

# *Section 6*

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## Translation and Interpretation

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### Translation Services

Written material is a good way to communicate with patients/clients, often supporting the information provided orally. This is of particular importance when direct services are not available in French where written documents often become the only information understood by patients/clients. Consent and intake forms, facts sheets, discharge instructions, pamphlets, signage and websites are a few examples of documents that should be made available in French. The chart on pages 191–194, produced by the Government of Ontario as part of its *Communications in French Guidelines, 2009* highlights requirements for each type of communication. Use it as a guide.

Translation is a fine art of balancing the character of the original language and giving it new life in a fresh language. Translators are language professionals who have received extensive training. Written documents should also be adapted to the target audience to take into consideration their literacy level, their regional characteristics, their culture, etc.

Costs of translation services should be included into the organization's operational budget and/or project budget.

#### To Find Qualified Translators

The *Association of Translators and Interpreters of Ontario* (ATIO) maintains a directory of certified translators and other language professionals. The directory is accessible online and is searchable by language combinations, by region, by specialization, etc. Please visit [www.atio.on.ca](http://www.atio.on.ca).

The Erie St. Clair or South West LHINs' French Language Services Coordinators can also provide some assistance to HSPs in finding qualified translators.



*It is a serious misconception to assume that a person who has fair fluency in two languages will, by virtue of that fact alone, be consistently competent to translate between them."*

[en.wikipedia.org/wiki/Translation](http://en.wikipedia.org/wiki/Translation)

## MOHLTC-Sponsored Translation Services

At present, the MOHLTC French Language Services Office funds a provincial network of translators. The translation network:

- **Is available only to identified and designated health service providers.**
- Offers free translation services from English to French of admissible documents.
- See translation guidelines and request form on pages 195–211.
- For more information, contact Louise Baillargeon, Translation Service Administrator/Translator, at [lbailargeon@niagarahealth.on.ca](mailto:lbailargeon@niagarahealth.on.ca) or 905 732-6111, ext. 32313.

The translation network maintains a master list of translated documents that are of a general nature on a variety of health subjects and therefore, can be useful to many organizations. Contact the original authoring organization to get permission to use or adapt any document on the list. To receive a copy of the master list, please contact Louise Baillargeon at [lbailargeon@niagarahealth.on.ca](mailto:lbailargeon@niagarahealth.on.ca) or (Ms.) Jean Carrière at [jdcARRIERE@sensenbrennerhospital.on.ca](mailto:jdcARRIERE@sensenbrennerhospital.on.ca).

## Interpretation Services

Sometimes the only way to communicate with patients/clients is through the words of an interpreter. Although it will never replace direct health services, interpretation is a good way to ensure more effective communication between professionals and their patients/clients. Many organizations already use interpretation to overcome language barriers.

Use of staff members as interpreters is discouraged as it may require them to act outside of their scope of practice. For example, a radiation technologist asked to help out at the triage assessment in the emergency department. Bilingual staff members should be called upon to provide direct services in French as part of their normal duties. Similarly, use of family members is also discouraged as it places the patient/client in an uncomfortable position, having to share private and personal medical information. Use of professional interpreters is highly recommended as it ensures quality, safety and privacy of care. Interpreters are professionally trained and certified. Some interpreters have taken additional training in medical or legal interpretation.

For Francophone patients/clients, interpretation is seen as an interim solution, to be used only until services can be delivered in French by a French-speaking professional.

### To Find Qualified Interpreters

- In the Windsor-Essex area: *Multicultural Council of Windsor and Essex County*, 519 255-1127, [www.themcc.com](http://www.themcc.com) (over 50 languages).
- In the London area: *Across Languages*, 519 642-7247, [www.acrosslanguages.org](http://www.acrosslanguages.org) (over 74 languages).
- **Language Services Toronto**  
More than 30 health care organizations, from hospitals to primary care providers and community support service providers, in the Toronto Central, Central, Central East, Central West and Waterloo Wellington LHIN areas, have recently partnered to buy telephone interpretation services. The program is called *Language Services Toronto* and is managed by the *University Health Network*. *Language Services Toronto* is being supported by the RIO Network, which is a Toronto-based not-for-profit social enterprise, who has partnered with a larger provider, *Language Line*, to provide immediate access to 175 languages 24 hours a day, 7 days a week. All interpreters are qualified medical interpreters. For more information, please see *Language Services Toronto: Information for Interested Participants* on pages 213–215. The Erie St. Clair or South West LHINs' French Language Services Coordinators can assist interested HSPs in joining the partnership.





## Section 6

# List of Appendixes

**Chart taken from the *Communication in French Guidelines***

**Revised Translation Service Guidelines**

**Request for Service**

**Fact Sheet, Language Services Toronto**

**Interpretation Guide for Health Care Professionals**