

# THE NORTHWEST LINGVIST



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## CREATING A REGISTERED CATEGORY OF INTERPRETERS

By Steven Muzik, Ph.D. WITS Vice-Chairman  
in collaboration with Robert A. Miera  
Court Analyst, Administrative Office of the Courts

This is the second in a series of articles exploring the creation of a Registered Interpreter category in Washington State. The first appeared in the previous issue of this newsletter. WITS members Emma Garkavi and Steve Muzik are WITS representatives to the Washington State Supreme Court Interpreter Commission, which is dealing with this topic.

### *Introduction*

The Administrative Office for the Courts (AOC) currently has court certification in seven languages: Cantonese, Khmer, Laotian, Russian, Spanish and Vietnamese. The seven languages were chosen based on the results of a Language Needs Survey conducted in 1989. Demographics in Washington State continue to evolve, and courts encounter a multitude of non-certified language needs. Interpreters in exotic (non-certified) languages are often located on an as-needed basis and hurriedly qualified by a judicial officer. In those instances, the court has no assurance as to the level of the interpreter's skills, the interpreter's understanding of legal terminology, the legal process, or ethics.

### *Background*

A registry program was ordered by the Legislature in the previous biennium to assist the courts in determining if an interpreter candidate has sufficient basic skills to perform the duties of a court interpreter, including English proficiency, legal terminology and General Rule 11.1 (Code of Conduct). This is in addition to the already existing certification program, and does not replace it.

### *Creating a Registered Classification*

The Washington State Court Interpreter Commission has been given the responsibility for determining what the Registered Interpreter category requirements and timeline shall be. While not yet finalized, the Commission is considering the following:

1. Pass the written portion (excluding the translation portion) of the existing certified exam.
2. Pass an oral proficiency interview ("OPI") administered by Language Testing International from the American

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A chapter of the  
**American Translators Association**

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WITS has a Web page which can be visited at  
www.witsnet.org.

## NOTIS Notes

### New Members

Hernendo J. Avila	
Mercedes Booth	Spanish < > English
Harry Cotto	Spanish < > English
Idolka Cruz Bao	English > Spanish
James Heng	Cambodian < > English
	Chon < > English
Chie Inumaru	Japanese < > English
Montserrat Alvear Linkletter	Spanish < > English
Miriam Lopez	
Alexander M. Malinsky	Russian > English
	Ukrainian > English
Dubravka Martincic	Croatian < > English
	Bosnian < > English
	Serbian > English
Lucia Mondella	
Federico Montero	English > Spanish
Lynne R. Muncaster	Spanish < > English
Cathy Nguyen	Vietnamese < > English
Yuri Nishiyama	Japanese < > English
Kayoko Nordby	Japanese < > English
Linda Owens	Indonesian > English
	Malay > English
Aya Pickard	Japanese < > English
Ritsuko Randolph	Japanese < > English
Yumi O. Shuman	Japanese < > English
Manuela Slye	Spanish < > English
Clarissa Surek-Clark	Portuguese < > English
Sandra Szopa	English > Spanish
Leng Taing	Chinese < > English
José Torres	Spanish < > English
Christina Woelz	Spanish > English
Delores Wright	Spanish > English
Duo Xu	English > Chinese
Asako Yanai	Japanese < > English

### Rejoining Members

Maria Grace Anderson	Spanish > English
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### Corporate Members

GBDS
Language Fusion, LLC

## Introducing ERGA

*By Andrew Estep*

On September 1, 2006, ERGA began managing the Northwest Translators and Interpreters Society. ERGA is an association management company, providing membership management, publishing, event management, marketing, and other office services to membership organizations. NOTIS is one of six associations managed by ERGA.

Andrew Estep is the president of ERGA and NOTIS's client manager. In addition to office management and membership coordination, he is available to assist the NOTIS board of directors and committees with all aspects of association management. Andrew has worked in association management since 1994. His colorful background includes a bachelor's degree in mathematics and twelve years working with computers and electronics. Though he had a smattering of German, French, and Japanese in school, he is only able to converse in English.

## WITS Notes

### New Members

Ashraf Gebriel	Arabic
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### Rejoining Members

Anita E. Ahumada	Spanish
Erik Ness	Spanish
Lourdes Young	Spanish
Mary Ellen Ertel	Spanish

### Corporate Members

Franco-Erickson Associates
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## NOTIS President Address

Dear NOTIS members,

I would like to keep up with the established tradition of addressing you with the update of the latest developments.

After the relatively slow motion of the summer time, things are gradually gaining speed now. One of the “surprises” that summer brought was that Christina Zubelli informed the Board of Directors that she was going to step down as NOTIS Office Manager and Membership Coordinator as of September 1, 2006. Christina worked as NOTIS Office Manager from January 2000 through August 2006, and as Membership Coordinator from August 2001 through August 2006. As an organization, we have been lucky to have Christina in both capacities. On behalf of the NOTIS Board of Directors, I would like to extend sincere and heartfelt appreciation to Christina Zubelli for her outstanding performance, friendly attitude and long standing commitment to NOTIS. Dear Christina, we wish you success in all your endeavors, both in your professional and private life!

After Christina Zubelli’s resignation, the NOTIS Board of Directors hired Mr. Andrew Estep, principal of ERGA, Inc. to fill the position of NOTIS Office Manager and Membership Coordinator. Mr. Estep was highly recommended to us as an efficient specialist in professional organizations management. I would like to welcome Mr. Estep to NOTIS! In this issue, please read the information Andrew provided describing his background and professional services.

Hiring ERGA Inc. to manage NOTIS matters involved some logistical changes. Under the contract entered into by NOTIS and ERGA Inc., the new mailing address for NOTIS will now be as follows:

NOTIS

603 Stewart Street, Suite 610

Seattle, WA 98101

NOTIS correspondence mailed to the old NOTIS address will be forwarded to the new ERGA Inc. address for a few months during the transition.

One of the responsibilities that Mr. Estep has already assumed is e-mailing messages to the membership at large. Please note the following e-mail addresses for the new NOTIS Office Manager and Membership Coordinator: [officemanager@notisnet.org](mailto:officemanager@notisnet.org) for administrative matters,

and [info@notisnet.org](mailto:info@notisnet.org) for general society matters. Taking advantage of the opportunity, I would like to thank NOTIS Honorary Member Jean Leblon for sending the members significant information electronically for many years.

Another important change that came along is the change of the NOTIS telephone number.

For years, NOTIS as a volunteer organization has had a voice mail system in place. I would like to thank Board Director Lilly May Bayley who has been taking messages and returning calls for a few years. Now through ERGA’s professional service, Andrew will be answering NOTIS calls personally from his office. I hope you will agree that this is a much more convenient arrangement, and will serve our members more efficiently. **Please take note of the new phone number for NOTIS: (206) 838-0910.** If you call the old number, you will be referred to NOTIS’ new number.

Speaking of better services for the NOTIS membership, I would like to inform you that in September 2006, NOTIS was listed in the International Directory of Professional Associations (IDPA) headquartered in London. IDPA offers an invaluable online resource for professionals, the public, and anyone who is looking for associations of interest. By being listed in the directory, NOTIS will obtain two active links on the EDPA website, which will direct visitors to the NOTIS website. NOTIS will also receive a dedicated profile page in the directory, which will include additional information to further promote NOTIS. I hope it will raise NOTIS’ visibility, and our members will benefit from it. On September 26<sup>th</sup>, 2006 a message came from the IDPA Senior Editor, Ruth Thebald, who promised to publish the NOTIS President’s comments in the proposed “Testimonials area,” which would have a web link directly to the NOTIS online listing, which would also give NOTIS additional publicity.

Continuing the topic of the IDPA, you may be interested to know that among the associations for translation and interpretation which have recently joined the directory are:

- \* New Zealand Society of Translators and Interpreters
- \* Carolina Association of Translators and Interpreters
- \* American Translators Association
- \* Australian Institute of Interpreters and Translators

*Continued on p 9* ○○○○

## WITS OUTREACH COMMITTEE REPORT

By Julie Bryan and Verla Peterson

The WITS Outreach Committee is dedicated to letting people know about our profession. In order to accomplish this work, we seek opportunities to reach out to professionals who interact with interpreters and translators, people who need languages services, and the general public. This is a report on some of our latest activities. But first, we wish to share some exciting news about WITS President Kenny Barger.

### *Citizen Appreciation Award for WITS President*

Kenny Barger was recently honored with a Citizen Appreciation Award given by Seattle Chief of Police Gil Kerlikowske and Seattle Mayor Greg Nickels. This was in recognition of his ongoing volunteer work as an interpreter for the Latino Advisory Council, a citizen oversight committee working with the Seattle Police Department. Strategic Advisor to the Mayor Cathy Wenderoth described a large community meeting held in South Park in the wake of a series of crimes, including homicides, in which “Over 100 community members, including the victims’ families, were in attendance. Emotions ran high, the issues were complex, and many people wanted to speak about their experiences. Kenny calmly and professionally went about the job of interpreting. He did an outstanding job, and without his assistance, many of the concerns, personal stories, and issues might have been lost.” The Outreach Committee congratulates Kenny on this award and a job well done.

### *KCTS Pledge Drive*

In other news, a group of 15 WITS members helped local PBS affiliate KCTS raise \$88,287 during its September 16 fund drive. The volunteers, led by Past President Angela Torres Henrick and President Kenny Barger, enjoyed an evening of camaraderie at the station, located on the edge of Seattle Center.

WITS received publicity for our efforts when Angela and Kenny were interviewed on camera during two different pledge breaks, giving them an opportunity to spread the word about our mission and profession.

The evening’s program, hosted by George Ray from *KCTS Cooks*, included Victor Borge, Andrea Bocelli, and Pink Floyd. We were all a bit surprised when the highest-level premium—\$1000 pairs of Bocelli tickets for an upcoming concert at Key Arena—drew pledges

for 18 of 20 available sets during the first break in that program. We were also interested to find that about a third to half of callers were from Canada. We took calls from Manitoba, Saskatchewan, Alberta and British Columbia.

Between pledge breaks, we were treated to a nice meal and a tour of the station. It was interesting to see behind-the-scenes technical areas, as well as the set of Enrique Cerna’s program *KCTS Connects*. Thanks are due to all who were a part of this event, which gave much-needed exposure to WITS and language professionals.

### *WASCLA Summits*

If you attended the WITS Annual Meeting or the International Translation Day celebration, you may have heard of the fine work being done by the Washington State Coalition for Language Access, or WASCLA. Created in 2005, WASCLA seeks to eliminate barriers to vital services that exist for many people of limited English proficiency. A summit was held on June 16 in Ellensburg, and attendees included language professionals and representatives of fields as varied as law enforcement, healthcare, victim’s advocates, courts, and many more. Claudia A’Zar, Diana Meredith, and Kenny Barger attended this summit, where they set up a WITS table and offered materials and information to attendees, including a sheet on where to find qualified language professionals, as well as some of the recently published NAJIT position papers.

By the time this article reaches our membership, WASCLA will have hosted their October 12 summit. Our professions will be well represented, as many of the speakers are language professionals, including Martha Cohen, Steve Muzik, Gemma Salinas, Cynthia Roat, Elham Farah, Beth Schoenberg, and Julie Bryan. This is an impressive group, as it represents many geographical areas of the state, diverse disciplines of interpretation, and languages as varied as Mixteco, American Sign Language, Somali, and Spanish. WITS will have a table at this event as well, and will offer assistance and materials to all comers.

The work of WASCLA is vital and will help lead us into an era of better provision of language services in

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## Meeting Our Members

By Katrin Rippel

Russian Localizers United - meeting

Vadim Zima

“After my relocation to the US in 1990, very little has changed. In Russia I was an English translator. In America I am a Russian translator.” This statement on Vadim Zima’s website [www.zima.net](http://www.zima.net) caught my attention. Since I also grew up in East Germany, the Soviet Zone of formerly occupied Germany, I definitely wanted to know more about this fellow who lived through these controversial experiences and expressed such a light hearted statement.

I visited Vadim’s office, which is a showcase of technology including workstations with all major OS platforms (Vadim built the network himself), a library of books, a gallery of certificates — and it has a powerful sound system: We were listening to ‘Another Brick In The Wall’ by his favorite band — Pink Floyd.

Why and how did he become a linguist for the Department of Defense in the Soviet Union?

“Living in the former Soviet Union where communist goals kept everybody equal in the working class, and traveling outside the country was impossible for the average person, becoming a linguist gave me the possibility to travel abroad and meet people from other cultures. Besides, missions abroad were compensated in dollars which resulted in a higher income, sometimes up to twenty times higher, than what an average Russian could make.”

Entering the Defense Language Institute in Moscow, one needed political connections and an excellent family background, which Vadim did not have. After three years of reapplying, he was accepted due to his excellent Russian language skills, simple persistence, tremendous will and a good portion of luck. In 1974, he completed his studies with a M.A. in Translation & Interpretation.

Did you believe in the Soviet Union and its system?

“Yes. Sure, I knew that there were many things not all right, yet I believed in the good of the system.”

“We had two major newspapers, *Pravda*, which translates into *The Truth* and *Izvestia* which means *News*, both mouthpieces of the Communist Party and Soviet government to which everybody had to subscribe! There was a whispered saying: No *News* in *The Truth*, no *Truth*



Vadim Zima

in the *News*”, Vadim laughed out loud and made me write this sentence down.

Because of his individuality, sense of adventure and nonconformity, he was “condemned” to a remote army garrison in Kyrgyzstan for the rest of his working life. As a result, he left the army in 1987, moved back to Moscow, and started working as a freelance translator.

In 1990 Vadim was offered an assignment in Seattle, Washington. He worked his way through red tape for a passport and a visa, traveled to America and has been living here since.

He obtained all the significant Certificates available in the US for interpretation and translation and transformed himself from an “English Translator” to a “Russian Translator”.

In 1991, together with his wife Sharon Zima, Vadim created RusLoc® Ltd., a company with offices in Lynnwood (US), and Moscow and St. Petersburg (RU), specializing in software localization for the Russian market. The forum on his website [www.rusloc.com](http://www.rusloc.com) serves as a meeting place for Russian localizers. Vadim trains the people on his team himself, and his 35 years of linguistic experiences helps him find the most suitable localizers.

Would you like to go back to Russia?

“No. Here is my home now, everything else is nostalgia.” He plays “Nostalgia” from Igor Talkov, a legendary Russian singer/songwriter. Finally, he shows me his forum signature - words from Roger Waters, rebellious former member of Pink Floyd - the song still resounds in my head as I write this:

“By the grace of God Almighty  
And the pressures of the marketplace  
The human race has civilized itself  
It’s a miracle.”

## International Translators Day

By Leuth Bartels

I drove from Portland, Oregon to Everett, Washington mainly to hear Cynthia Roat, because she is outreach commission co-chair of the National Council of Interpreting in Health Care (NCIHC). I volunteered to write for the newsletter because I wanted to write about her presentation, as I'm enrolled in the testing/training program co-led by her commission co-chair, Maria Michalczyk. I've seen first-hand how the profession has grown from when I worked as a medical interpreter in the early nineties and continues to grow as recognition of need for language access spreads through the medical community. I wasn't aware, however, until I heard Ms. Roat speak, of the extent to which standardization and systemization had developed in Health Care (HC) interpreting, or how widely HC interpreting was being integrated into the overall scope of HC services.

After all, this profession didn't even exist officially twenty years ago. When I began work in 1992, the only test required of me was to know basic body parts, common ailments and casual everyday words. As Ms. Roat said: stories of 7-year olds used as interpreters were standard. She told of HC interpreting done by family members (with no established HC knowledge, such as children) or unscreened medical staff (with no established cultural knowledge, maybe bilingual or just able to speak a few words in another language). In rare cases, in specific parts of the country, there were minimally trained dedicated interpreters available - which may well have been someone like me, well-intentioned and fundamentally equipped but largely untrained and essentially clueless.

The situation was rough for those "pioneering individuals largely working alone on a local level" (as NCIHC website described early professionals). There was almost no research into language access issues. The research available showed inconsistent understanding of issues at hand, with varying usage even in definitions of "interpreter." Telephonic interpreting was explored only slowly and not widely available. Importantly, costs involved with providing HC interpreting fell upon HC service providers. There was little motivation to do spend more money, when the push was to cut costs instead.

The Pacific Northwest was one of the leaders in HC interpreting in the early nineties, but Ms. Roat detailed how there was still little awareness of related needs. Training was scanty - most trainings were under fifteen

hours, in the rare cases where one could find any. There were few avenues for certification - Washington was the only state to offer certification before 2000 and only in a few languages. There were no options for further training in terminology or other areas of HC knowledge. There was no coaching on role-boundaries or appropriate interactions between interpreters, patients receiving services, and HC providers themselves. There especially was no support network for those in the field. Even so, this situation was an improvement over most parts of the country.

Such lack of resources is exactly what prompted growth of professionally-oriented organizations, particularly NCIHC, to deal with the issues faced by those working in HC interpreting. The NCIHC website explains how the desire among leaders of interpreting programs to establish closer ties with others in the field of medical and social service interpreting led, by 1994, to the group's formation with goal of establishing a national dialogue around issues of role, standards, training and certification. By 1998, the organization was official and the trend of standardizing HC interpreter use established.

So, according to Ms. Roat, what happened to bring about this change?

First: immigration happened. Ms. Roat cited census figures and their story is dramatic. The US population nearly doubled between 1950 and 2000 (from 151.3 to 281.4 million), grew 13% during 1990s alone and another 5% between 2000-2005. We are a nation of immigrants by definition and so we continue to be, even in midst of intra-cultural turmoil. Although "foreign-born nationals" comprise only 11% of the current US population responding to census inquiries, almost one-fifth of overall populace (17.9%) speaks a language other than English at home. These are national figures that don't begin to describe the situations in inner-cities.

Thus, the trend in HC interpreting is led by need not theory, as HC service providers have greater numbers of patients whose care is impossible without means of communication, so those who can communicate and "bridge the gap" are increasingly seen as valuable assets to the HC team. The needs-based facet of this trend is one major reason why a current lack of federal support is

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not weakening industry growth. Our industry's growth correlates directly to immigrant population growth and the language access needs of these ever-growing immigrant communities. As both the immigrant communities and their HC needs are here to stay, so is the profession that facilitates HC service and so then are tools, rules and protocols for its standardization.

Second: litigation happened. In 2000, the Clinton administration strengthened enforcement of 1964 Civil Rights Act language access mandate, as National Health Law recorded. "The Office for Civil Rights (OCR) of the U.S. Department of Health and Human Services (DHHS) issued its long anticipated guidance, *Title VI of the Civil Rights Act of 1964; Policy Guidance on the Prohibition Against National Origin Discrimination As It Affects Persons With Limited English proficiency...* At the same time... the Department of Justice (DOJ) issued a Policy Guidance Document, *Enforcement of Title VI of the Civil Rights Act of 1964 -National Origin Discrimination Against Persons With Limited English proficiency...* to set forth general principles for federal agencies to apply in developing Title VI guidelines for services to individuals with limited English proficiency... Thus, all health and social services agencies, facilities, and other entities that receive federal funds are on notice of their legal obligations" towards "limited English proficiency speakers" (LEPS).

Ms. Roat observed just how quickly notice was taken of new enforcement policies and how widespread awareness of Title VI requirements became. Penalties imposed were severe. She cited the UC Davis case where settlements agreed upon were over one million dollars. She described how thirty-one states actively enforce Medicaid Managed Care provisions requiring "language access," so it is now possible to lose federal funding or even face "breach of contract" litigation if language-access services are not provided for LEPS. These concerns are increasingly relevant as states avail themselves of Medicaid funds to cover HC interpreting service costs.

Of course this precedent was noticed by state and municipal legislatures, who responded in ever-greater numbers by passing pro-active legislation to preemptively address language-access issues within their own communities. Ms. Roat mentioned such examples as Hawaii's Language Access Bill and Illinois' Cultural and Linguistic Competency of Physician's Act. There was also an effort to pass federal legislation to permanently address language access in health care. Unfortunately, this provoked a backlash from monolingual lobby groups

that seek to establish legal sanction for cultural centrism through disavowal of language access needs in schooling or health care. These groups appear to hold much sway with current federal policy-makers and there was been noticeable weakening in enforcement of Title VI laws, as Ms. Roat observed. The proposed Minority Health Bill and immigration reform bills have all died in session, despite initial bipartisan support.

The growth in HC interpreting, however, is needs-based and not theoretically driven, so that growth continues in spite of the federal shift away from Title VI enforcement. LEP patients are still in HC centers needing interpreters to facilitate communication. State and municipal regulations have continued to notice language access needs. Ms. Roat pointed out changes to the California Health and Safety Code and Insurance Code (which regulates health plans) that require Managed Care plans to provide regulations for culturally and linguistically appropriate care (said to be available soon). She also mentioned the New York State Health Commissioner's revision of hospital regulations regarding language access to now prohibit use of children under 16-years and require use of a Language Access Coordinator.

As Ms. Roat outlined, this combination of immigration-driven realities and litigation-driven anxieties also produced of attention from other types of places. Funders like the WK Kellogg Foundation actively support Seattle's Cross Cultural Health Care Program. Besides government agencies like DHHS and private organizations like Language Line Services (LLS), national groups like the Joint Commission on the Accreditation of Health Care Organizations (JAHCO) and the National Council on Quality Assurance offer accreditation. Professional organizations like the American Translators Association (ATA) developed greater interest in interpreting.

As focus was given to the impact of quality HC interpreting and attention paid to financial implications of poor communication, organizations like NCIHC were able to take on stronger leadership and advocacy roles for interpreting services. As one result, there has been research of better quality, with greater consistency and specification of what "interpreting" is. NCIHC and The California Endowment have been making the growing body of work easily accessible to concerned professionals.

Most important, in my opinion, is the progress Ms. Roat cited in the development of more sophisticated service delivery models and increasing availability and range of resources for language access programs as well as in-

terpreters. Technology usage is being actively explored, so telephonic interpreting is becoming widespread and commonly accepted. Advancements utilized in American Sign Language are being applied to LEP interpreting, so explorations are being made into video interpreting for medical centers and Ms. Roat explained how such services were widely anticipated.

Bottom line: the situation today is different than even ten years ago and dramatic shifts have occurred in perceptions of HC interpreters. As Ms. Roat explained, the number of well-trained dedicated interpreters has grown and their use is becoming standard. Cases of friends and family members being used as HC interpreters are increasingly limited to situations where language used is less common locally. We have trained dual-role interpreters instead of untrained bilingual staff - although NCIHC listserv conversations detail remaining difficulty in this arena. Thirteen states now use public money in some way to pay HC interpreters for services provided to Medicaid patients and more are looking at how to do so.

There is a body of guidelines for the industry. NCIHC broke ground with the National Standards of Practice and National Code of Ethics. State and national guidelines are in development. Ms. Roat listed examples from California Health Care and Safety Net Institute (*Straight Talk: Model Hospital Policies and Procedures on Language Access*), California Academy of Family Physicians (*Addressing Language Access Issues in Your Practice: A Toolkit for Physicians and Their Staff Members*), DHHS (*A Patient-Centered Guide to Implementing Language Access Services in Health Care Organizations*), and National Association of Public Hospitals (*Cultural Competence Operational Guide for Hospitals and Health Systems*).

We have ever-widening training options, as Ms. Roat observed. There are opportunities available through community colleges - some working with HC providers, community-based organizations, on-line options - as part or entirety of study, as well as individualized provider training options - such as LLS in-house certification. She pointed out wider availability of testing resources for language screening and skills testing. The push for certification increases annually and eight states have some program or pilot in place to qualify interpreters. Coming in October from The California Endowment, she told us, is *Certification of Health Care Interpreters in the United States: A Primer, a Status Report, and Con-*

*siderations for National Certification* to make the case for national qualifying exams.

We also have ever-widening support networks to help us know about these developments. NCIHC has always promoted professional networking, as the oldest and strongest organization of its type. ATA has taken greater interest in community interpreters as a Special Interest Group within the Interpreting Branch. There are now local interpreter associations in twenty-five states and annual conferences including medical interpreters being held in eight. These numbers grow annually. We are a community on the cutting edge of new methodologies and new behaviors. Ms. Roat called us "pioneers."

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The reason I have provided this list is to demonstrate the broad "geography" of our national and international sister organizations. The official holiday, International Translation Day, celebrated on September 30<sup>th</sup>, which highlights the solidarity of the members of our profession worldwide. Appropriately, the motto for this year's ITD, identified by the International Federation of Translators, was "Many Languages — One Profession."

Those of you who attended the event to celebrate the International Translation Day on September 30<sup>th</sup>, organized jointly by WITS and NOTIS, would agree that it turned out to be a great success. There were 65 attendees, and 8 new members registered for the event! All four presentations were extremely informative, interesting and enlightening. The audience gave a keen response. Please read more detailed coverage of the event in this issue. I would like to thank all the members who participated in the event, and my special thanks go to the WITS Program Committee Chair Vania Haam and NOTIS Program Committee Co-Chairs Andrea Brugman and Jonas Nicotra. These wonderful dedicated people contributed a lot of hours to make this event a real success. I would also like to acknowledge the following volunteers for their hard work: Cristina Paget (NOTIS), Lisa Jaffee (NOTIS), Lilly May Bayley (WITS, NOTIS), Caitilin Walsh (NOTIS), Ken Wagner (NOTIS).

Once again, I want to emphasize the importance of the volunteer effort, and to encourage you to get involved. We do need your help, ideas, input, and suggestions. Please stay "tuned."

*Larissa Kulinich, NOTIS President*

## Two International Translators Day Workshops

By Kathryn German

Kathryn German is a member of ATA, NOTIS and NAJIT and currently works full-time in Seattle as a Translator for Quorum Review, an institutional review board of clinical trials. She has completed the Translation Certificate Program coursework at the T & I Institute at Bellevue Community College, the Cross Cultural Health Program, has a M.A. and B.A in Spanish Literature and Language, and completed additional studies in Spain, Ecuador, Perú, Paraguay, and Guatemala.

### WORKSHOP ONE:

#### Legal Interpretation in Washington State

The second session of the International Translation Day Conference in Everett was given by Martha Cohen, Manager of the Office of Interpreter Services for King County Superior Court, a Federal and WA State Superior, District, Municipal, and Juvenile Court Certified Interpreter, an instructor in interpreter training programs at Seattle University Law School as well as the University of Washington Law School, and an instructor for the Translation & Interpretation Institute Certificate Program. She is also actively involved in several organizations that serve recently arrived immigrants to this state.

Martha opened her talk with the observation that, in Washington State, the current status of legal interpretation mirrors that of those in the medical interpretation field. Last year Washington was second in the nation in terms of refugee resettlement, with approximately 600,000 immigrants arriving in 2005-2006 alone. As the number of inhabitants in Washington of Limited English Proficiency (LEP) has grown, the need for services for this population has grown in equal measure. To date, the Office of Court Interpreter Services has received requests for services in 117 languages, and the state school districts as well have now documented a record 181 different languages within the state educational system.

The languages that Martha Cohen now encounters in the courts are very different than those common in the Washington judicial system ten years ago. Requests have been made for interpreters of less common African languages such as Twi, Dhimba, and Dinka, and even for languages that formerly existed only in oral form, such as Mien and Ormo. Since 1996, the Office of the Courts has offered testing and certifications for interpreters working in seven languages: Spanish, Lao, Cantonese, Viet-

namese, Cambodian, Russian, and Korean. These certification tests cover subject matter such as legal ethics, protocol, methodology, and vocabulary. Once certified, a court interpreter must continue his/her education by completing 16 hours of instruction which has been approved for this purpose. The needs of the courts, however, far surpass the number of trained and qualified court interpreters, especially for rarer languages such as the aforementioned. When interpreters are required for cases involving languages of limited diffusion and no local interpreters are available, the court has at times had to rely upon relay and remote interpreting.

In an effort to ensure that those of limited English proficiency have equal access to the legal process, there have been several new developments in Washington State which Martha briefly described:

a. The Interpreters Advisory Commission. This commission will, on an ongoing basis, act to assess, develop, modify and review state policies regarding the testing and discipline of interpreters as well as the requirements for maintaining court certification. At present, the commission is moving towards the goal of developing a new category of interpreters for the languages not currently covered under certification. The title under consideration is that of "registered interpreter." In addition to these goals, the commission is also planning the creation of a new Interpreters Workshop for these new languages.

b. Justice in Jeopardy. A task force has been hard at work in an effort to create new legislation in 2007 that would provide a more consistent fee schedule, for all court interpreters (\$50 per hour plus standard travel expenses), and to solicit more overall assistance from the state of Washington for the payment of interpreters, perhaps up to 50% of that cost. If successful, the results would be two-fold: interpreters would be paid a more competitive rate, thus encouraging more candidates to apply for court certification, and the financial burden of individual courts would be eased by state funds that would assist them in paying for their interpreters.

c. Washington State Coalition for Language Access (WACSLA): This organization has been established in order to help remove the barriers that immigrants encounter when settling in this state. WACSLA is a new

organization, made up of people from the ranks of legal services, government, and social services. The objective is to create a united front which will work together to improve access to services for people with Limited English Proficiency (LEP). Some of the goals of the Washington State Coalition for Language Access include: the education of groups about the legal requirements concerning interpreters; model curriculums for interpretation services as well as for service providers; a greater pool of qualified interpreters; the development of quality control standards for interpreters; and a secure source of funding for interpreter services and instruction.

According to Martha Cohen, training is the key to providing the appropriate services to meet the needs of LEP. Interpreters need instruction in legal protocol, methodology and ethics. Bilingual training is needed for those wishing to interpret in currently non-certified languages. Instruction is also needed for those who will be using the services of interpreters in their professions, especially in terms of the expectations they may have in regards to roles and responsibilities. Educational opportunities can often be integrated into existing structures in many ways; for example, they can be incorporated into staff meetings, new employee orientations, and mini-conferences.

How do we start? Martha encourages all professionals in translation and interpretation to take the first step by becoming actively involved with their local professional organizations. It is up to all of us to continue to advocate for those of limited English proficiency and, in Martha, we have a wonderful example to follow.

## WORKSHOP TWO:

### Professional Conduct and Ethics

The final workshop of the International Translation Day event was given by Courtney Searls-Ridge. Courtney is Executive Director of German Language Services, co-founder of the Translation & Interpretation Institute, an instructor of Ethics and Business Practices for the Translation & Interpretation Institute, co-chair of the ATA Mentoring Committee, and chair of the ATA task force charged with reviewing the present ATA Code of Professional Standards. She has served several terms on the ATA board of Directors and of the Northwest Translators and Interpreters Society. From 1992 to 1994 she also served as president of NOTIS.

Courtney provided the attendees of the conference with copies of three different codes of ethics from differ-

ent organizations: the National Association of Judiciary Interpreters and Translators (NAJIT), the American Translators Association (ATA), and the Localization Industry Standards Association (LISA). Each individual in attendance also received a set of three different ethical dilemmas, and then all were asked to divide into groups of ten to discuss the situations described in the light of the ethical codes provided. The groups subsequently reviewed the problems, and each member of the group had an opportunity to offer their thoughts and opinions. The questions pondered by each participant were the following: a) What are the issues presented in the dilemma? , b) What would you do in this situation? and c) Are the issues at presented addressed in any of the three codes of ethics (ATA, NAJIT, or LISA)? Finally, one member of the group summarized the responses received from their group, and explained how their group felt the situation could best be resolved or handled in terms of the various codes of ethics provided.

None of the dilemmas were simple, and none had easy, black-and-white solutions. In the first situation, a translator received requests to perform a translation of the same document from two different translation companies. The translator was informed that the work in question was a sample translation that might lead to further translation work from the company. The first company asked that the translation be performed without charge. The translator had previously signed a non-disclosure agreement with said company. The translation sample was completed and submitted to the first company. The second company offered to pay for the translation and the translator knew the owner of the company personally. Due to the fact that a non-disclosure agreement had been signed with the first company, the translator could not inform the second company that the same translation had been completed and submitted to the first company. The responses to this moral dilemma on the part of the workshop attendees were mixed. Some said that the translator should simply refuse to do the translation from the second company since it had already been done for the first company. Others felt that, because the work in question consisted of samples, completing both translation requests could be justified. A few replied that the response needed to be negative, as the sharing of translation memory violated the non-disclosure agreement with the first company. In short, 70% of those present said that they would do both translations; 36% would decline the second request; and 7% would do

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## ALL ABOUT LOCALIZATION:

A Review of Ulrike Irmeler's International Translation Day Talk

By Elena Boucheva

It fascinates me every time I think about how fast the world is changing around us. It does not just get smaller, it becomes more interconnected. It is even more exciting to realize that as interpreters and translators we are not just witnessing these changes from the outside — we help them happen.

With so many of my friends adding “localization” to their resumé, it was exciting to be able to receive information about it first hand. The presentation given by Group Localization Manager for Microsoft Corporation Ulrike Irmeler was both very informative and interactive. In the beginning Ms. Irmeler explained that the process of localization is relatively new. It is only about 10 years old.

The term “localization” is an umbrella term that is used to express the process of adaptation of a product to a foreign market and culture. This is the point where it becomes so familiar and dear to us, translators! Is that not what we have been doing all these years?! We take a product (written material in our case) and conform it to the other culture (translate it into another language).

Translation is actually an important component of the localization process. The process itself is very involved and consists of a sequence of tasks that have to be done to create an end product. This could be localization of a website or of software, and many other types of products and media.

It was especially interesting to listen to Ms. Irmeler being a person who stood at the very start of localization. In the early nineties she was invited to work for Microsoft on localization of some of their products. Since that time, the process has evolved from using in-house employees to contracting companies preferably in the country where the product will be marketed.

Software localization starts with market research. At first that was FIGS (French, Italian, German, Spanish markets or major European languages), then came Japanese and many others. The product needs to be literally taken apart, translated (adjusted), then put together again and tested. The bottom line is that after everything is done the end product must be useable. This is not that easy to achieve. You have to take into consideration a lot of big and little factors. For example, the fact that there

are four different “I” in Turkish does not make it easy for you, or that the page has to be read from right to left, different date formats etc. Even the graphics need to be looked at and analyzed — would this particular image appeal to the particular audience or be useful at all.

After the product is properly prepared and ready to be marketed, according to Ms. Irmeler this is not yet the end of our localization process. Access to the end product has to be provided for consumers. On-line access is not always possible; therefore it is usually done through the local government.

There were many questions from the audience. The one that brought up even more discussion was “What do you do if the product is not world-ready?” First, said Ms. Irmeler, you have to have people who really know what they are doing to avoid a situation like this. There is another process called pseudo localization that is also used. It is simply when English language characters are replaced with other language characters, plus lots of tests. Whenever the product is released on the US market it is expected to be ready the same day for other markets. A localized product should look and feel like a culturally specific product (made in the country for the country).

Another question that attracted attention of everyone in the room was “What would be your requirement of me to come and work for your group?” The main requirement would be your experience in project management or completion of the project management course.

This made me think that some day with a lot of work, more education, and help from our patron saint, St. Jerome, I also will be able to add “localization” to my resumé.



*Elena Boucheva is a Russian <> English translator and interpreter.*

## 2006 NOTIS BOARD ELECTIONS

### CANDIDATE STATEMENTS

#### Lilly May Bayley

Lilly May Bayley received her Bachelor of Arts degree in English at St. Joseph's College in Manila. Prior to moving to the US in 1978, she was working on a Masters Degree in Media Communications at the University of the Philippines and was teaching at the Far Eastern University. While rearing her three children in Spokane, she volunteered as an ESL tutor to recent immigrants at the Refugee Resettlement Center.

Lilly May has over 16 years of interpreting and translating work experience. In 1998, she became a California Certified Court Interpreter. She has served on the board of WITS and is a member of NAJIT as well as NOTIS. As a member of the NOTIS Board, Lilly May has worked to encourage more Asian language interpreters and translators to join the organization.

#### Larissa Kulinich

By education and training I am a professor of English. I earned my Ph. D from the Moscow State Teacher Training Institute, Russia. Before I came to the U.S. in 1997, I had been teaching English at the Foreign Languages Department, Novokuznetsk Teacher Training Institute, for about 20 years. In addition, I was doing translation and interpretation as a free-lancer. Ever since I came to the United States, I have been a free-lance translator and interpreter, and a tutor of English and Russian.

I joined NOTIS in 1998, and during the first three years was Chair for the Slavic Special Interest Group. I have been NOTIS President for the last two years. I consider it a special privilege to serve the organization in this capacity.

I am highly appreciative of each and every member of the Board of Directors, and grass-roots volunteers. It is their selfless work, true commitment to the cause, and vision that make our organization successful both in terms of professional growth and services for the membership.

If reelected, I will be trying to further contribute to NOTIS, and work towards a broader recognition of the professional status of the work our members do as translators and interpreters. Strategically, I think one of the main ways to attain this goal is putting more emphasis on our client education and outreach effort.

#### Renée Palermo

My goal for the new term is to continue the stewardship of the recently formed Medical Special Interest Group (MedSIG), to do my best to see that their needs

are being met and to ensure that the mission of the former Society of Medical Interpreters (SOMI) lives on.

I have been a member of NOTIS and SOMI ever since I started interpreting in 2000. I volunteered for NOTIS for a short time before I began focusing my efforts on SOMI. I served as a board member for SOMI before serving a term as Vice President and a term as President. During my years with SOMI, I created SOMI's first membership database and implemented a new website publishing it. I also served as web administrator, membership committee co-chair, and newsletter editor. At the end of my term in December 2005, the membership voted to dissolve the organization and unite with NOTIS under the new MedSIG. Since then I have been working to grow this new membership base by transferring former SOMI members to NOTIS and working as co-chair of the MedSIG. I have enjoyed working with the NOTIS board on this positive and successful undertaking and hope to continue in the next term.

I am a trained certified medical interpreter with six years experience providing on-site medical and social interpretation services to major hospitals, clinics, schools and social service agencies. Before I started interpreting, I worked in the corporate world as a systems analyst and technical project manager. Most currently I have been working as a localization project manager. I hope that my past experience will benefit NOTIS.

#### Caitilin Walsh

I am honored to be standing for a eighth term on the NOTIS board. It continues to be a pleasure to serve our membership together with such congenial colleagues.

I joined the NOTIS board in 1991. In 1992, I inherited the directory and authored the first version of the NOTIS Web site on an embryonic Internet. I published the InfoBase from 1994 until 2002, when it was replaced by our online directory. Over the years, I have served NOTIS as secretary, vice president and president. During my tenure as president, NOTIS became a chapter of ATA and gained tax-exempt status.

I am proud of my work with NOTIS, and I look forward to continuing my work of bringing more services to the membership, focusing my efforts on the NOTIS Web site and online directory.

I thank you for the trust you place in me and in your colleagues.

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### Marissa Wright

Serving on the NOTIS Board of Directors for the past four years has been an honor that I have enjoyed immensely. I am a graduate of T&I Institute at BCC, and have worked as a freelance translator from German into English for several years. I also co-teach Introduction to Translation and Interpreting at the T&I Institute.

NOTIS and the ATA continue to promote professionalism within our industry in many ways, and particularly by instituting continuing education requirements for maintaining ATA certification. If re-elected, I will work within NOTIS to provide members with ample opportunities and programs to satisfy these requirements, thus enabling our members to keep their professional skills honed and broaden their expertise.

As a member of the Board, I am also working to help NOTIS attract and retain new members.

I hope you will give me the opportunity to continue to serve you and NOTIS.

### Kendrick Wagner

Kendrick J. Wagner has been a freelance Japanese-English translator since 1987, specializing in health sciences and chemical engineering. He has been involved with ATA's Japanese-English certification program since 1996 and served as Japanese-English language chair from 1999-2003. He is a former secretary-treasurer, assistant administrator, and administrator of ATA's Japanese Language Division and is currently a judge for the Japanese-English portion of the Japan Association of Translators' annual translation contest. Ken is currently running for reelection as a NOTIS director.

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Council on the Teaching of Foreign Languages (56 languages available).

3. Attend a court interpreter orientation.
4. Take an interpreter oath.
5. Comply with continuing education expectations, including ethics.
6. No certified language will be offered as a registered category.

The Commission intends to make final decisions concerning the Registered Interpreter category requirements by late this year, and implement them for 2007. When in place, courts would be required to find a regis-

tered interpreter before scheduling a non-registered one, if a registered interpreter is not available. For certified languages, the courts will continue to be required to schedule certified interpreters, if available.

The OPI exams are part of the initial effort to create the registered category. Other languages not currently included in the OPI will be added as the need suggests from other sources (such as the Consortium for State Court Interpreter Certification), once this program is functioning. The Commission is in the process of initiating a comprehensive needs assessment for language services in the courts and will use those results as they become available.

### *Reasons for the Change*

The introduction of continuing education and ethics classes requirements will reduce disciplinary measures that result from failure to comply with requirements, provide interpreters with understanding of ethical issues, and is consistent with statutory obligations and with policies adopted by the Interpreter Commission. Requiring registered interpreters to attend an orientation will provide them with guidance from actual practitioners, AOC staff and court personnel on professional aspects of interpreting. With the creation of a registered category, courts will be assured that interpreters before them meet minimal qualifications. WITS believes that the creation of a registered category will benefit members who currently have no certified category available to them.

The AOC Interpreter program will continue to provide additional support to both certified and registered interpreters by developing, advertising, and approving classes. Registered interpreters would have the same consequences as certified interpreters for non-compliance, including sanctions and possible loss of registered status.

The WITS Board of Directors has received periodic reports on Commission progress. It has considered and discussed the implications and consequences to the profession for the creation of the registered category, and has supplied input to the Commission. WITS has concluded that it supports this effort.

If you have information and/or concerns you would like to make known to the Interpreter Commission, please contact Emma Garkavi at [egarkavi@comcast.net](mailto:egarkavi@comcast.net), or Steve Muzik at [northwesttranslation@nctv.com](mailto:northwesttranslation@nctv.com). The next Commission meeting will be held on December 8, 2006.

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a really good job for the agency they preferred to work with, and a “so-so” job for the one they were not as fond of!

The responses to Dilemma No. 2 were much more unified. The setting was a bail hearing. Following the hearing, the judge asked the interpreter if the accent of the client sounded Mexican to him. The interpreter had noticed that the client seemed to possess a distinct Cuban accent. The attendees were asked what the interpreter should do. Most of those present agreed that this involved a clear violation of the code of ethics, and that the interpreter should stand up to authority and explain to the judge that it would not be ethical for an interpreter to offer this information, that the interpreter’s task was only to interpret the words of the client and not to offer opinions. If the interpreter were to state their opinion then he or she would be stepping out of the role of interpreter into that of a witness. Courtney advised that it is always a good idea to be ready and able to explain the interpreter’s code of ethics, and even to have a copy of the code handy to show to others.

The final dilemma concerned a project manager at a translation company. One of that company’s clients just established an in-house translation department, but had also offered to send the translation company their surplus work. The company subsequently requested that the translation company send them the glossary that had been developed as a result of prior translation projects. The project manager’s supervisor told the project manager that the glossary belonged to them and should therefore not be shared with the client. The question to contemplate was whether or not the project manager should send the client that glossary. There was definitely not universal agreement with reference to the solutions posed to this dilemma, which only served to show how difficult some situations can be in terms of choosing the most ethical solution. Some of those present thought that the project manager should simply follow the direction of his supervisor so as not to lose his job. Others thought that the dilemma involved the question of ownership of intellectual property and belonged as such to the developer of the glossary. Finally, some believed that a good solution would involve checking the original contract with the client to see if the question of glossary ownership had been addressed in that document. If not, selling the glossary to the client might be a win-win solution to the problem. The client would receive what he wanted, har-

mony between the translation company and the client would be maintained, and the translation company would receive compensation for the hard work that went into the creation of the glossary in question. Courtney pointed out that this was a very good example of the importance of dealing with these matters up-front in contract between client and translator.

Courtney’s workshop served to point out the deep complexity of the issues that translators and interpreters face on a daily basis, and to underscore the importance of being familiar with the codes of ethics provided by ATA, NAJIT, and LISA, and she did this successfully in an enjoyable atmosphere of camaraderie and banter.

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many service areas and throughout the state. To learn more about this organization, visit [www.wascla.org](http://www.wascla.org).

#### *DAWN training on domestic violence*

The Domestic Abuse Women’s Network (DAWN) recently extended a hand of friendship to WITS by inviting interpreters to attend a 50-hour series of intensive training courses on domestic violence, to be held in Spanish during October, November, and December. DAWN has requested and received credits for certified court interpreters for some of the courses. In the final session of this training, the WITS Outreach Committee will present on the proper use of an interpreter.

This particular series of courses is language-specific and will be held in Spanish only. However, DAWN holds similar trainings in English twice a year, and we hope to collaborate with them on future trainings so that interpreters of other languages can also learn more about this topic, which is of such great importance to interpreters who work in the judicial setting. You can learn more about DAWN at [www.dawnonline.org](http://www.dawnonline.org).

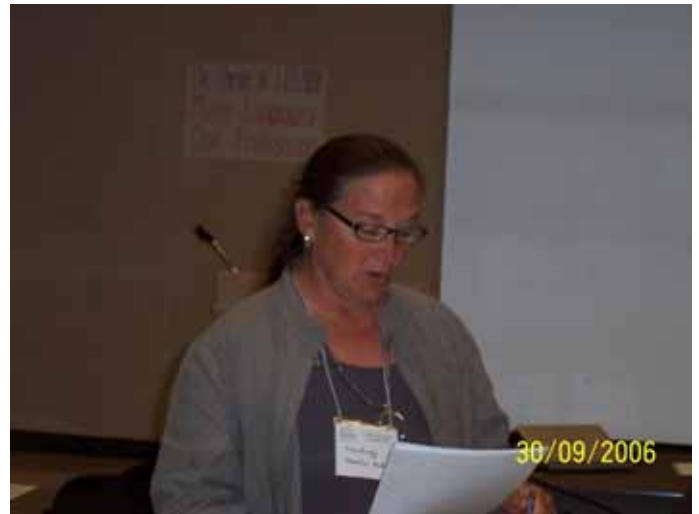
Join us!

These are exciting times for our committee and for the profession in general. We think our organizations are making a difference and can continue to do so. If you wish to participate in the WITS Outreach Committee, please contact Julie Bryan, Outreach Chair, at [2jlbloop2@earthlink.net](mailto:2jlbloop2@earthlink.net).

# International Translators Day



Audience



Courtney Searls-Ridge



Cindy Roat



Martha Cohen



Vrike Irmeler

## Calendar

Date	Event	Details	Location
November 10, 2006	NOTIS Medical SIG: AUDIOLOGY: How hearing is tested? Who qualifies for hearing aids?	6:00 P.M. Gathering 6:30 P.M. Presentation medsig@notisnet.org (206) 621-4053	Level B, Conference Room #1 Swedish Medical Center, First Hill Campus 747 Broadway Seattle, WA 98122
November 11, 2006	Medical Interpreting (Workshop)	12-5 pm (425) 564-2263	Bellevue Community College, North Campus, Bellevue, WA
November 15 -17, 2006	30th Internationalization & Unicode Conference (IUC30)	info@unicodeconference.org, www.unicodeconference.org	Washington, D.C.
November 16-17, 2006	Translating and the Computer 28	www.aslib.com/conferences/	London, UK
November 18, 2006	NOTIS Annual Meeting & ATA Recap	+1(206) 382-5642 or email: info@notisnet.org.	Bellevue Community College, North Campus, Bellevue, WA
November 26-27, 2006	International Federation of Translators Regional Centre North America Conference	estebancc@infosel.net.mx.	Exhibition Center, Guadalajara, Mexico
November 28- December 1, 2006	V Conference on Translation for Dubbing and Subtitling	sanderson@ua.es	University of Alicante, Spain
November 29-30, 2006	13th Website Globalization	www.iqpc.com	Boston, MA
December 2, 2006	Joint Holiday party NOTIS / WITS	12-4 pm +1(206) 382-5642 or email: info@notisnet.org	Waterfront Activities Center, University of Washington Seattle, WA
December 4-6, 2006	Translation, Identity and Heterogeneity	www.iqpc.com	Lima, Peru
December 5-6, 2006	Bridging Cultures through Language Interchange: 6th Symposium on Translation, Terminology and Interpretation in Cuba and Canada	Elisabet Ràfols-Sagués, erafols@atis-sk.ca	Havana, Cuba

For more international, national, and local events, please see: [www.notisnet.org](http://www.notisnet.org), [www.witsnet.org](http://www.witsnet.org), [www.atanet.org](http://www.atanet.org)

## NOTIS / WITS Board Meetings:

Organization	Date & Time	Location	Contact
NOTIS	Annual Meeting November 18, 2006 1-4 pm	BCC North Campus	info@notisnet.org
NOTIS	December 13, 2006, 6:30 pm	TBD	info@notisnet.org

All Board Meetings are open to the membership of their respective organizations.

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