

The Newsletter of the Carolina Association of Translators and Interpreters

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CATI is a chapter of the  
American Translators Association.  
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From the CATI President

A Hot Summer Issue on Ethics and Quality

By Jackie Metivier



Dear CATI colleagues,  
Welcome to the summer issue of the *CATI Quarterly*. First, I would like to officially welcome our new Administrative Assistant, **Eric Bullington**.

Eric has been very responsive and professional from day one, and we look forward to working with him for a long time to come. Please join me in welcoming Eric to our organization.

As some of you might have read, the *Raleigh News & Observer* recently published an article on Spanish interpreters' quality. It really struck a chord with me and I sent a letter to the editor on behalf of CATI.

I hope the issues raised by this article, and my reply, as well as some of the other reactions that are reported in this newsletter, will remind all of our members about the importance of ethics in our profession.

On the subject of court interpreters, this issue also brings you news regarding the new ethical standards for court interpreters set by the Supreme Court of South Carolina.

This edition also includes a report on the Internship program established by Global Translation Systems. Our good friend **Manuela Garcia** manages a full-time schedule and still finds time to submit articles to the QC. Thank you, Manuela!

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**"I hope the issues raised by the [News & Observer] article, and my reply, as well as some of the other reactions that are reported in this newsletter, will remind all of our members about the importance of ethics in our profession."**

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I would also like to take this opportunity to congratulate four of our colleagues for passing the ATA certification exam.

They are **Olga Sharpe** and **Eugene M. Wexler** (English into Russian), **Eric Bullington** (French into English), and **Cynthia S. Hernandez** (Spanish into English.) I am certain the exam was not easy, but by be-

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## From the CATI President *continued*

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coming certified you have increased your professional qualifications, job opportunities, and the overall professionalism of our organization. Do

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**"All CATI members have been cordially invited by Axel Lluch, Director of the Governor's Office for Latino/Hispanic Affairs, to attend a meeting in Raleigh, on Friday, September 15 on the subject of Title VI. "**

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not forget to update your personal description on the CATI website.

All CATI members have been cor-

dially invited by **Axel Lluch**, Director of the Governor's Office for Latino/Hispanic Affairs, to attend a meeting in Raleigh, on Friday, September 15 on the subject of Title VI.

Title VI is a law that prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. Therefore, this topic is of particular interest to medical and legal interpreters. We will post further information on the website regarding this event in the near future.

I hope you enjoy this issue of the *CATI Quarterly*.

Sincerely,

*Jackie Metivier*

### Mark Your Calendars!

RTP-area CATI summer social on August 26  
CATI Board Meeting on September 9 in Fayetteville

Details to follow

### We would like to hear from you!

If you have an opinion that you would like to share with your CATI colleagues on any of the ideas expressed in this newsletter, please write to the editor,

G. David Heath, at:

[infoexact@mindspring.com](mailto:infoexact@mindspring.com)

Submissions are subject to editing.

## CATI Board Members 2005-2006

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## News & Observer Report Questions Spanish Interpreters' Quality

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A front-page article in the Local section of the *News & Observer* on June 26 highlighted the need to make changes in the hiring and oversight of court interpreters to ensure that defendants receive qualified help. What follows is a summary of that article.

**Andrea Weigl**, Staff Writer, cited the following as some reasons why changes are needed:

“An Alamance County interpreter resigned after being accused of posting racist remarks about Mexicans on a white supremacist Web site.”

“A Davidson County interpreter faces charges of representing himself as a lawyer to swindle Spanish-speaking defendants out of hundreds of dollars.”

“A Person County interpreter was a convicted sex offender.”

“Although state court officials pay interpreters up to \$35 an hour, they have no authority to select or screen them beforehand or discipline them later.”

“By law, local judges hire and fire interpreters. But with only 41 certified interpreters for 100 counties, judges often hire any Spanish speaker at hand without having any way to gauge their proficiency, ethics or criminal history.” This claim was supported by Ilana Dubester, Interim Executive Director of Hispanic Liaison in Siler City and a state-certified interpreter, who was quoted saying, “In counties where there are not a lot of bilingual people, there are folks who have very limited Spanish-speaking skills passing for court interpreters.”

Ms. Weigl outlined solutions to these problems and credited persons working toward those solutions. She said:

“**Greg Stahl**, Senior Deputy Director of the N.C. Administrative Office of the Courts, ...has asked the leg-

islature for an additional \$775,000 to pay for interpreters and to re-vamp how interpreters are hired. In its budget, the state Senate included the money and a provision giving oversight of interpreters to the AOC's director.”

“Those measures are not in the House version of the budget, however. Stahl hopes to persuade House leaders that they should be included or passed as part of another bill.”

“Stahl wants interpreters to be appointed, much like lawyers who represent poor criminal defen-

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**“Although state court officials pay interpreters up to \$35 an hour, they have no authority to select or screen them beforehand or discipline them later”**

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dants. Interpreters would sign a contract with the state, attend orientation and ethics training, and undergo a criminal background check. Judges would hire only interpreters who had done so. Then, Stahl said, AOC officials could respond to complaints.”

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**“... judges often hire any Spanish speaker at hand without having any way to gauge their proficiency, ethics or criminal history”**

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Ms. Weigl cited the criteria for certification that many of our CATI members have already met: “To be certified, an interpreter must take a written test, attend a two-day ethics

*Continued on page 4*

## CATI Gold Sponsor

CATI gratefully acknowledges the support provided by the following Gold Sponsor:

### Global Translation Systems, Inc.



Global Translation Systems, Inc., is proud to be a Gold-Level Sponsor of the Carolina Association of Translators and Interpreters. CATI has served T/I workers in the Carolinas and beyond for over 20 years, and has labored hard during that time to raise the level of professionalism and ethics in our field.

Global also wishes to recognize the many CATI members it counts among its vendors, contractors, and employees. Their efforts have contributed in no small part to our success over the years.

Global Translation Systems is a full-service agency providing multilingual translation, interpretation, and desktop publishing services. Founded in 1992, we serve a broad clientele, ranging from individuals to large corporate customers around the world. Our specializations include the fields of medicine and telecommunications.

Located in Chapel Hill, North Carolina, in one of the most technologically progressive areas of the country, Global is dedicated to providing high-quality, efficient, and effective service to our customers, and to promoting fair, honest, and respect-based relationships with all those who work with us.

For more information about our company, please visit us at [www.globaltranslation.com](http://www.globaltranslation.com).

For information on obtaining translation services or joining the Global team, please contact us at [info@globaltranslation.com](mailto:info@globaltranslation.com), or call us at (919) 967-2010.

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## News & Observer Report Questions Spanish Interpreters' Quality *continued*

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seminar and present four letters of recommendations from court officials before he can sit for an oral exam." She also noted that "only 23 percent of those who took the certification exams passed."

**Ilana Dubester** was quoted emphasizing the need for certified court interpreters: "There are people's lives at stake here. This is a very important and very specific type of interpreting."

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## A Letter from the President of CATI to the Editor of the *News & Observer*

The following letter from CATI President Jackie Metivier was published in the July 12 edition of the *News & Observer*.

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I would like to respond to your June 26 article "Spanish interpreters' quality questioned" both as the president of the Carolina Association of Translators and Interpreters and as one of the 41 Spanish/English certified interpreters who in 2000 jumped at the opportunity to take the required courses and to receive certification as a qualified court interpreter. The passing rate is only in the low 20 percent range because it is a rigorous exam, as it should be. Legal interpreting is a serious business.

CATI is a nonprofit organization with nearly 200 members, who among them speak over 30 languages. Our membership is open to those who agree to abide by the American Translators Association Code of Professional Conduct and Business Practices. These include committing oneself to the highest standards of performance, ethical behavior and business practices. Anyone who does not abide by our high standards cannot expect to remain a CATI member.

CATI fully supports the efforts of the Administrative Office of the Courts

to obtain additional funds not just to pay for qualified court interpreters but also to expand educational opportunities and improve the selection process for these interpreters. We call upon legislators to provide the funding and controls needed to

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**"Anyone who does not abide by our standards cannot expect to remain a CATI member."**

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effectively bridge the communication gap in our legal system. Only if we invest in the present may we reap the benefits of future qualified interpreters.

While your article focused on three outcasts, there are many qualified translators and interpreters in the Carolinas who daily abide by our code of ethics and serve the communication needs of our business, medical and legal communities. These interpreters and translators should also have their stories told.

**Jackie Metivier**  
Cary

See page 5 for more comments on the N&O article.

## CATI Silver Sponsor

CATI gratefully acknowledges the support provided by the following Silver Sponsor:

**Bilingual Communications, Inc.**



English/Spanish

Bilingual Communications, Inc., has been facilitating communication between Spanish and English in North Carolina since 1989. As an expression of its commitment to the objectives of the Carolina Association of Translators and Interpreters and of its desire to support the organization, Bilingual Communications is pleased to be a Silver Sponsor.

Bilingual Communications offers services in Spanish and English exclusively. By concentrating its time, energy, and resources on a single pair of languages, the company is able to offer expert services in its specialty areas.

The company's president, Jackie Metivier, is from Mexico and travels there often. This enables her to keep up with her native language and culture, a necessity for service to the local North Carolina Hispanic market, 69% of which is from Mexico.

While most of the company's work is from English to Spanish, Bilingual Communications uses qualified native speakers of English for translation from Spanish to English.

For further information, please visit our Website at:

[www.bicomms.citysearch.com](http://www.bicomms.citysearch.com)

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## More Comments on the *News & Observer* Report

Submitted by **Lilia Espinosa-Tyson**

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I believe the N&O article unfairly called into question the entire system of judicial interpretation. Like any profession, there will always be dishonest people, but I have not seen these problems in the nine years I have worked in the Raleigh/Durham area. At the same time, these incidents should be a reminder against complacency. Our profession requires dedication to three principals:

First, we must continue to improve our skill level. Merely passing a test is not enough; continuing education is essential.

Second, adherence to ethical standards is not the highest standard of our profession, but rather the baseline.

And finally, we are privileged to be the voice of some of the most vulnerable members in our society,

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**“... adherence to ethical standards is not the highest standard of our profession, but rather the baseline.”**

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and as we have an ethical duty to serve the system, we have a *moral* duty to do our very best, in *every* case, to help those who need us most. If we adhere to this simple concept of humble service the rest will follow, and our actions every day will uphold the integrity of our profession.

### CATI Bronze Sponsor

CATI gratefully acknowledges the support provided by the following Bronze Sponsor:

#### Ambassador Service Group, LLC

Ambassador Service Group is proud to be a sponsor of CATI. ASG is a team of professionals dedicated to being Your Official Messengers. Communications is the key to businesses and relationships. Whether your business takes you to Yale or jail, Ambassador can assist you with your interpretation and translation needs. Since 1991 we have assisted clients around the Research Triangle and the world with their interpretation and translation needs in the fields of business, law, government, and health care.

If you would like more information about working with ASG as client or as service professional contact us at:

[info@ASGWorld.com](mailto:info@ASGWorld.com)

More detailed comments on the topic of interpreter ethics and the concerns raised by the *News & Observer* report will be included in the Fall 2006 issue of the *CATI Quarterly*.

If you have an opinion that you would like to share with your CATI colleagues, please write to the editor,

G. David Heath, at:  
[infoexact@mindspring.com](mailto:infoexact@mindspring.com)

## South Carolina Sets New Ethical Standards for Court Interpreters

The Supreme Court of South Carolina has issued new professional and ethical standards for interpreters, entitled: "Rules of Professional Conduct for Court Interpreters" (June 2006). These new rules (collectively referred to as Rule 511) are available at [www.sccourts.org/opinions/displayOrder.cfm?orderNo=204](http://www.sccourts.org/opinions/displayOrder.cfm?orderNo=204).

According to the rules, an interpreter has a two-fold duty: (1) to ensure that the proceedings in English reflect precisely what was said by a non-English speaking person, and (2) to place the non-English speaking person on an equal footing with those who understand English.

Consequently, interpreters are obligated to apply their best skills and judgment to preserve faithfully the meaning of what is said in court, including the style or register of speech. Verbatim, "word for word," or literal oral interpretations are not appropriate when they distort the meaning of the source language. Every spoken statement, even if it appears non-responsive, obscene, rambling, or incoherent should be interpreted in the manner in which it was originally stated. This includes

apparent misstatements.

The rules also emphasize that interpreters must limit themselves to interpreting or translating and not give legal advice – this has occurred recently – or express personal opinions to individuals for whom they are interpreting. While

**"Every spoken statement, even if it appears non-responsive, obscene, rambling, or incoherent should be interpreted in the manner in which it was originally stated."**

serving as Interpreters, they must not engage in any other activities that may be considered a service other than interpreting or translating.

The rules emphasize the need for interpreters to continually improve their skills and knowledge, and advance the profession through activities such as professional training, education, and interaction with colleagues and specialists in related fields."

## Membership News

CATI welcomes the following new members who have joined the association in the past 3 months. The new members are listed here with their language pairs and preferred fields, if available.

**Eric S. Bullington**, Elgin, SC. French > English T, Croatian > English T, Bosnian>English T. Health care, medicine, pharmacology, microbiology, statistics, public health, epidemiology. See "Introducing CATI's New Administrative Assistant" on page 10.

**Rebecca Masten Crocker**, Durham, NC. Spanish>English T/I, English>Spanish T/I. History, education, literature, politics, nonprofit

organizations, ecology.

**Tonatiuh Gerardo Mestas**, Wake Forest, NC. Spanish>English T/I, English>Spanish T/I. Law enforcement, insurance, immigration, religion, criminology.

**Honore Jean Missihoun**, Charlotte, NC. English>French T/I, Spanish>French T/I, Portuguese>French T/I, French>English T/I, French>Spanish T/I. Politics, education, agriculture, human resources, tourism, literature.

*Continued on page 7*

## CATI Bronze Sponsor

CATI gratefully acknowledges the support provided by the following Bronze Sponsor:



Durham Technical Community College is a charter member of the North Carolina Community College System. When the North Carolina General Assembly authorized a small appropriation to establish a limited number of area schools to be known as industrial education centers in 1957, Durham already had a vigorous program in adult education through the Vocational and Adult Education Department of the Durham City Schools.

A Practical Nursing program had been established in 1948; other programs included training in mechanical drafting, architectural drafting, and electronics technology. In addition, literacy skills training was offered for adults. Courses to upgrade the skills of workers were also offered in a variety of trades.

The Community Spanish Facilitator Certificate Program offered by the College prepares students to act as paraprofessional Spanish interpreters in the community. Courses are taught within a cultural context and include community service projects. This is a day and evening program. The required courses are offered during lunchtime and evening hours to accommodate working students.

For information, visit the College's Website at: [www.durhamtech.edu/html/prospective/programsofstudy/spi.htm](http://www.durhamtech.edu/html/prospective/programsofstudy/spi.htm)

### News from Members

**Alice Bolaños** was the guest keynote speaker for the induction ceremony of the Spanish Honor Society at Cedar Ridge High School, Hillsborough, NC on April 5. She spoke to students, parents and administrators about the importance of foreign language learning, preparing to be totally fluent in a foreign language, and careers in foreign languages, especially in the translation and interpreting industry.

Here is a short recap on her presentation, as reported on the Cedar Ridge High School's website:

"The students were encouraged and motivated to continue their studies of Spanish by an inspiring presentation made by the guest of honor, Sra. Alice Bolaños of Blue Cross Blue Shield of NC. Sra. Bolaños is a Board Member of the Carolina Association of Translators and Interpreters (CATI), and a former President of the NC chapter of the Association of Teachers of Spanish and Portuguese (AATSP). Her motivating speech encouraged them to continue to persevere in the face of difficulties while learning the Spanish language. Their aim should always be to become proficient in the Spanish language. However, this will only come after 'years of learning and self-motivated practice,' she pointed out. She cited various professions and job vacancies in which proficiency *or near-native proficiency* was explicitly required. *¡Sí se puede!* Sra. Bolaños concluded."

**Guillermo A. Cortés** has been named Teacher of the Year 2006-2007 for Midway Middle School in Sampson County, where he works as a full-time teacher of English as a Second Language (ESL). He also translates documents and interprets for both parents and teachers in school conferences.

**Karen Ordanic** participated in the Million Artists project as a volunteer translator and editor. The website (<http://www.millionartists.com>) went

live in July in 27 languages. The project's goal is to raise funds for selected medical charities and at the same time create a collaborative piece of art in a way that has never been done before and set a new world record.

One million people from all over the world will participate in the creation of an abstract image of one million colored pixels. Each artist can donate as little as one dollar to the charity.

According to the press release, the Million Artists project is already raising funds for SickKids (the Hospital for Sick Children) and Médecins Sans Frontières (Doctors Without Borders).

**Eta Trabing** and **Orlando Gonzalez** were guest speakers in Chicago, IL in June at the American Hospital Association's Institute for Diversity in Healthcare Management Conference. They spoke about how hospital management could improve translation and interpretation services, and what skills were needed to be a good translator or interpreter. There were 250 hospital representatives from across the country who were very interested in providing the best possible service to their patients.

Eta and Orlando also started a series of court interpretation classes in South Carolina, in the Greenville / Spartanburg area. The Introduction was in June, the consecutive interpretation classes will be given in July, and the simultaneous portions will be given in August. This is the first group of interpreters who will receive this training since South Carolina became a member of the National Center for State Courts Consortium. In the future, South Carolina will also have its certification exam for court interpreters.

**Memuna Williams** was named the National Association of Women Business Owners (NAWBO) Charlotte 2006 Rising Star of the year in

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### Triangle Speech Services

#### Breaking the "Accent Barrier"

Professional translators and interpreters whose native language is not English have, of course, demonstrated their mastery of English. However their accented speaking patterns may impair their intelligibility.

Triangle Speech Services specializes in foreign accent modification for non-native speakers of English in business and the professions.

Speech-Language Pathologist Judith L. Bergman MA CCC has over 35 years of experience and specialty certification as a P-ESL (Pronouncing English as a Second Language) instructor from the Institute of Language and Phonology.

For more information please visit the Triangle Speech Services Website at [www.trianglespeech.com](http://www.trianglespeech.com).

May. In June, she was one of NAWBO Charlotte's keynote speakers as a result of the award, and spoke about success strategies. *Today's Charlotte Woman* then published an interview with Memuna on the subject of her NAWBO Rising Star award in its June edition.

Memuna told *Today's Charlotte Woman* that, in 2004, she and her sister, **Isata Jones-Stanley**, launched AvantgardeTranslations, a business-to-business language service that provides multilingual translation, revision, editing, proofreading, and cultural consulting with a focus on accounting, advertising, banking, communication, immigration, law, and marketing.

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# Internships at Global Translation Systems

By Manuela Garcia

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In many ways, the translation and interpretation (T/I) profession in the United States is unlike any other. The list of universities and schools that provide T/I training is small but growing. Most T/I work is done by individuals working as freelancers, or by employees of small businesses with limited budgets for training and career development. These factors represent a great challenge both to those who wish to enter the profession, and to those who would like to give back by providing support in the form of internship opportunities.

Internships are a valuable part of professional education and development in many vocations. This is doubly true for T/I. In addition to on-the-job, hands-on training, internships provide insight into what goes on inside a translation agency—a look behind the scenes that will show potential T/I professionals what a translation company expects from its contractors. These can be valuable lessons for those who will end up working as freelancers.

Since shortly after it was founded, my company, Global Translation Systems, has been involved to varying degrees with providing internship opportunities. Over the years, several interns have come to Global to gain insight into the “real world” of translation and interpreting. They generally stayed for several weeks and worked on various projects. All of them had a set of guidelines provided by their universities (in Europe), detailing tasks (including a comprehensive final paper) the intern needed to complete in order to receive credit.

## Our Program

After a couple of years without our European interns, things took a new turn, thanks to a tenacious and energetic young college graduate determined to make the most of the break between graduation and starting her graduate program in translation. Her arrival sparked interest on our part to establish and formalize an official internship program to help newcomers get started and get a look behind the scenes.

This new interest naturally drew us to look toward the Community Spanish Facilitator Program offered at Durham Technical Community College, one of the few local institutions to offer translation and interpreting training.

Currently, one intern is finishing up; she is a recent graduate of the Facilitator Program and started the internship in her last semester. Our experiences dur-

ing this first attempt at organizing the internship experience ourselves have taught us much.

As noted above, the training situation in the T/I profession—itsself a relatively new major or curriculum—ranges from “in flux” to downright invisible. Novice translators and interpreters are often simply thrown into the cold water. We wanted our internship program to alleviate this and help advanced students take that first practical step into the field of translation and interpretation by providing guided assistance as well as an overview into the “inner life” of a translation agency. Since many T&I professionals end up working as freelancers, they will benefit from this insight in the future.

## Advantages

Internships hold advantages for both the interns and the organizations offering the opportunities.

From the student’s point of view, an internship is a résumé builder, a foot in the door, a networking opportunity, and a way to show a prospective employer one’s initiative and

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**“Internships are a valuable part of professional education and development in many vocations. This is doubly true for T/I.”**

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commitment to one’s profession. Most students come from a variety of professional backgrounds. Some of them will jump right into their field—for example, (former) nurses or other hospital professionals—while others might want to check out the option of freelancing.

From a business perspective, an internship shows a commitment to promote the translation and interpretation professions and advance professional development among those who practice in the field. This in turn shows our clients we mean business.

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**“Novice translators and interpreters are often simply thrown into the cold water. We wanted our internship program to alleviate this and help advanced students take that first practical step ...”**

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Currently, internships for Durham Tech students are completely voluntary and usually initiated by the (motivated) student. This allows for a high degree of flexibility in organizing the internship. The company and the intern can tailor the internship to the student’s interests and, for example, spend extra time on any tasks of particular interest to the

intern. On the other hand, it represents more work and a greater challenge on the part of the company since it, and not the institution, must map out a plan.

Our current internships comprise 40-60 hours and are designed to provide a brief introduction to the business. Upon completion, interns are given a letter of recommendation and encouraged to write a short article for the *CATI Quarterly*.

Our goal is to introduce the intern to the following areas: translation, editing, proofreading, translation software (translation memory), terminology maintenance, and

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**“Our goal is to introduce the intern to the following areas: translation, editing, proofreading, translation software (translation memory), terminology maintenance, and desktop publishing”**

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desktop publishing. Introduction to interpreting includes a training video that all contractors who work as interpreters for Global are required to watch, coordination of interpreting assignments, and shadowing, where applicable.

Our internship brochure provides an extensive list of activities that take place in a translation company. Some of the initial misunderstandings we encountered involved assumptions that every single item would be covered in depth which, based on the 40-60-hour limit of the internship, is unfortunately not practical.

### Challenges and Solutions

As of right now, the three challenges we are facing are in the areas of communications, structure, and time constraints.

**Communications:** With the goal of improving communications, we modified our approach. At the end of the first week, interns will summarize their expectations and provide a prioritized list of activities they are interested in. Both of these are then discussed with the internship co-

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**“As of right now, the three challenges we are facing are in the areas of communications, structure, and time constraints”**

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ordinator.

At the midpoint of the internship, a status report, sit-down discussion will take place to determine how well expectations are being met so far—on both sides—and

to sketch out a plan for the rest of the internship.

**Structure:** In terms of structure, we found that our program description might be too comprehensive and too detailed.

The solution we arrived at was to re-sort the list and divide it into two columns: hands-on tasks (under supervision) and observation-only tasks. This division was also guided by the fact that the intern will most likely not be in our office every day and for that reason will not be able to manage time-sensitive projects and client contact by himself or herself. The challenge is to incorporate the intern’s work into “real” projects and figure out whether and how the intern should be involved in direct client contact or whether we should create “mock projects” that are like the real thing and would take the intern through all steps of a project, starting with drafting e-mail correspondence, etc.

In detail, this list looks as follows:

**Hands-on tasks** include preparing quotes; managing the schedule; receiving documents from translators; performing quality checks (proofing for missing text and formatting); preparing certification statements; sending final documents to client (electronic, hard copy, certification); and keeping equipment, software tools, and reference materials updated.

**Observation-only tasks** include client contact, identifying and assigning project managers, identifying and assigning translators and editors, sending documents to translators (contractors/employees), fielding questions from the translators and getting replies from the customer, sending documents to editors (contractors and employees), and invoicing for the freelancer (preparing a mock invoice).

This amended list is then, as mentioned previously, to be prioritized by the intern in consultation with Global. A schedule for the intern will be made accordingly, planning to have “something in place” for every day the intern will be in, with the understanding that it is subject to change.

**Time Constraints:** On the intern’s part, there is, of course, the time limit. The program will be a brief overview, since there is simply not enough time to go in-depth. On the other hand, an internship *is introductory* in nature.

On the company’s part, the challenge is that no two days are alike; a schedule that is in place for the intern is inevitably going to change. On more than one occasion, the person who was scheduled to sit with the intern on a particular day ended up being tied up in an-

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## Introducing CATI's New Administrative Assistant

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**E**ric Bullington, the new administrative assistant for CATI, has a background in public health research, communications consulting, retail bookselling, and freelance translating. Earlier this year, he was very pleased to learn that the ATA had a local chapter for translators and interpreters in his home state of South Carolina, and joined CATI immediately.

In addition to his South Carolina roots, Eric is also an

honorary North Carolinian by virtue of his mother's family, who comes from the Asheville region. In his free time, he enjoys reading spy novels and advocating for the One.org campaign.

Eric is very pleased at being named the new CATI administrative assistant, and is looking forward towards serving the needs of CATI members. Please don't hesitate to contact him at [catiadmin@catiweb.org](mailto:catiadmin@catiweb.org) if you have any questions and/or requests concerning CATI or translation and interpretation in the Carolinas.

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## Upcoming Events

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### CATI Events

Planned CATI events include the RTP-area CATI summer social on August 26 and the CATI Board Meeting on September 9 in Fayetteville. Details to be announced when available.

### ATA Medical Division Conference

The ATA Medical Division's inaugural Mid-Year Conference will be May 31 to June 3, 2007 at the InterContinental Hotel at the Cleveland Clinic in Ohio, one of the world's most highly acclaimed health and research centers.

### ATA Medical Interpreting Seminar

Register now for ATA's Medical Interpreting Seminar

on August 26 in Kansas City, MO. Early-bird rates are available until August 18. Go to

[www.atanet.org/pd/medicalinterpreting](http://www.atanet.org/pd/medicalinterpreting) for details and online registration.

### ATA Annual Conference

ATA's 47th Annual Conference takes place in New Orleans, Louisiana, November 1-4, 2006. Look for the Preliminary Program and Registration Form in the July 2006 issue of *The ATA Chronicle*. Watch for additional details online at [www.atanet.org/conf2006](http://www.atanet.org/conf2006).

The conference hotel, the Sheraton New Orleans on historic Canal Street, overlooks the French Quarter, where it's business as usual.

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## Internships at Global Translation Systems *continued*

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other, time-sensitive project.

In the end, a change in one staff member's work schedule affects everyone, as another staff member should then work with the intern, to make the most of the available time.

The suggested solution is to have a Plan B for every

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**"On the company's part, the challenge is that no two days are alike; a schedule that is in place for the intern is inevitably going to change"**

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day the intern is in the office. This might be in the form of a "back-up" folder with (mock) projects and/or previous translations the intern can work on and then self-correct them with what was done by the professional translators previously. This would help maximize time and opportunity, as well as efficiency on both ends.

We strive to encourage all interns to let us know early on if there are any problems or issues they wish to see addressed. We also came to the conclusion that there should be one point of contact to be the liaison between intern and management.

With special emphasis on these three areas, we are confident we can provide great opportunities for future translators.

As the Facilitator program is converted into a two-year program with mandatory fieldwork, we will face the new challenge of merging our guidelines with the ones established by the College so that student requirements are fully met.

Our internship program is, therefore, very much a work in progress.

*Manuela Garcia is Senior Project Manager and German Translator with Global Translation Systems. She attended Translator's School in Germany and holds a B.A. in Modern Languages and Linguistics from the University of Mary-*



## From the Editor's Desk

# Ethics Are Important for Translators As Well

By G. David Heath

Although I work only as a translator and not an interpreter, some of the high-profile interpreting ethics situations that have been making news recently (see page 3) finally convinced me to take time away from tight deadlines and conflicting demands and brush up on my understanding of ethics. It has always seemed to me that a lot of ethics is basically the kind of correct, principled behavior that is reasonably obvious to most of us. However, it's useful from time to time—even necessary—to review what is meant by ethics as applied specifically to the translation and interpretation pro-

fessions in order to evaluate our own compliance.

The ATA has a long-standing Code of Professional Conduct and Business Practices. As a chapter of the ATA, CATI abides by this Code and expects all of its members to do the same. You can read it online at [www.atanet.org/aboutus/code\\_of\\_professional\\_conduct.php](http://www.atanet.org/aboutus/code_of_professional_conduct.php).

More recently, the ATA developed an online ethics component to the Certification Program's continuing education (CE) requirement. This exercise is self-directed and can be printed out in full or completed online. What better way could there be to evaluate one's compliance with the Code of Professional Conduct and Business Practices than by taking a self-directed exercise? And for ATA-certified translators it offers the additional advantage of earning CE points.

Although the exercise is part of the certification program's continuing education requirement for ATA-certified translators it includes two questionnaires—one specifically for translators and another one that is specifically for interpreters.

To see the exercise, go to [www.atanet.org/certification/online\\_ethics\\_overview.php](http://www.atanet.org/certification/online_ethics_overview.php).

I reviewed the exercise, took the self-evaluation questionnaire for translators and read the one for interpreters. The questionnaire for translators should hold no big surprises for any professional translator, but should serve as a worthwhile refresher course in this very important topic.

Ethics are important to all of us, because many clients, as well as members of the public, have a very limited understanding of the translation and interpretation professions, and probably base much of their perception on the limited number of

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**“Ethics are important to all of us, because many clients, as well as members of the public ... probably base much of their perception on the limited number of professionals with whom they come into direct contact.”**

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professionals with whom they come into direct contact. A few ethics violations can do a lot of harm to that perception and, by extension, to us all.

### The CATI Quarterly

The *CATI Quarterly* is a publication of the Carolina Association of Translators and Interpreters, a nonprofit organization to promote the recognition of translating and interpreting as professions in the Carolinas. Opinions expressed herein are the author's and not necessarily those of the Editor, the Association, or its Board of Directors.

Reader submissions are welcome. Suggested length limits are:

- Articles 1500 words
- Reviews 500 words
- Letters 300 words

Submissions become the property of the *CATI Quarterly* and are subject to editing. For details, see the “Submission Guidelines” at

[www.catiweb.org/guidelines.htm](http://www.catiweb.org/guidelines.htm)

If you have questions or would like to submit an article, please contact the editor, G. David Heath, at

[infoexact@mindspring.com](mailto:infoexact@mindspring.com)

Please contact CATI at (919) 577-0840 for advertising information.

To see the ATA Code of Professional Conduct and Business Practices, go to:  
[www.atanet.org/aboutus/code\\_of\\_professional\\_conduct.php](http://www.atanet.org/aboutus/code_of_professional_conduct.php)

To take the ATA Online Ethics self-directed exercise, go to:  
[www.atanet.org/certification/online\\_ethics\\_overview.php](http://www.atanet.org/certification/online_ethics_overview.php)

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## Other News

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### Support Fund for Community Spanish Facilitator Certificate Program

Durham Technical Community College is establishing a support fund for its Community Spanish Facilitator Certificate program. This fund will be used to help provide more and better learning opportunities for students enrolled in the program. Mary Lou Rollins, Executive Director of the DTCC Foundation, explained the proposed fund at a recent Durham Tech Advisory Board Meeting. Contributions to the fund will be tax-deductible and will help to advance translation and interpretation in the Carolinas.

For more information, please contact Mary Lou Rollins, Executive Director, DTCC Foundation, phone: 919-686-3377, e-mail: [rollinsl@durhamtech.edu](mailto:rollinsl@durhamtech.edu).

All contributions will be acknowledged, and expenditures from the fund will be approved through the proper chain of command and properly documented for auditing purposes.

### Update on the Computerized ATA Certification Exam

The Certification Software (CertSoft) project is being managed by **Jost Zetsche**, the well-known consultant in translation and localization, and **Terry Hanlen**, ATA Deputy Executive Director and Certification Program Manager. **Alan Melby**, Chair of the ATA Translation and Computers Committee, is technical advisor. It has turned out to be a much longer and more complicated process than they had at first envisioned, but it is reported to be "progressing nicely."

The production version of the CertSoft system is being developed by Heuristic Solutions, a software development company that has assigned a project manager who speaks several languages and has experience in software internationalization.

There are two components to the CertSoft system—the client side and the server side. The client side resides on the computer that the candidate uses to take the exam. The server side resides on a computer maintained by Heuristic Solutions.

The project team is currently researching various methods of implementing the security features described in the Request for Proposal (RFP) and its amendment while still allowing candidates to use their own dictionaries on CD-ROM. In parallel, Heuristic Solutions has just completed its internal design for the server side and has begun implementing it.

For those who are interested in more detail, including the RFP and amendment, along with extracts of ATA Board meeting minutes containing key motions regarding the awarding of the contract and the test development process passed by the Board, please see the Members Only section of the ATA website ([www.atanet.org/membersOnly](http://www.atanet.org/membersOnly)).

Members are invited to comment on the demo prototype at <http://certsoftdemo.atanet.org> while the production version is under development. Finally, there will also be a session at the ATA Annual Conference in New Orleans dedicated to the CertSoft project, consisting of a status report followed by a question-and-answer period. "ATA Certification Computerized Exam Update" is tentatively scheduled for 4:15-5 pm, Thursday, November 2, 2006.

If you have any questions, please contact Terry Hanlen at [terry@atanet.org](mailto:terry@atanet.org).

### New ATA Division Proposed

Since early this year, a group of ATA members has been working toward the establishment of a new ATA Division to be named the "Language Technology Division" or LTD. After setting up a website and mailing list and formalizing most of the administrative documentation, the group is now "Open for Business."

The proposed Language Technology Division will offer ATA members a community of language professionals, terminologists, and localizers making use of computer-based technologies in their daily work.

Currently, the proposed LTD is soliciting petitions from Active and Corresponding ATA members to formally establish the division. For additional information, please contact **Michael Metzger** at [mm9@sbcglobal.net](mailto:mm9@sbcglobal.net).

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## Dictionary Review

### ***Critical Terms in Criminal Proceedings in Spanish and English:***

**A Project of the Hispanic/Latino Lawyers Committee of the North Carolina Bar Association**

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**Publisher:** The North Carolina Bar Association Foundation

**Publication date:** 2006

**Reviewed by:** Jackie Metivier

This 110-page, ring-bound booklet, based on the State Bar of Wisconsin's 2004 version, offers a quick method for finding critical terms in criminal proceedings and their translated definitions.

English/Spanish translators and interpreters working in the legal field will find this booklet a useful resource, particularly the first 50 pages of terminology. Its small format makes it a handy and easy-to-carry tool.

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**“English/Spanish translators and interpreters working in the legal field will find this booklet a useful resource, particularly the first 50 pages of terminology.”**

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The terminology is divided into seven topics, ranging from the basic criminal process to examples of specific crimes, such as crimes against a person, property crimes, drug-related crimes, miscellaneous crimes, and motor-vehicle offenses.

Each of these seven topics contains key entries in

English, with the plain English-language description followed by the Spanish. Therefore, it is useful for monolingual speakers of English such as attorneys, paralegals, and court staff, as well as monolingual Spanish speakers, such as clients who need to understand the criminal justice system terminology.

One example of a term clearly explained is entry # 37. “Probation (supervised): Instead of activating a sentence, the judge can release persons to the community who have been found guilty of a crime. *Libertad probatoria; libertad condicional (supervisada). En vez de mandarlos a la cárcel, el juez puede permitir que personas convictas de un delito estén libres en la comunidad bajo supervisión.*”

Unfortunately, I could think of several critical terms that were not included. Hopefully, future editions will expand this most-useful section.

The booklet also contains useful websites and community resources for the Hispanic Community in 28 different counties in North Carolina. Finally, three North Carolina Administrative Office of the Court forms are included: Affidavit of Indigency, Waiver of Counsel, and Transcript of Plea. However, the print resolution is very low due to the booklet size, and they are difficult to read.

For \$ 12.00 you can purchase the booklet at the NC Bar Association website at <https://www.ncbar.org/cle/bookstore>.



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