generous volunteer help of a large number of colleagues all over the world. However, SI is well aware of the problems that a complete demonetization of the humanitarian translation sector could bring about. Since 2009, SI's limited funds have served to set up paid internship positions. In this unique framework, over a period of three months, early career translators can work, network, and learn thanks to the pro bono help of other team members. Additionally, various technical, business and protocol aspects of the translation profession are covered in a series of ten webinars. The combination of professional work, detailed feedback from revisers, networking and webinars for continued professional development aims to accelerate the transition into a professional career. To date, fourteen career starters have benefited from the Solidarités translation internship opportunity.

Starting from early September, SI has two internship positions for French to English translation. Interns can work remotely from their home office. Over a period of three months, interns will need to devote about 10 to 15 hours per week to SI's projects, webinars, and consultations. This part-time commitment allows them to comfortably continue to build their career on a daily basis. Interns will receive 1000 € at the end of the internship and need to be able to issue an invoice to Solidarités International.

SI is looking for early-career translators who are qualified but need experience, and for whom the internship can make a major difference. Recently graduated students, colleagues coming from other professions and starting out now, etc. can be equally eligible.

During this internship, the main task for the team will be the translation SI's 48-page annual report. (Past years' annual

reports can be found on SI's website: <http://www.solidarites.org/fr/qui-sommes-nous> / <http://www.solidarites.org/en/who-are-we>.) Translators will be credited in the annual report brochure.

Applications must be submitted by Friday July 28 to the internship coordinator, Attila Piróth, by email: translation@pirohattila.com. Queries should be sent to the same address. To apply, please send a detailed cv and a letter explaining what you expect from the internship and why you think it could be helpful for your future career.

Best regards,

Attila Piróth
internship coordinator
freelance translator
member of ATA and SFT00.0

If you have questions, you may contact Sybil Gilchrist, a former intern: netaexhib@gmail.com

Over a period of three months, early career translators can work, network, and learn thanks to the pro bono help of other team members.



Committed to providing universal access to drinking water and sanitation, [SOLIDARITÉS INTERNATIONAL](http://www.solidarites.org) is there to help people hit by war, epidemics and natural disasters.

SOLIDARITÉS INTERNATIONAL's humanitarian action dates back to 1979 and the war in Afghanistan. Five French citizens, including Patrice Franceschi, Alain Boinet and Patrick Brizay, launched the "caravans of hope" to provide aid for the local inhabitants. With the help of the Afghan resistance, they crossed the border in secret and delivered much-needed humanitarian aid to the population throughout the country.