

Critical Link and the Provincial Language Service



Global Voices

LOCAL RESULTS

Interpreters in health, legal, and public services

Conference Final Report

May 6 - 8, 2009



Marriot Vancouver Pinnacle Downtown - Vancouver, Canada

Conference Steering Committee

Silvana Carr
Program Coordinator, Interpreter Training
Vancouver Community College

Suzanne Barclay
Director
The Provincial Language Service (PLS)

Debra Russell
WCCSD Director
University of Alberta

Bonnie Heath
Executive Director
ECCOE

Jiri Adler
Director, Language Services
MOSAIC

Dini Steyn
Private Consultant

Karen Malcolm,
Interpreter Trainer
Douglas College

Elizabeth Stanger
Regional Coordinator, Language
Services, Cross Cultural Care & Diversity
Vancouver Coastal

PLS Working Group

Kiran Malli (Conference Chair)
Manager, Quality Assurance and Training

Angela Sasso
Manager, Communication and Consulting

Nina Karamehmedovic
Manager, Translation Services

Sara Macdonald
Program Coordinator, C&C

Rosi Crudo
Program Assistant

Elisabeth Kyle
Operations Coordinator, Interpreter Services

Kristofer Nielsen
Manager, Interpreter Services



Global Voices, Local Results Conference: Final Report

Prepared and submitted by: Kiran Malli, Conference Chair

Submitted to: Critical Link Canada and the Provincial Language Service

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Introduction

The *Global Voices, Local Results* conference, co-hosted by Critical Link Canada (CLC) and the Provincial Language Service (PLS), was an enormous success. CLC is an organization that represents the interests of both spoken and signed language interpreters working across health, legal and public sectors. PLS, a program of the Provincial Health Services Authority (PHSA), assists in strengthening organizations' ability to provide services to the linguistically and culturally diverse public. This international conference took place in Vancouver, BC, from May 5 to 8, 2009 and attracted delegates from across Canada, the United States, Europe and Australia.

The two main conference goals were:

- 1) To examine the impact of global shifts on the local realities of service providers in health, legal and public services; and
- 2) To advance community interpreting as a recognized profession within health, legal and public sectors

The conference was regarded as timely and relevant, as service and business sectors are faced with the reality of globalization on a daily basis.

Conference Rationale

People, products and services move faster and further than ever before. The diversity that lends itself to this mobility is significant, and can create challenges for those delivering services—and barriers for those receiving them. Providing equitable services and ensuring inclusive access to products in an ever increasing linguistically diverse environment requires forethought and innovation. Ultimately, it requires accepting and embracing the fact that Canada, and the world, have shifted. The diversity of the population is not only increasing, it is broadening, and the question then emerges of how to ensure that services reflect and embrace this global shift.

The International Organization for Migrants cites that there are more than 200 million migrants worldwide – 3% of the world's population. Global migration is not a recent phenomenon, but today, as the IOM states on its website

Migration is one of the defining issues of the twenty-first century. It is now an essential, inevitable and potentially beneficial component of the economic and social life of every country and region. The question is no longer whether to have migration, but rather how to manage migration effectively so as to enhance its positive and reduce its negative impacts.

Language access is one means of addressing the global reality, and interpreters are the critical links that guarantee the same high quality services provided to English speakers are also provided to non- or limited-English speakers. Ensuring that messages are communicated accurately, efficiently, and effectively is an imperative step for government and other service providers. In addition to recognizing the impact of globalization, equal efforts must be made to recognize the profession of community interpreters, as it is these practitioners who help bridge the communication gap between services and consumers.

For over 25 years in Canada, CLC has been at the forefront of advocating for the professionalization of community interpreting. Ensuring that interpreters have the proper training, qualifications, professional support and professional development means that in the end consumers receive confidential, accurate access to services. Improved access to service through community interpreters is also a measure of a cohesive community, where all members can participate in services that aid in maintaining their health and social well-being.

Conference Elements

Content

The content presented at the conference was relevant and timely in nature. In an effort to provide content continuity, each conference day was given a theme and the program was built around this theme (See Appendix A for full Conference Brochure).

Day 1 Theme: The Impact of Globalization and the Community Interpreter

- Plenary Keynote Speaker: David Baxter, Executive Director, Urban Futures Institute, *Globalization and the Community Interpreter*
- Plenary Panel: *Risk, Liability and Interpreter Services*

- Lunch Speaker: Gonzalo Peralta, President, AILIA, *AILIA and the Development of Community Interpreting in Canada*
- Concurrent Sessions (see below)
- Plenary Keynote Speaker: Dr. Cynthia Roy, Ph.D., Director, Gallaudet University Regional Interpreter Education Center, Washington DC, *Globalization and the Advancement of Community Interpreting*

Day 2 Theme: Innovations, Technology and Best Practises

- Plenary Panel: *Language Constituencies: Best Practise Approaches to Access*
- Concurrent Sessions (see below)
- Lunch Speaker: Doug Lipp, President of Douglas Lipp and Associates, *The Art of Exceptional Customer Service and Leadership: Managing Change, Global Competitiveness*
- Plenary Panel: *Interpreter Associations: Best Practises from the Field*
- Plenary Keynote Speaker: Dr. Laurie Swabey, Ph.D., Professor of Interpreting, College of St. Catherine, Minnesota, *Accessible Services through Innovative and Better Practices*
- Poster session (see below)

Day 3 Theme: Moving Forward: The Future of Community Interpreting

- Plenary Keynote Speaker: The Honourable Ujjal Dosanjh, Member of Parliament (Canada)
- Concurrent Sessions (see below)

Concurrent Session Listing

1. *Interpreting Via Video: Local Calls, Global Impact*
2. *First Nations: The Missing Link in Interpreting*
3. *Interpreters and Vicarious Trauma*
4. *The Struggle to Maintain Standards in a Global Community Interpreting Marketplace: Some Reflections on the UK Experience*
5. *Web 2.0 for Community Interpreters: Building a Global Community*
6. *Informed Consent and Professional Interpreting Services*
7. *Service Learning in Interpreter Education*
8. *Ensuring Access to Professional Interpreters through Technology*

9. *Language Learning Through Community Internship—Beyond Interpreter Education*
10. *Innovations, Technology and Best Practices*
11. *The Power of Two*
12. *Community Interpreting and Other Language Professions: Examining the Disparity*
13. *What Interpreters' Experiences Tell Us About Moving Forward in Healthcare*
14. *Thirty Years of Community Interpreter Training: Lessons Learned from the Past - Challenges for the Future Interpreters*
15. *MIS Medical Interpreting System: Positive Impact*
16. *Province-Wide Services: Promoting the Awareness and Utilization of Professional Community Interpreters*
17. *New Technologies, New Programs: A Situated Response from a new Signed Language Program*

Poster Session Listing

1. *Implementing Common Standards for Legal Interpreting and Translation in the European Union: What Lessons for the Impact of Globalization on Community Interpreting*
2. *Interpretation in Intercultural Communication with Ethnic Minority and Migrant Patients in In-Patient Rehabilitation After Accidents in Austria*
3. *Planting Seeds: Training Our Future Workforce*
4. *Globalization: Providing Services and Interpreting for Speakers of Languages of Limited Diffusion*
5. *The Standard Practice as a Professionalizing Tool for Public Service Interpreting: Descriptive Analysis of National Standard Guide for Community Interpreting Services*

Sponsorship and Funding

The *Global Voices, Local Results* conference could not have succeeded without the support of sponsors and funders. The following sponsors contributed to the conference and their support is gratefully appreciated:

Platinum:	The Provincial Health Services Authority
Gold:	Access Alliance Multicultural Health and Community Services
Silver:	Fraser Health Authority; Parras and Associates Interpreter Systems
Bronze:	Healthcare Interpretation Network; Vancouver Coastal Health Authority; Vancouver Community College; Western Institute for the Deaf and Hard of Hearing
Copper:	Able Translations, Ltd.; University of Alberta, Alexander Holburn Beaudin & Lang LLP; Dini Steyn Consulting; ECCOE; G. Douglass Lip & Associates; MOSAIC

Funding was generously provided by the following organizations

- Coast Capital Savings (at Gold level sponsorship)
- Canadian Heritage (at Gold level sponsorship)

All funders and sponsors received verbal recognition at the conference and written recognition in our on-site conference brochure, poster and on our conference website. The conference website is still live with sponsor and funder names and logos (depending on level of funding provided). The website is www.criticallink.org/2009conference.

In addition to the above mentioned sponsors and funders, Douglas College generously provided note pads for all conference attendees and the Translation Bureau of Canada provided gifts for conference speakers.

On-Site Interpreting

As a promoter of interpreter usage, the conference organizing committee gave careful consideration to language needs and felt it necessary to secure French/English and ASL interpreters even before a determination of participants' needs was made.

The result was that on-site interpreting was provided throughout the conference for both plenary and concurrent sessions. Interpreting was provided in English to French and English to ASL.

Five participants requested English to French interpreters and ten requested ASL interpreting.

Continuing Education Credits

From a language industry standpoint, the conference was viewed as a key venue for learning and professional development. The following interpreter accrediting bodies approved conference attendance for continuing education units or credits:

- Registry of Interpreters for the Deaf (RID)
- The Society of Translators and Interpreters of BC (STIBC)
- American Translation Association (ATA)

[REDACTED]

[REDACTED]

[REDACTED]

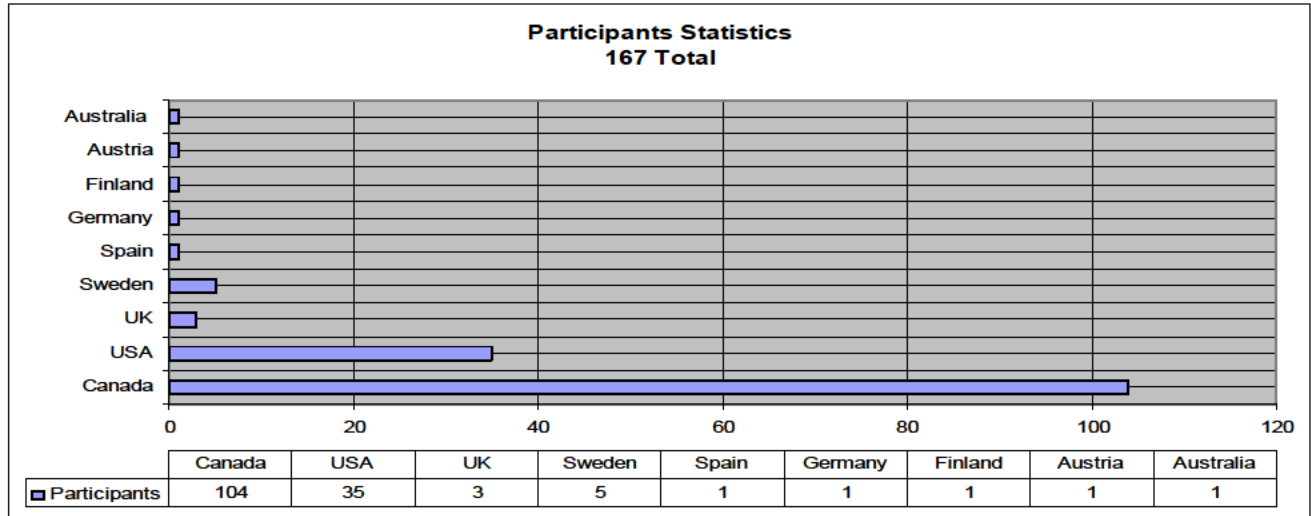
[REDACTED]

[REDACTED]

Conference Outcomes

Attendance

Conference was well attended with 167 participants in total. Due to the economic downturn and many organization's financial constraints, the number of participants was lower than initially anticipated, but sizeable nonetheless, and broad in terms of participant geography (see chart below).



CLC Membership Increase

Critical Link Canada was able to increase its membership during the conference. More than ten new members signed up and/or renewed their membership at the conference, and new members were elected to the board of directors during the Annual General Meeting, which was held onsite during the conference.

Networking

Networking opportunities at conferences are always abundant, and *Global Voices, Local Results* was no exception. In addition to the individual networking opportunities, the conference organizing committee embedded networking games and activities into each day's opening remarks to provide an opportunity to network with a greater number of people.

The conference also allowed for improved networking with international counterparts and provided an opportunity for discussion and planning related to the creation of Critical Link International.

Participant Feedback

A formal evaluation was conducted by the conference organizing committee. Over 25% of participants completed the evaluation and all rated the conference as above average, and all keynote speakers were given an above average rating as well.

The following are some comments from the participant evaluation:

- ☑ *Appreciate the emphasis that was placed on standards & the importance of being qualified in the interpreting field*
- ☑ *One of the most cozy and comfortable conferences I've ever attended*
- ☑ *I enjoyed, learned and networked, thank you*
- ☑ *Very well organized*
- ☑ *Thank you for including students; a great learning experience for a student, energizing conference*
- ☑ *I live in California and joined CLC as a result of this conference*

(See Appendix C for full evaluation results)

Recommendations

The recommendations listed here came from the suggestions expressed by conference participants as being important future activities of CLC. The following board categories were articulated:

- National Standards and Training
- Advocacy and Lobbying
- Collaboration
- Promotion

Based on these board categories, the following are specific recommendations for CLC to pursue.

Recommendation 1: To further develop community interpreting performance and service standards. Recognizing that the *Healthcare Interpreter Network Guide to Community Interpreting Standards* exists, this recommendation would include service delivery standards and would link CLC with organizations such as Standards Council of Canada and Canadian General Standards Board to create a foundation for further development and potential accreditation activities.

Recommendation 2: To actively promote and create awareness of community interpreting. This recommendation may include a media campaign, direct marketing/promotions, participation at events and other activities to develop and increase awareness of community interpreters within the consumer and potential consumer markets. Regional and national meetings for CLC to strengthen it as the leader in community interpreting and would culminate in a conference would also be included.

Conclusion

Overall the conference was a huge success. Participants found the conference content relevant and thought-provoking. The formal and informal dialogue that occurred between conference delegates and participants was constructive and hopeful for a sector in the midst of professional evolution.

Appendix A: Conference Brochure



MAY 6-8, 2009

VANCOUVER, BRITISH
COLUMBIA, CANADA



Global Voices

LOCAL RESULTS

Interpreters in health, legal, and public services

www.criticallink.org/2009conference

May 6-8, 2009 Vancouver, BC, Canada



Global Voices

LOCAL RESULTS

Interpreters in health, legal, and public services

An international conference in beautiful British Columbia, Canada

Dynamic keynote speakers, exciting multi-disciplinary panels, and interactive breakout sessions will explore international best practises, innovations, and improved services for our increasingly global community.

THE VENUE

Marriott Vancouver Pinnacle
Downtown
1128 West Hastings Street
Vancouver, British Columbia
V6E 4R5
Canada
Tel: 604-684-1128
Toll Free: 1-800-207-4150

HOTEL ACCOMMODATION

A block of rooms has been reserved for the conference at a rate of \$199.00 (plus applicable taxes) single or double occupancy from May 5 to May 7, 2009. Rates are in effect three days prior and three days post-conference. Reservations must be received before Sunday, April 5, 2009. After this time rooms are on an availability basis only. Please refer to "Global Voices Conference" when making reservations by phone. Online reservations may be made by visiting the conference website and going to Hotel Accommodation for an immediate link. Group code: CLCCLCA

SPONSORS *(At the time of printing)*

Platinum Level



Gold Level



Bronze Level



Copper Level

MOSAIC Language Services
University of Alberta

CEU ACCREDITATION

Approved by the following organizations



Registry of Interpreters for the Deaf (RID) certified interpreters may receive continuing education units by contacting avlic@avlic.ca prior to May 5th, 2009.

STIBC: Contact your local office

ATA: 10 CE Points Approved



The Program

Simultaneous interpreting and ASL interpreting will be available at plenary sessions and a select number of concurrent sessions.

Tuesday, May 5, 2009

7:00 pm to 9:00 pm Registration desk open
7:00 pm to 9:00 pm Welcome Reception

Wednesday, May 6, 2009

Theme of the Day: The Impact of Globalization and the Community Interpreter

7:30 am Registration desk open
8:00 am Exhibit displays
8:30 am Opening Remarks and Formal Welcome
9:15 am Plenary Keynote Speaker
Globalization and the Community Interpreter
David Baxter, Executive Director, Urban Futures Institute
10:45 am Refreshment Break
11:00 am Plenary Panel
Risk, Liability and Interpreter Services
Public Sector: Valerie Gidney, INTRAN
Legal Sector: Michael Girard, Principal, Girard Law Office
Health Sector: Dr. Sarah Bowen, Assoc. Prof., School of Public Health, University of Alberta
12:30 pm Lunch (Buffet service—included in registration)
Lunch Speaker: Gonzalo Peralta, President, AILIA
AILIA and the Development of Community Interpreting in Canada
1:45 pm Concurrent Sessions – see listing on page 8
3:15 pm Refreshment Break
3:30 pm Plenary Keynote Speaker
Equitable Service Delivery: The Global Influence and the Local Reality
Dr. Lloyd Axworthy, President and Vice-Chancellor, University of Winnipeg
4:30 pm Plenary Closing Remarks
Evening Enjoy free time to explore the many sites and world-renowned restaurants in Vancouver

Thursday, May 7, 2009

Theme of the Day: Innovations, Technology and Best Practises

8:00 am Registration desk open
Exhibit and poster displays
9:00 am Opening Remarks
9:15 am Plenary Panel
Language Constituencies: Best Practise Approaches to Access
Panel members:
Visual Language: Debra Russell, Director, Western Canadian Centre of Studies in Deafness, University of Alberta
Aboriginal Languages: Madeleine d'Argencourt, Director of Official Languages, Government of Nunavut
Immigrant and Refugee Languages:
Manpreet Grewal, Manager, Multicultural & Immigrant Services Dept., Abbotsford Community Services
Minority Official Language (French): Société Santé en français
10:45 am Refreshment break
11:00 am Concurrent Sessions – see listing on page 8
12:45 pm Lunch (plated service—included in registration)
Lunch Speaker: Doug Lipp, President of Douglas Lipp and Associates
The Art of Exceptional Customer Service and Leadership: Managing Change, Global Competitiveness
2:15 pm Plenary Panel
Interpreter Associations: Best Practises from the Field
Panel members:
Representatives from AVLIC, CLC, IMIA, and NAJIT
3:30 pm Refreshment break
3:45 pm Plenary Keynote Speaker
Accessible Services through Innovative and Better Practises
Dr. Laurie Swabey, PhD, Prof. of Interpreting, College of St. Catherine, Minnesota
4:45 pm Closing Remarks
5:00 pm Poster session (1 hour)
Evening Enjoy free time to explore the many sites and world-renowned restaurants in Vancouver

Friday, May 8, 2009

Theme of the Day: Moving Forward: The Future of Community Interpreting

8:30 am Registration desk open
9:00 am Opening Remarks
9:30 am Plenary Keynote Speaker
Globalization and the Advancement of Community Interpreting
Dr. Cynthia Roy, PhD, Director, Gallaudet University Regional Interpreter Education Center, Washington, DC
10:30 am Refreshment break
10:45 am Concurrent Sessions – see listing on page 8
12:15 pm Closing Remarks – Conference Ends



Keynote Speaker Profiles



David Baxter, Executive Director, Urban Futures Institute

As a leading economist and Executive Director of Vancouver's Urban Futures Institute, David Baxter is a recognized authority on the impact of demographics on the North American and international consumer landscape. His ability to analyse demographic shifts and economic trends is unparalleled, and he presents his findings with energy and creativity. Most importantly, he cuts through the hype and explains what it all means for your particular organization and industry.

The Urban Futures Institute studies and analyses transformations affecting population, community, and land use in Canada. At the Institute, David's main focus is on population and economic change and the resulting implications for business and society. His writing and presentations address such timely issues as understanding changing consumer markets, the shifting nature of work, and the current state of health care. He is the author of many reports, articles and books addressing regional economics, consumer behaviour and market trends, health care, employment trends, and the operation of real estate markets.

David delights in challenging the status quo as he identifies how changing demographics have a real impact on business, the markets and the present and future economic climate. His energetic style makes for a lively and educational presentation.



Dr. Lloyd Axworthy, President and Vice-Chancellor, University of Winnipeg

Lloyd Axworthy is President and Vice-Chancellor of The University of Winnipeg. Formerly Director and CEO of the Liu Institute for Global Issues at the University of British Columbia and Canada's Foreign Minister from 1996 to 2000, Lloyd Axworthy's political career spanned 27 years, during six of which he served in the Manitoba Legislative Assembly and twenty-one in the Federal Parliament. He held several Cabinet positions, notably Minister of Employment and Immigration, Minister Responsible for the Status of Women, Minister of Transport, Minister of Human Resources Development, Minister of Western Economic Diversification and Minister of Foreign Affairs.

In the Foreign Affairs portfolio, Dr. Axworthy became internationally known for his advancement of the human security concept, in particular, the Ottawa Treaty—a landmark global treaty banning anti-personnel landmines. For his leadership on landmines, he was nominated for the Nobel Peace Prize. For his efforts in establishing the International Criminal Court and the Protocol on child soldiers, he received the North-South Prize of the Council of Europe.

Since leaving public life in the fall of 2000, Dr. Axworthy has been the recipient of several prestigious awards and honours and sits on numerous boards. He currently sits on the High Level Commission on Legal Empowerment for the Poor—UN Development Program. In 2006, the Organization of American States appointed Dr. Axworthy to head the OAS Electoral Observation Mission that monitored the 2006 general elections in Peru. In 2004, UN Secretary General Kofi Annan appointed Lloyd Axworthy as his special envoy for Ethiopia-Eritrea to assist in implementing a peace agreement between the East African countries.

Lloyd Axworthy remains involved in international matters and lectures widely in Canada, the US and abroad. His book *Navigating a New World: Canada's Global Future*, Knopf Canada, was published in the fall of 2003.



Doug Lipp, President, Douglas Lipp and Associates

What is the magic of Disney? Join Doug as he takes you on an entertaining and insightful journey, "behind the scenes," to discover both the secret of Disney's success and how it and other organizations have overcome spectacular challenges. As an internationally acclaimed expert on customer service, leadership, change and global competitiveness, Doug—a former interpreter himself—motivates and challenges audiences around the world by combing over 30 years of experience with a humorous, story-telling style.

Formerly the Head of Training at Disney's Corporate Headquarters, Doug provided the famous Disney University "Traditions" program and developed leadership courses for Disney executives. Pivotal in Doug's career with Disney was his experience in the mid-80's when the corporate culture changed from the arrogant: "We're the best; why change?" to the progressive: "Don't rest on your laurels" powerhouse corporation that Disney remains today. Doug found that even strong organizations, like Disney, must embrace change and be willing to innovate.

Fluent in Japanese, Doug was on the start-up team for Tokyo Disneyland, Disney's first international theme park. Based upon his rich career at Disney, plus his work as an international consultant for some of the world's most admired corporations and business leaders, Doug explores the strategic necessity of

why all companies must now think globally, and act locally. Learn how companies such as IBM, Starbucks, Procter & Gamble, Siemens and Intel have benefited from those lessons.

He is the author of numerous articles and seven books on leadership, customer service and international business, including his two most popular: *The Changing Face of Today's Customer: How to Attract and Retain a Diverse Customer and Employee Base*. With a foreword by renowned business leader Peter Ueberroth, head of the US Olympic Committee and Ken Blanchard of One Minute Manager fame, *The Changing Face* addresses how businesses can thrive in this era of cultural diversity and global competitiveness. Doug's other most popular title is *Even Monkeys Fall from Trees: The Art and Science of Outstanding Customer Service* which focuses on a balanced approach to service, leadership and teamwork.

Doug personalizes every presentation by building and customizing his learning points to include your organization's mission, culture, and objectives. His captivating and thought-provoking style results in memorable programs leaving the audience prepared to take action and get results!



Dr. Laurie Swabey, PhD

Laurie Swabey is a professor of Interpreting at the College of St. Catherine and the director of the CATIE Center, one of six in the United States to receive federal funding as part of the National Consortium of Interpreter Education Centers. In her work with the NCIEC, she leads the national initiative on medical interpreting. She also is a member of the Advisory Committee for the National Council on Interpreting in Healthcare (NCIHC) and a member of the National Coalition on Healthcare Interpreter Certification (NCC), representing both the RID and the NCIEC.

Dr. Swabey has been teaching interpreting since 1980. Before moving to Minnesota, she was a faculty member and director of the interpreting program at the University of New Hampshire where she developed the bachelor degree curriculum in ASL/English interpreting. Following that, she developed the multi-lingual curriculum for teaching spoken language community interpreters at the University of Minnesota Program in Translation and Interpreting and taught in that program for almost 10 years. Since 1999 Dr. Swabey has been a professor at the College of St. Catherine and in 2008 received the Kelly Faculty Excellence Award.

She holds a Ph.D. from the University of Minnesota in Linguistics and her areas of interest include the cognitive status of referring expressions in ASL, discourse management skills of interpreters working in healthcare settings and projects related to the scholarship of teaching and learning. She has presented papers on interpreting at conferences in the United States, Canada, Australia and Europe.



Dr. Cynthia Roy, PhD

Dr. Roy began interpreting in Austin, TX, in the early 70s, was certified in 1975, and began writing curriculum for teaching interpreters in 1979. Her dissertation, and subsequent book *Interpreting as a Discourse Process*, is a seminal study on the interactive nature of interpreting, focusing specifically on turns. Dr. Roy is engaged in research on interpreting interaction in a variety of settings and she is the editor of the *Interpreter Education* series. She is also the director of the Gallaudet University Regional Interpreter Education Center and the program coordinator for the new Bachelor of Arts in Interpreting degree.



Plenary Panel Members

RISK, LIABILITY AND INTERPRETER SERVICES PANEL

What risk and legal implications do service providers face when dealing with an increasingly multicultural and diverse citizenry? This panel, composed of experts from legal, health and public sector, will address these liabilities and explore ways of mitigating the risks.

Dr. Sarah Bowen (Health)

Dr. Sarah Bowen currently holds a joint appointment as Associate Professor, School of Public Health, University of Alberta, and Academic Co-Director of SEARCH Canada. Much of her research has focused on strategies for promoting integration of evidence related to underserved populations into health care policy, planning and practise. As Principal Investigator of the CIHR knowledge translation research initiative From Interpreting to Integrating Marginalized Evidence, she led a multi-stage, multi-dimensional strategy within a large Canadian health region to “translate” evidence on the impact of language barriers and the risks of untrained interpreters into action that resulted in adoption and implementation of a unique trained health interpretation service. Similar strategies resulted in a decision to incorporate language indicators in development of new health information systems, adoption of a regional diversity framework, and initiation of a coordinated response to immigrant/refugee health issues within the region.

She has published several articles in the area of diversity and health; other publications include the book *Community-based Programs for a Multicultural Society: A Guidebook for Service Providers*, and several reports addressing issues of cultural diversity and health (including the Health Canada reports *Language Barriers and Access to Health Care* and *Access to Health Services for Underserved Populations in Canada*).

Valerie Gidney (Public)

Valerie Gidney is the Development Manager for INTRAN, the largest multi-agency Public Service Partnership in the UK. INTRAN is managed jointly by Ms. Gidney and by its partners, a group of public agencies comprising local authorities, housing associations, healthcare and criminal justice agencies. Its mission is to create “accessibility for all” and to help its partners meet their statutory requirements of “equal access to information and to services”, “to provide the highest quality standards whilst ensuring good value for money” and “to reach out vulnerable people”. Valerie and her team promote best practise and raise awareness of the risks involved in not providing, providing the wrong standards, and providing in an ad-hoc manner when it comes to Interpreting and Translating.

Ms. Gidney holds a M.Sc.(Education and Training) and has been central to INTRAN's development since its inception eight years ago. Her area of expertise is “the development and delivery of integrated public sector Interpreting and Translation services.”

Michael Girard (Legal)

Michael Girard sits on our Risk, Liability and Interpreter Services panel, bringing a wealth of knowledge and experience from the legal field. Mr. Girard holds a Masters Degree in Law (Civil Litigation and Dispute Resolution) and has extensive mediation, trial, and appellate experience.

The Toronto-area lawyer, principal of the Girard Law Office, has been practised civil litigation since his call to the bar in 1985. In addition to his twenty-three years of experience, Mr. Girard has been notably involved in a class action proceeding arising out of the Province of Ontario's alleged failure to provide competent interpreters in court proceedings.

LANGUAGE CONSTITUENCIES PANEL

In Canada, four language constituencies exist whose members may face barriers when accessing services. The provision of language services to these groups, and the rights to such services, are shaped by a distinct historical, legal, and political context, and each may require unique measures that result in accessible service delivery. Panelists will explore the best practise approach for access within their constituency and how language services fit.

Dr. Debra Russell (Visual Language)

Debra Russell is the David Peikoff Chair of Deafness Studies and Director of the Western Canadian Centre of Studies in Deafness at the University of Alberta. As North American representative to the World Association of Sign Language Interpreters, Dr. Russell is an AVLIC nationally-certified interpreter with a community-based interpreting practise, having worked with and taught interpreters across North America. Her primary interests in the study of American Sign Language – English interpretation include factors that affect the quality of interpretation provided between Deaf and non-deaf people, particularly in legal settings such as courtrooms, and in inclusive education settings.

In the academic sphere, Dr. Russell has been involved in research examining the needs of students with disabilities in post-secondary settings, and has been broadly published on issues of interpreter assessment, consecutive and simultaneous interpreting. She has contributed to the curriculum development for interpreter education programs, as well as the evaluation of interpreters in medical settings, and the creation of best practise standards for support services for Deaf and hard of hearing learners in post-secondary institutions.

Madeleine d'Argencourt

Government of Nunavut (Aboriginal Languages)

The Division of Official Languages is responsible for supporting the Government of Nunavut departments in delivering services to the public in Inuktitut, Inuinnaqtun, French and English. It is also leading efforts to make Inuktitut the working language of the Government of Nunavut by 2020. The division provides translation services to the Government of Nunavut through its Translation Bureau. It also oversees the implementation of the Official Languages Act and is in the process of developing new language legislation that will respond to the territory's unique needs. The Division also leads a number of projects to promote the Inuit language, including the Asuilaak Living Dictionary, the Nunavut Literary Prize and Uqasirmut Quviasuutiqarniq activities in the month of February.

Société Santé en français (Minority Official Language)

The SSF is committed to promoting health development in French for Francophone and Acadian communities in minority situations in Canada. Activities or programs that receive support from the SSF are in areas such as networking, organization, development and use of technology.

The Société Santé en français met its action in the service of a vision of Francophone and Acadian communities that thrive in health and exercise of initiative and innovation in a health system fair and respectful of their cultural values, social and linguistic. These communities are promoting health and wellness, and play a leading role in carrying out actions that promote the availability of quality health services in French.

Manpreet Grewal (Immigrant and Refugee Languages)

Manpreet Grewal is currently the Manager of Multicultural and Immigrant Services at Abbotsford Community Services and has worked in the Immigrant serving and anti-racism field in BC for the last 19 years. She has been involved in developing and managing several programs addressing the needs of newcomers with cultural and language barriers and issues arising out of a changing community.

Manpreet has also worked as a freelance journalist. Her work has appeared in a regular column in the Vancouver Sun, The Abbotsford News and the Abbotsford Times. She has also contributed to the Vancouver Province. She has done work for CBC Radio's *Early Edition*, *Sounds Like Canada* and *The Current*. She has produced and hosted the show *Cross Cultural For Rogers/Shaw TV* for 9 years and has hosted an open line show for channel M for two years.

Ms. Grewal has a Masters Degree in Political Science from the University of Delhi, diploma in print journalism from the London School of Journalism and several credit courses from BCIT.

INTERPRETER ASSOCIATIONS PANEL: BEST PRACTISES FROM THE FIELD

In an environment that has not always recognized the unique expertise required by community interpreters, interpreter associations have always been a steady voice for the need around training, standards and professionalism. What are some of the challenges your association has faced and/or overcome in providing fair and equitable access to services?

AVLIC (The Association of Visual Language Interpreters of Canada)

The Association of Visual Language Interpreters of Canada is a national professional association which represents interpreters whose working languages are

English and American Sign Language (ASL). AVLIC represents its membership and advances the profession by promoting high standards within the profession of interpreting.

CLC (Critical Link Canada)

Critical Link Canada is a non-profit organization committed to the advancement of the field of community interpreting in the social, legal and health care sectors. While CLC's primary focus is spoken language interpreting, they work closely with those who work in the area of signed language interpreting.

CLC fulfills its mandate by promoting the establishment of standards which guide the practise of community interpreters; encouraging and sharing research in the field of community interpretation; adding to the discussion about the educational and training requirements for community interpreters; advocating for the provision of professional community interpreting services by social, legal and health care institutions; and raising awareness about community interpreting as a profession.

IMIA (International Medical Interpreters Association)

IMIA is committed to the advancement of professional medical interpreters as the best practice to equitable language access to health care for linguistically diverse patients. Founded in 1986, with over 1,500 members, most providing interpreting services in over 70 languages, the IMIA is the oldest and largest medical interpreter association in the United States.

While representing medical interpreters as the experts in medical interpreting, membership to the IMIA is open to those interested in medical interpreting and language access. They currently have a division of providers, corporate members, and trainers. Policy makers, health care administrators, and others interested in medical interpreting are also welcome to join as associate members.

NAJIT (The National Association of Judiciary Interpreters and Translators)

The National Association of Judiciary Interpreters and Translators is a professional association that was first chartered as a non-profit organization under New York State laws, and incorporated as the Court Interpreters and Translators Association, Inc. (CITA) in 1978. In 1988 the membership approved a name change to reflect the national nature of the association.

Since its inception, NAJIT's mission has been to promote quality services in the field of legal interpreting and translating. Our members play a critical role in assuring due process, equal protection and equal access for non-English or limited English proficient (LEP) individuals who interact with the judicial system.

All information on these pages has been printed as provided by panel members.



Concurrent Sessions

Session times will be posted on-site and seating will be on a first priority basis.
Confirmed at the time of printing. Subject to change.

- 1A *Interpreting Via Video: Local Calls, Global Impact*
Presenter: Julie H. Simon, USA
- 1B *First Nations: The Missing Link in Interpreting*
Presenter: Yolanda Hobrough, Canada
- 1C *Interpreters and Vicarious Trauma*
Presenter: Karen Malcolm, Canada
- 2A *The Struggle to Maintain Standards in a Global Community Interpreting Marketplace:
Some Reflections on the UK Experience*
Presenter: Brooke Townsley, UK
- 2B *Web 2.0 for Community Interpreters: Building a Global Community*
Presenter: Jorge U. Ungo, USA
- 2C *Informed Consent and Professional Interpreting Services*
Presenter: Elizabeth Abraham, Canada
- 3A *Service Learning in Interpreter Education*
Presenters: Rico Peterson and Christine Monikowski, USA
- 3B *Ensuring Access to Professional Interpreters through Technology*
Presenters: Jeanette Anders and Linda Joyce, USA
- 3C *Interpreter Preparation Conversations: Multiple Perceptions of our Work*
Presenter: Debra Russell, Canada
- 4A *Language Learning Through Community Internship – Beyond Interpreter Ed.*
Presenter: Sheila Johnston, Canada
- 4B *Enhancing Access through Collaboration and Capacity Building – The Evolution of an Interpreter Service
for a Regional Health Authority – Lessons Learned and Future Endeavours*
Presenters: Jeannine Roy, Canada
- 4C *The Power of Two*
Presenter: Sara MacFayden, Canada
- 5A *Community Interpreting and the Other Language Professions: Examining the Disparity*
Presenter: Andrew Clifford, Canada
- 5B *What Interpreters' Experiences Tell Us About Moving Forward in Healthcare*
Presenter: Marco Fiola, Canada
- 5C *Thirty Years of Community Interpreter Training: Lessons Learnt from the Past – Challenges for the Future*
Presenters: Silvana Carr and Karin Reinhold, Canada
- 6A *MIS Medical Interpreting Services: Positive Impact*
Presenter: Janice Lyons, Canada
- 6B *Province-Wide Services: Promoting the Awareness and Utilization of Professional Community Interpreters*
Presenters: Angela Sasso and Kiran Malli, Canada
- 6C *New Technologies, New Programs*
Presenter: Kirk Ferguson-Uhrich, Canada

Poster Session

- 1 *Implementing Common Standards for Legal Interpreting and Translation in the European Union:
what lessons for the impact of globalization on community interpreting*
Brooke Townsley, UK
- 2 *Interpretation in intercultural communication with ethnic minority and migrant patients in in-patient
rehabilitation after accidents in Austria*
Dominique Dressler, Austria
- 3 *Planting Seeds: Training our Future Workforce*
Zarita Araujo Lane and Vonessa Costa, USA
- 4 *Globalization: Providing Services and Interpreting for Speakers of Languages of Limited Diffusion*
Janet Erickson-Johnson and Linda Joyce, USA
- 5 *The Standard Practice as a Professionalising Tool for Public Service Interpreting: Descriptive
Analysis of National Standard Guide for Community Interpreting Services*
Lluís Baixauli-Olmos, Spain

Registration

Register online at:
www.criticalink.org/2009conference or by faxing
the registration form enclosed to 604-685-5787.

REGISTRATION FEE

Fees are in Canadian dollars

EARLY FEE (PRIOR TO MARCH 15, 2009)

\$395 + \$19.75 GST = \$414.75

MID FEE (MARCH 16 TO APRIL 15, 2009)

\$445 + \$22.25 GST = \$467.25

LATE FEE (AFTER APRIL 15, 2009)

\$495 + \$24.75 GST = \$519.75

STUDENT REGISTRATION

Space and funds permitting, student registration will begin April 15, 2009. Student placement is limited and will be confirmed in writing upon receipt of a letter from the student's educational institute's program director confirming registration in a qualified interpreter program.

Student rate: \$100 + \$5.00 GST = \$105.00

MEALS

Please note registration fees include refreshment breaks, two lunches and the Welcome Reception as indicated in the program. Breakfast is not served prior to the Plenary Sessions.

WELCOME RECEPTION

Food and welcome drink are complimentary to conference registrants. Cash bar to follow.

Additional guest tickets at \$75 + \$3.75 GST = \$78.75

REFUND POLICY

No refunds after March 15, 2009. Only substitutions received in writing will be honoured.

METHOD OF PAYMENT

By cheque or bank draft payable to "Provincial Language Service, PHSA" in Canadian dollars only or by Visa or Mastercard.

GST # 863530135RT001

FOR MORE INFORMATION

Portfolio Conference Planning & Event Management
1383 Homer Street, Vancouver, BC V6B 5M9

Phone: 604-685-4888

Fax: 604-685-5787

Registration Inquiries: registration@portfolio-inc.com

General Inquiries and Sponsorship: mail@portfolio-inc.com

Appendix B: Financial Report

**The Provincial Language Service
 CLC Conference Financial Report
 Prepared on July 22, 2009**

Entire Event

Registration Revenue	\$44,379.43	
Sponsorship Revenue*	\$30,500.00	
Total Revenue		\$74,879.43
Translation/Proofreading	\$1,828.90	
Consulting & Professional Fees**	\$106,879.31	
Courier & Postages	\$342.27	
General Refreshment/Catering	\$29,856.52	
Meeting Expense/Room Rental	\$39,143.48	
Conference Registration Fees	\$1,930.82	
Membership Fees	\$319.56	
Printing	\$4,820.09	
Sundry Expenses	\$109.66	
General Travel - Local	\$232.95	
Credit Card Related Fees	\$815.89	
GST Paid on Purchase	\$984.82	
Total Expenses		\$187,264.27
Total Deficit		(\$112,384.84)

Appendix C: Participant Feedback

Wednesday, May 6, 2009David Baxter 4.30

Interested about stats on immigrants; very engaging; briefly connected to interpretation theme; fascinating; entertaining speaker but not relevant to me; excellent but too many slides 2x; a lot of stats 4x; great speaker; Excellent 6x; a bit too long, funny, a lot of stats 3x; loosely tied to language; learned a lot about Canada

Valerie Gidney 3.45

Passion always gets message through; too much show and tell and too little on risk and liability; long, dense, fast pace; providing a good example, talking too fast 2x; difficult to understand, too fast 2x; no educational component; lack of focus on topic; good stories; too much info in short time

Michael Girard 4.14

Nice to know about Sectiari Act on languages; a bit slow but clear message; brief and comprehensive; excellent speaker, very appropriate 4x; excellent and right on target 4x; bit dry; easy to follow; interesting information; very informative but lacking in some elements; good examples

Sarah Bowen 3.87

Learn about how it works on health system; good speaker but PP too hard to read; very relevant and good presentation skills; easy to follow; informative but no new info presented; nothing very new; pretty dry, not so interesting; too many slides w unreadable print, but good data, good speaker 2x; useful info, great research;

Gonzalo Peralta 3.73

Short and useful; it's too bad he was cut off in the middle; ok, seems passionate about subject; not long enough; felt rushed, eating trying to pay attention and wanting to discuss things w peers; useful, obviously knows nothing about prof. standards of practice; what was that?; good presenter, enthusiastic

Cynthia Roy 4.33

Offer about degree in the future opportunity; interesting 3x; clean, good amount of info; applicable, easy to hear, nice pacing; Excellent; good diversity of information that applies to all kinds of language interpreters; an amazing and inspiring speaker; some inaccurate info about VRS; awesome, humor and knowledge, great inclusion of Canadian and American info

Julie Simon 4.36

Well presented; very interesting and relevant, very informative; very approachable

Yolanda Hobrough 4.50

should use visuals, even pictures or audiotapes; appreciate hearing her stories and experiences

Karen Malcolm 4.62

learn about Vicarious trauma for interpreter; direct, applicable, easy to follow; very good presentation 5x; good collaboration possibilities;

Brooke Townsley 4.18

Topic interesting but needed PP slides, very good discussion; good presentation, pp adds to a good visual and try to connect w audience via eye contact 2x ; interesting topic and conversation;

Elizabeth Abraham 3.48

Very well presented; often said " you all know that" then skipped the topic or info, we can't know everything; poor presentation skills but useful comments;

Jorge Ungo 4.77

Excellent and very useful 5x; Clean, very precise and simplified info;

Thursday, May 7, 2009Claudine Cote 3.66

Important message, not clearly presented; interesting info; I am incensed that she was told not to speak in French, how dare the organizing committee dare that, there were interpreters available so there was absolutely no reason for her not to speak in the official language of her choice; speaks about the invisible francophone community and yet speaks English, even though there were interpreters; very interesting, excellent info;

Thursday, May 7, 2009Madeleine D'Argencourt 4.29

Very informative; clear voice but should not read slides too much, show and tell; fascinating; wonderful, energetic and captivating; organized but difficult to follow; Excellent 2x; very ground breaking info 2x, concrete examples; very innovative; very creative, inspiring, smart and motivating;

Christopher Friesen 4.04

Good speaker 6x, kept us attentive; succinct, impactful; organized, easy to follow, realistic and optimistic; great presenter w/o pp; an area of interest for me, wish he had more time;

Karen Malcolm 4.14

Learn how to balance and handle about emotions; good voice and on target; clean, comfortable pace, great info; knowledgeable; excellent 3x; info a bit weak but great speaker;

Rico Peterson/Christine Monikowski 4.46

different approach for learning; definitions missing; well presented & interesting; fantastic presentation 3x; wonderful presentation especially back in the day of interpreting school; for instructors, their presentation styles and use of pp was lacking; plan to incorporate the ideas from this session in my mentoring plan;

Linda Joyce 4.15

Useful info about language line, interactive; great

Sheila Johnston 4.44

ASL internship; Fantastic, warm and welcoming and informative; interesting technology;

Jeannine Roy 3.85

Very interesting with how to work with health regional dept.; well summarized; great, very honest, open and clear; well presented, highlighted struggles as well;

Sara MacFayden 4.46

Great 3x, alternative media 2x; use of video very helpful; unique approach of amateur video, excellent idea;

Doug Lipp 4.60

Wow, amazed speaker; very inspirational and meaningful 2x; Excellent 13x; lively but really not useful to me; loved the interactive parts; gifted speaker; phenomenal; corporations are created to make money, interpretation created to provide services; Knowledgeable, exciting, captivating, very good; loved his motivation; was not useful;

Izabel Arocha 3.77

Good; nice to know different organizations out there and see who they are; very informative;

Silvana Carr 4.00

Good; bit dry; short, to the point and conclusive; good info on CLC; excellent, historical perspective; could be more exciting;

Lois Feuerle 3.44

Good; font not very clear; bit dry, timing off (too much detail); nice to know different organizations; very informative; not that interesting; visuals would have been appreciated;

Suzane Giroux 3.60

Good 3x; very clear, visuals would have been good; very informative; professional info but not really in depth or exciting;

<u>Laurie Swabey 4.49</u>
Nice to know about innovation for interpreter practice; Excellent 2x; nice overview of "stat of the art"; well spoken 2x; too much reading; great audio-visuals
Friday, May 8, 2009
<u>Ujjal Dosanjh 3.94</u>
Good speaker but not relevant; good for political connection; enjoyed his personal stories, style; down to earth, applicable, no attitude, informative; liked his style of presenting; Good use of humour, very open, like his style; not relevant to our tasks and purpose; wonderful person, a more relevant subject would've been nice; Q&A good idea;
<u>Marco Fiola 3.81</u>
Good to know about equivalent for community with education interpreting; Good content but needed visuals; I would prefer to read your paper myself than listen to you read it; interesting topic, valid points but a bit dry; a bit monotonous; too much reading but great info; suggest pp for a visual component 2x;
<u>Andrew Clifford 4.65</u>
Excellent presenter 6x & informative presentation; moving stories; you have no concept of the role of interpreter; have him put a further presentation developing this issues; very informative and thought provoking
<u>Silvana Carr/Karin Reinhold 4.25</u>
Excellent 3x;
<u>Janice Lyons 4.67</u>
Learn about medical interpreting setting; Excellent 2x; organized and informative, answered many questions even before they were asked; phenomenal; very good but more relevant to ASL interpreters;
<u>Angela Sasso/Kiran Mali 3.79</u>
Excellent, very realistic model;
<u>Kirk Ferguson-Uhrich 4.41</u>
Excellent; good info; Good, open to questions, friendly presenter; keep the collaboration of ASL and spoken language; only pertinent to sign language interpreters; very personable, slides need more graphics and less words, wish there were more examples of how technologies are being used, what specifically did or did not work;
<u>City & Venue 4.61</u>
Muffins were not labeled, yogurt no choice, otherwise good; thank you for all the work that went into planning the conference; food was excellent but maybe we could have less of the wonderful meals to lower the registration fee; Hotel too expensive but great facilities and food; City was great, hotel too expensive 6x; friendly hotel staff 2x, hotel should not charge for internet access; great 3x; expensive, what about a college or university campus?; loved Vancouver and set-up; meals were delicious 3x; lots of food, snacks, good quality food services; good hotel location, no canvas bags, no pens?; city and hotel wonderful, food at breaks minimal and slow service/refill;
General Comments:
Tech support for presenters was fabulous; appreciate the emphasis that was placed on standards & the importance of being qualified in the interpreting field; Bios of speakers?; one of the most cozy and comfortable conferences I've ever attended; I enjoyed, learned and networked, thank you; very well organized 7x; Great conference 5x; thank you for including students; a great learning experience for a student, please encourage students in the future conferences; a few more breaks, stretch, etc.; lunch hour no speaker 4x; would like to have an online training for interpreters (language specific training); recommend Janice Lyons, Doug Lipp, Ujjal Dosanjh and Karen Malcolm any time; programs should've been bilingual, conference folder/binder would've been nice, more Francophone speakers; energizing conference, I live in California and joined CLC as a result of this conference; would have liked more presentations geared towards what is happening in training, accreditation and certification; recommend conference to be thu-sat so that the entire mon-fri isn't booked up w travel, etc.; the conference and CLC needs to be promoted more, recruit more and make more money for themselves;

Pictures & Videos being taken by CLC? no explanation of use, internet? personally I don't want my face on the web w/o consent, pls ask for consent, Kiran and Angela did a great job; handouts for the presentations would've been good; disappointing lack of international presentations, visual language over-represented, medical interpreters under-represented; would've liked to learn more about interpretation/translation way of delivering services then other providers and what they do; provide copy of presentations, video the presentations and provide at cost on DVD, have more deaf presenters at CLC conferences; would be good to have a practical workshop for interpreters/trainers to get together in one room and develop and discuss what should be in our teaching modules. I would be glad to facilitate it w another facilitator, Doreen Wuckert, Winnipeg; this was my first CLC conference, plan to return and become involved, it paid off; podium/stage was too dark; Kiran (cowbell lady) did an amazing job, leave more room for comments and feed back, let us give back feedback daily