THE GOTHAM TRANSLATOR

MEDICAL INTERPRETING:
A FIELD IN SEARCH OF…CERTIFICATION

by **Maria Galetta**

On Friday, May 20, 2011 the Certificate in Translation and Community Interpreting Studies Program at Hunter College Continuing Education organized a panel to discuss medical interpreting.

The participants were Virginia Perez-Santalla, representing CCHI, the Commission for the Certification of Healthcare Interpreters; Mary Ann Randazzo, Language Coordinator at SUNY Downstate Medical Center in Brooklyn; Eric Candle, Member of the Board of Directors of IMIA, the International Medical Interpreters Association; and Harner Vaval, a medical interpreter at SUNY Downstate Medical Center, in Brooklyn.

The round table was moderated by Marko Miletich, Program Coordinator for the Certificate in Translation and Community Interpreting Studies Program at Hunter College Continuing Education. The participants spoke for a few minutes each, and then the audience had a chance to ask them questions.

Virginia Perez-Santalla introduced her organization, CCHI, the Commission for the Certification of Healthcare Interpreters. She was involved in the efforts to create a certification process from the beginning and gave a first-hand account of the history of such efforts (which are summarized at www. healthcare interpretercertification.org/about-us/history.html). She explained that CCHI's mission is to develop a national, valid, credible and vendor-neutral certification process, and that no individual, organization, vendor or entity has any financial or other stake in CCHI's program or its administration.

CCHI currently offers two types of examinations for healthcare interpreters: the Associate Healthcare Interpreter™ examination (AHI™ Exam), which is a language-neutral written test, administered for languages other than Spanish, and the Certified Healthcare Interpreter™ examination for Spanish, which includes both the AHI™ non language-specific module, and the CHI™ Spanish module. Applicants must meet a few eligibility requirements before they can apply for the examination, namely proof of minimum age of 18 years;

continued on page 3

INSIDE THIS ISSUE

5 Certification for Medical Interpreters
6 Boston beyond ATA Annual Conference
10 Live Networking Event
12 Language Works, Inc. & Eiber Translations, Inc.
14 Networking Event Photos
14 Translation Seminar
14 NYCT Summer Picnic

New York Circle of Translators
(212) 334-3060

2010 Board of Directors

Lori Colman, *President*
president_elect@nyctranslators.org

Edna Ditaranto, *President-Elect*
president@nyctranslators.org

Margorzata (Gosia) Darwin, *Secretary*
secretary@nyctranslators.org

Peter Yoon, *Treasurer*
treasurer@nyctranslators.org

Margarite Heintz Montez, *Program Director*
nyctprogramdirector@gmail.com

Agnes Meilhac, *Gotham Editor*
agnes@beautyterm.com

Committees

Programs: Margarite Heintz Montez
programs@nyctranslators.org

Continuing Education: Edna Ditaranto (co-chair)
continuing_education@nyctranslators.org
Jordan Fox (co-chair)

Mentoring: Lana Rachkovskaya
mentoring@nyctranslators.org

Nominating: [vacant]

Membership: [vacant]

Publications: Agnes Meilhac
agnes@beautyterm.com

Honors & Awards: Laurie Treuaft
honors@nyctranslators.org

ATA Certification: Edna Ditaranto
ata_certification@nyctranslators.org

Marketing & Public Relations: A.J. Elterman
marketing@nyctranslators.org

Finance: [vacant]

Editorial Committee: Gigi Branch Shaw,
Katie Spillane, Ellen Sowchek

The Gotham Translator

Editor
Agnes Meilhac, agnes@beautyterm.com

Design and Layout
Bahl Graphics, kbahlmann@austin.rr.com

Printing
Mail Boxes, Etc. South Orange NJ
mailboxso@verizon.net

Guidelines for Submission
Please submit all contributions as e-mail attachments in Microsoft Word format. Articles should be limited to 1500 words or less.

The Gotham Translator is published six times a year by the New York Circle of Translators, Inc., a chapter of the American Translators Association. The deadline for acceptance of contributions is the first day of the month preceding the month of publication. Articles and other materials should be e-mailed to the Editor at editor@nyctranslators.org. The opinions and views expressed are those of the authors and do not necessarily reflect the opinions or the policies of the NYCT or the ATA. All material submitted is subject to editing and becomes the property of the New York Circle of Translators unless accompanied by a copyright statement.

© 2010 by the New York Circle of Translators. All rights reserved. Nothing contained in this issue may be reprinted without explicit prior permission of the editor or, in the case of copyrighted material, the copyright holder.

CALL FOR PAPERS

The Gotham Translator accepts and welcomes contributions of articles about all aspects of translation and translator-related issues. These may include, but are not limited to, **specific translation problems** or **approaches to translation**, **legal issues**, and the **business of translation**. We also welcome **dictionary and hardware/software reviews** as well as **reviews of books, conferences and workshops**. Any ideas or leads on interesting stories and articles for which we may try to obtain reprint permissions are also welcome.

In general, articles and other submissions should be limited to around 1500 words. All text should be submitted as e-mail attachments in Microsoft Word format. In case of previously published submissions, please advise us of this fact at the time of submission. ■

Do you know someone who'd
like to advertise in

The Gotham Translator?

Please e-mail your text or artwork to gotham_editor@nyctranslators.org no later than 15 days prior to the publication date. Please indicate the ad size desired. If your artwork is in hard copy (business card or other) please mail to the editor at the address below together with your payment.

Ad Rates (single insertion)

Full page (7.5" x 10") $150
One-half page (7.5" x 4.75").....$80
One-fourth page (3.5" x 4.75") $40
One-eighth page (3.5" x 2.25").....$20

Note: All prices are for black-and-white camera-ready copy.

Payment: As soon as you and the Editor have agreed on the ad size and publication date, you will be sent an invoice via email. **We must receive payment in advance before we can publish an ad.** You may make payment by check to the address below, allowing time for checks to clear the bank, or by PayPal to treasurer@nyctranslators.org via https://www.paypal.com/. Click on Send Money, then fill out SEND MONEY FORM.

The New York Circle of Translators
P.O. Box 4051
Grand Central Station
New York, NY 10163-4051

continued from page 1

at least one year of experience working as a healthcare interpreter; a minimum of a U.S. high school diploma (or GED, or its equivalent from another country); at least 40 hours of healthcare interpreter training (academic or non-academic program), and demonstrate linguistic proficiency in English and in the target language(s).

CCHI offers a handbook to prepare for the test and a well organized website replete with useful information, including a sample AHI test. The CCHI's efforts are backed up by many supporters, including the American Hospital Association, The Center for Immigrant Health, the Association of Language Companies, etc.

Mary Ann Randazzo spoke of her experience as a hospital administrator whose duty is to provide interpreting services for LEP patients. She said that she realized pretty soon that patients prefer to have an interpreter physically present, rather than an interpreter working remotely via telephone, especially if the patient is a child, who has difficulty relating to a voice coming from a phone handset. However, it is very difficult to provide in-person interpreting for rarely used languages at a moment's notice, and remote interpreting is often the only option.

Ms. Randazzo is very happy to work in a position that allows her to help patients who do not speak English; the value of good interpreting, however, often goes unrecognized by the hospital administration and getting her invoices paidis always a struggle.

Most hospitals probably started to offer interpreting services through the volunteer efforts of self-assessed bilingual staff, not trained or screened for bilingual proficiency, interpreting skills, professional ethics, etc. Although it might seem cost-effective for the hospital, this practice raises several issues, including correctly budgeting the volunteer employees' workload, compensating their extra interpreting effort and evaluating the effectiveness of such efforts.

Oftentimes hospital staff is motivated by a wish to help others, but in this day and age this is unfortunately not enough. Ms. Randazzo spoke of her endeavors to implement an employee interpreter training program, but noted that the dropout rate is quite high: typically when 20 staff members agree to take a class, only 9 will actually stick with it and complete the training. In view of the constant cost cutting and budget reductions in the hospital, Ms. Randazzo wondered how she could get staff members to be good volunteer interpreters.

While one can certainly appreciate Ms. Randazzo's efforts, and the LEP patients who access her hospital services are certainly grateful for everything she has done, it may sound as if the hospital is trying to have a cake and eat it too. Interpreting is a profession and it requires carefully honed skills by practitioners dedicated to the craft, skills that are unlikely to be achieved by people working in different capacities and having other priorities.

Eric Candle's presentation was very detailed and included ample and significant statistical data. He mentioned, for example, that the use of effective medical interpreting would most definitely help save much if not all of the billions that every year go up in smoke for defensive medicine, i.e. the unnecessary blanket of tests that doctors feel compelled to order when they are unable to communicate precisely with a given patient.

Mr. Candle made a strong point in favor of the need for medical certification: if in the U.S. a plumber, in order to legally

practice his trade, must demonstrate practical training under certified supervision, pass a certification exam, and be periodically re-certified, why then should a field as sensitive as medical interpreting be left without any national requirements?

Certification is the only way to prove that interpreting is not something anyone more or less bilingual can do, but rather a profession, and as such it requires specialized knowledge, in addition to standards of practice, ethics and a clearly defined role for medical interpreters. Using certified interpreters, said Mr. Candle, will also help hospitals to pass inspections of the Joint Commission, which expects interpreter standards to be implemented by January 2012.

The Joint Commission is an independent, non-profit organization that surveys and accredits hospitals and other healthcare institutions across the country via

continued on page 4

continued from page 3

unscheduled accreditation surveys. Many hospitals might not make the cut after January 2012 if they cannot prove they provided qualified and proficient medical interpreters to their LEP patients, and could therefore lose critical public funding from Medicaid, Medicare and other government-financed programs.

The medical interpreter certification process supported by IMIA is administered by The National Board of Certification for Medical Interpreters (www.certifiedmedicalinterpreters.org), the only other national medical interpreting certification, currently available in the US, in addition to the CCHI's.

The National Board of Certification for Medical Interpreters was founded by IMIA and Language Line Services in 2009, for the purpose of offering certification. The written examination has been developed by IMIA, while the oral examination came from the efforts of Language Line University (LLU, a division of Language Line Services).

The National Board grants 3 types of credentials: Certified Medical Interpreter (CMI) for the successful completion of certification process with written & oral exams. So far, it is only available in Spanish. For minority languages, in partnership with other national testing providers, the Qualified Medical Interpreter (QMI) credential is available for those who successfully complete a process including written and qualification exams. For newly emerging languages, the Screened Medical Interpreter (SMI) credential is available after the successful completion of the written test and portfolio review (similar to Canadian & Australian recognition processes).

The prerequisites for being tested include a minimum of 18 years of age; a high school diploma or GED; the successful completion of a registered medical interpreter educational program of a minimum 40 hours duration; oral proficiency in English and oral proficiency in L2.

The written part includes several subjects; the most important, counting for 75% of the exam, is medical knowledge. It covers also the roles of the medical interpreter, ethics, cultural awareness, medical specialties, interpreter standards of practice (IMIA, CHIA, NCIHC), and legislation and regulations (HIPAA, CLAS). A study guide is available to prepare for the test.

During the oral part candidates will have to demonstrate linguistic proficiency in both working languages, knowledge of medical terminology and specialties in both languages, as well as cultural competence, by completing two sight translation exercises from English into L2 and responding via telephone to 15 mini-scenario role-play exercises during which they will interpret consecutively from English into the Second Language and from the Second Language into English.

Mr. Candle mentioned that the first oral exam to be available was in Spanish, and by the end of June 2011 pilot tests in Mandarin, Cantonese, Korean, Vietnamese, and Russian will be offered. Later, by the end of 2012, the languages offered are expected to reach 20, covering 95% of the population.

Harner Vaval also spoke. Heoffered his experience as a former policeman from Haiti who came to the US only a few years ago, without knowing a word of English and, thanks to his strong desire to help, ended up becoming an interpreter of French Creole at SUNY Downstate. He is now studying Psychology and Spanish at Brooklyn College, and dreaming of learning Russian and Chinese as well, so he can interpret in those languages, too.

Harner Vaval stressed the basic ethics of medical interpreting: the Interpreter as Invisible Man, who shows no feelings, no involvement in the doctor-patient exchange, and never speaks for himself, unless he needs to ask for clarifications. His account was followed with great attention by many people in the audience who were considering a career in medical interpretation.

The round table was concluded by a Q&A session, the perfect opportunity for aspiring and experienced medical interpreters to ask questions about the organizations represented in the panel, existing certifications, the job market as seen from the point of view of a hospital administrator, and from that of a working medical interpreter, the courses offered by Hunter College Continuing Education, etc. ■

ABOUT THE AUTHOR

Maria Galetta is a veteran interpreter (I<>E<F) and translator (E/F>I), and former college teacher. She holds a university degree in interpreting, one in translation, and a Master's Degree in Italian Studies. She has experience in all major fields, works for the State Department and at the UN, as well as in financial, medical and judicial settings.

Certification for Medical Interpreters

by **Gigi Branch-Shaw**

This past May, NYCT members had the pleasure of attending a very informative presentation on the National Board of Certification for Medical Interpreters (NBCMI) given by Martin Conroy, a National Board member. With a long career in public and social services in New York State, Mr. Conroy was both knowledgeable and passionate about the need for a national certification program for interpreters in the health industry, touching on its absolute necessity for all involved parties, interpreters, patients and healthcare professionals and institutions. During his talk, he gave a comprehensive overview of the organization, including its relatively young history, the current certification program and its projected development for the future.

NBCMI was officially launched in 2009 at the International Medical Interpreter Association (IMIA) yearly Conference on Medical Interpreting. The main objective was to create a national certification program for healthcare interpreters. The development of national standards for healthcare interpreter training programs was another important priority.

At the present time, the certification exam is offered solely in Spanish, but certifications in five more languages (Cantonese, Mandarin, Russian, Korean, and Vietnamese) are currently in the pilot stage and slated to be ready in the next few months. Additional languages, including Japanese, Portuguese, and Haitian Creole, are projected for the end of this year. In all, the Board hopes to offer certification in twenty-one languages.

The NBCMI website offers extensive information about their certification program including exam perquisites and registration, test sites and dates for both the oral and written sections, interpreting training courses, webinar, and other helpful resources on the industry: www.certifiedmedical interpreters.org.

Candidates wanting to register for the exam must meet certain prerequisites. Interpreters with a minimum of one-year of employment in the healthcare industry need only to provide written proof of this employment to register. Those with less than a year of industry experience should verify the necessary prerequisites listed on the website, under the "Get Started" link.

The total cost for the entire exam certification process is $430, including a $30 registration charge, plus a $150 fee for the computerized written exam, and $250 for the oral section, which is computerized as well.

Resources, including a study guide to help prepare for the exams, are also available on the website. The written exam is taken first and must be passed before you can move to the oral. The focus of the written exam is as follows: 75% of the exam tests medical knowledge and background and touches on such topics as diagnostics, medical equipment, pharmacology, pathology, etc. The remaining 25% of the exam accesses knowledge of the following industry topics: the roles of the medical interpreter (MI), medical interpreter ethics, cultural awareness, medical specialties (i.e. ENT, pharmacy, cardiology, endocrinology), interpreter standards of practice, and legislation and requirements.

At the present time, the oral exam allows certification solely for a Certified Medical Interpreter (CMI). However, in the near future, accreditations will be offered for a Qualified Medical Interpreter (QMI) and a Screened Medical Interpreter (SMI). The oral exam, which is computerized as well and records the oral responses, tests linguistic proficiency, consecutive interpreting, sight translation, and knowledge of medical terminology. The exam does not test the following areas: simultaneous interpreting, written translation, and sight translation into English.

For additional information on the certification process for medical interpreters and on the National Board of Certification for Medical Interpreters, visit the NBCMI website listed above. Or for additional information for becoming a medical interpreter, take a look at the website for the International Medical Interpreters Association (IMIA): www.imiaweb.org/default.asp. ■

ABOUT THE AUTHOR

Gigi Branch-Shaw is a freelance Fr>En translator who specializes in marketing and editorial translations. She also works as a project/content manager for online projects and is a regular contributing writer for The Gotham Translator, as well as a member of NYCT's Editorial Committee.

Boston beyond ATA Annual Conference

by **Manyee Tang**

Boston is a very walkable city. Put on your walking shoes and keep the money you would spend on car rentals. Walking is good for your health but finding a parking space in Boston is not. Besides, you can walk from the conference location, Marriot Copley Place, to many hotspots in minutes. I find the 5.25 by 3.75" pop-out map of Boston with the subway map on its back (ISBN 1-84139-009-7) very handy when walking around town and in Harvard Square.

Boston is small but has tons of things for visitors to explore

There is always someone in the delegations from China for whom I interpret asking how Boston ranks among American cities. Well, with a total land area of 48.4 square miles, Boston is the 2nd smallest of the 30 most populous cities in the country. The city proper has a population of about 617,000, but it doubles to a daylong population of 1.2 million as people come into the city to work, shop, go to school, receive health care, visit cultural and historic sites, or attend cultural or sporting events. To choose what to do, go to www.cityofboston.gov/visitors/thingstodo.asp. To find free things in Boston, visit www.cityofboston.gov/ visitors/free.asp. You can get huge discount to multiple attractions by using Boston City Pass www.citypass.com or Boston Card www.smartdestinations.com/boston-attractions-and-tours.

Historic sites near Marriot

The Trinity Church (3 blocks away), a National Historic Landmark, built in 1877, is the only church in the U.S. ever honored as one of the "Ten Most Significant Buildings in the United States" by the American Institute of Architects. When you are there, remember to turnaround to see the church's reflection on the neighboring green glass building, the Hancock Building (tallest in New England.) The Church is open for worship. www.trinitychurch boston.org.

The Boston Public Library (2 blocks away) is the first free municipal library in the world. Many visitors take pictures of the Bates Hall (a large reading room) on the 2nd floor on top of the marble steps. Free tours are available. www.bpl.org/central/tours.htm.

Back Bay

The conference is held in Boston's Back Bay, which embraces one of America's richest collections of art and architecture. For shopping, dining, activities, galleries, etc. in this neighborhood, visit www.visitboston backbay.com.

Skywalk Observatory (three blocks away), New England's only observatory, at the top of the Prudential Center, provides 360 degree views of Greater Boston and beyond. www.topofthehub.net.

The T

If you love high heels or want to go to places farther than walking distance, you may want to take the T, which is North America's oldest subway known to Bostonians as the T. It opened in 1897 and now has five city lines and twelve commuter lines to surrounding towns and cities. To go to the conference, take the Green Line to Copley or Orange Line to Back Bay. To visit Chinese visitors' Mecca of higher education, take the Red Line (Alewife direction) to Cambridge and get off at Harvard Square or Kendall/MIT. The T entrance on the street may be labeled INBOUND or OUTBOUND, which is confusing even for longtime suburbanites of Boston. If the Downtown Crossing stop is on the way to your destination, take the inbound train; otherwise, outbound.

For convenience and economics, you may want to buy a Charlie Card to take the T. You don't have to take the card out of your wallet. Just put the whole thing on the sensor and enter the gate. With the Charlie Card, you pay $1.70 instead of $2 per trip. Many businesses offer discounts just for showing your Charlie Card. Here is the discount list: www.mbta.com/riding_the_t/CharlieCard_Discount_Book/. Buy your Charlie Card at major T stations. There is a scam on the Internet offering huge discount on Charlie Cards. The T authority does not offer any discount on any ticket.

History

Boston was founded in 1630 by the Puritans (not the Pilgrims, who establish the Plymouth Colony 40 miles south of Boston

10 years earlier), who named their settlement Boston for the small English town from which most of them had emigrated. Obviously they knew little about urban design. Therefore, Boston's streets are not rigidly patterned like a checkerboard but artistically angled in different ways, and they are not mechanically numbered but affectionately named. Cars are going in the same direction in two or even three neighboring one-way streets. Two-way streets can become one-way without warning. The traffic direction on one-way streets can suddenly change for no obvious reason. There are streets in which cars go in one direction and buses go in the other. I have got lost numerous times following GPS directions in downtown Boston and Harvard Square. These are additional reasons for not driving in Boston or Cambridge, where you risk becoming a "Boston driver."

Freedom Trail—Boston's historic walking tour

The Trail takes you to 16 historical sites in 2-3 hours. A red brick or painted line connects the sites and serves as a guide. You can take a self-guided tour or take one of the many tours available, such as

Boston By Foot, Inc. This non-profit organization offers a 90-minute walking tour on Boston's architecture and history. There are eight Classic Tours focusing on eight different topics, including Boston's only walking tour for children. A 1.75-hour Charles River and Boston Harbor Cruise is also available. 617.367.2345, www.bostonbyfoot.org

Boston Duck Tours let you ride like a champ in an amphibious vehicle. The ride is eighty minutes long, during which twenty minutes is spent on the Charles River. These vehicles also carry Boston's professional athletes for the rolling rallies in the City after they win a championship. The duck boats have been used for that purpose seven times in the last nine years because Boston's football (Patriots), baseball (Red Sox), basketball (Celtics), and hockey (Bruins) teams have won seven championships in total since 2002. The driver doubles as a tour guide giving narratives and answering questions. 617.267.3825, www.BostonDuckTours.com.

Beantown Trolley (617.720.6342, www.BrushHillTours.com) and Old Town Trolley (617.269.7010, www.trolleytours.com) let you hop on and off at designated stops for unlimited times all day long. You can spend as much time as you need in the area(s) you want to explore in depth.

Upper Deck Trolley Tours (617.742.1440, www.bostonupperdecktrolleytours.com): similar to the above two but offering more stops and a Cambridge Loop including Harvard, MIT, and Museum of Science.

Boston for the young

Boston Children's Museum (Red Line to South Station then walk three blocks over the bridge): The hands-on learning experience is great for toddlers and elementary school children. I haven't been there for years but all the little visitors I sent there in the last few months said, "I like Boston" when they exited the Museum. www.bostonchildrensmuseum.org.

New England Aquarium (Blue Line to Aquarium): Besides a four-story Giant Ocean Tank, its Simons IMAX Theatre offers 3D film on New England's largest screen. Admission is only $1 on Friday Nights, 5-9 PM. 617.973.5200, www.neaq.org.

Museum of Science (Green Line to North Station then free shuttle bus) has more than 700 interactive exhibits, all hands-on and minds-on. Its Discovery Center is designed for children from birth to age eight and their accompanying grownups. Pay extra for Omni Theatre (five-story high domed screen), Butterfly Garden, Planetarium, and 3D Digital Cinema, www.mos.org/visitor_info/admission.

Harvard Museum of Natural History (Red Line to Harvard Square then short walk through Harvard Yard): In this small museum, you will see dinosaurs, meteorites, gemstones, and hundreds of animals. Don't miss the world famous exhibit of 3,000 glass flowers. www.hmnh.harvard.edu.

Boston Common and Public Garden (Green Line to Boylston or 20-minute walk from Marriot): They are separated by Charles Street. Dating from 1634, the Common is the oldest city park in the U.S. The Garden was established in 1837 as the first public botanical garden in the U.S.

USS Constitution (Orange Line to Community College then a long walk), nicknamed "Old Ironsides", first launched in 1797, is the oldest commissioned warship afloat in the world. It is located in the Charlestown Navy Yard, a National Historical Park. Free tours are available. www.history.navy.mil/USSconstitution.

Bunker Hill Monument (Orange Line to Community College then hike up the hill): Climb the 294 steps that lead to the pinnacle where you can enjoy the amazing vista.

continued on page 8

continued from page 7

There are no elevators in the monument.

Admission is free. www.nps.gov/bost/historyculture/bhm.htm.

More museums

There are too many to list even just those in the City of Boston. To see more, visit www.cityofboston.gov/visitors/museums.asp or www.museumofboston.org. Here are some major ones:

Museum of Fine Arts (Green Line E train to Museum): The Museum has the second largest endowment among the museums in the U.S. Admission is free on Wednesday night from 4 to 9:45 PM. www.mfa.org.

Isabella Stewart Gardner Museum (Green Line E train to Museum) houses a remarkable fine art collection. Thirteen works of art were stolen from its galleries by a pair of thieves disguised as Boston police officers in the early morning of March 18, 1990. The estimated value of the stolen artworks is $500 million, making the theft the largest single property theft in recorded history. Empty frames are still hanging in the Dutch Room gallery both in homage to the missing works and as a placeholder for their eventual return. Visitors named Isabella are admitted free, and those wearing Red Sox paraphernalia receive $2 off. www.gardnermuseum

JFK Library (Red Line to JFK/UMass): The John F. Kennedy presidential museum overlooks Boston Harbor. You can experience firsthand the life and legacy of John and Jacqueline Kennedy there. www.jfklibrary.org.

State House (Green Line to Park Street): built in 1798. Reservation is required for the free 45-minute tour. 617.727.3676; www.sec.state.ma.us/trs/trsidx.htm.

Peabody-Essex Museum (Take the Newburyport/Rockport commuter line from North Station of the Green Line and get off in Salem then walk three blocks): Explore the region's legendary connections to the art and culture of Asia and experience two centuries of New England life, art, and architecture through the museum's National Historic Landmark houses. A 200-year old Chinese house named Yin Yu Tang was moved from China and reassembled piece by piece in this museum. www.pem.org/aux/pdf/visit/PEM_tourism_brochure_2010.pdf.

Concerts and Theater

Symphony Hall (Green Line E train to Symphony), built in 1900, is a National Historic Landmark and the home of the Boston Symphony Orchestra, the Boston Pops Orchestra, and the Handel and Haydn Society. Acoustically, it is among the top three concert halls in the world and the finest in the U.S. Visit www.bso.org/bso/mods/complete_season.jsp?id=bcat14460032 for the 2011-2012 schedule.

Opera House (Green Line to Boylston, the nation's oldest subway station), opened in 1928, with Broadway Across America and Boston Ballet as primary tenants and a host of other presenters lining up dates between those runs, has the busiest theatre schedule in New England. Its interior is magnificent. www.bostonoperahouseonline.com.

Colonial Theater (Green Line to Boylston), opened in 1900, is the oldest continuously operating theatre in New England and continues to present the best Broadway shows and world premieres using 21st Century technology surrounded by 19th Century elegance. www.bostonscolonialtheatre.com

Blue Man Group at Charles Playhouse (Green Line to Boylston) provides a unique form of entertainment combining comedy, music, drumming, and multimedia theatrics. www.blueman.com/about/whatis.

Joe Wong (www.joewongcomedy.com), a standup comedian emigrated from China, is still based out of Boston. Besides appearing in major TV talk shows, he was invited by VP Joe Biden to perform at the Correspondents Dinner in the White House last year.

Dining

Local cuisine includes New England clam chowder, Boston baked beans, Yankee pot roast, Boston scrod, steamer clams, …

Union Oyster House (Blue/Green Line to Government Center), opened in 1826, is the oldest restaurant in continuous service in the U.S. I take my visitors there for its name and history. The food is not particularly good or bad, and the price is not low but not unreasonable either. www.unionoysterhouse.com.

Faneuil Hall Marketplace (Green Line to Government Center or Orange Line to State Street): a historical place with souvenir shops, food courts, restaurants, and street performers.

Durgin Park (in the shadow of Faneuil Hall) first opened in or before your grandparents' time. Their crab cake is the best I've ever had. Short ribs of beef, Yankee pot roast, and lamb chops are good too. No matter how much you spend on your food here, don't expect great service. www.durgin-park.com

Cheers Beacon Hill (www.cheersboston.com/pub/main_locations_beaconhill.html), formerly the Bull & Finch Pub, is known internationally as the exterior of the bar seen in the sitcom *Cheers* which ran from 1982 to 1993. In 2002, the Pub was officially renamed "Cheers Beacon Hill".

Chinatown (Green Line to Boylston or Orange Line to Chinatown, or 25-minute walk from Marriot): As Chinatowns are diminishing in many American cities. Boston's Chinatown is thriving, having new buildings to house a neighborhood center and a Chinese school. There are many Chinese restaurants for you to choose, all serving authentic Chinese food. Vietnamese, Japanese, and Korean restaurants are also in the neighborhood. If 50s-60s°F is too cold for you, you may want to try the all-you-can-eat Mongolian hot pot so you can sit in front of a personal gas/electric stove to cook your own food.

Shopping

Prudential Center (three blocks from Marriot): an upscale shopping mall and restaurants

Newbury Street (four blocks north from Marriot): Upscale boutique shops, beauty salons, restaurants, etc. are housed in eight blocks of historic 19th-century brownstone buildings on each side of the street, making it a popular destination for tourists and locals. The most expensive boutiques are located near the Boston Public Garden end. The shops gradually become slightly less expensive and more bohemian toward Massachusetts Avenue. It is one of the most expensive streets in the world.

Haymarket (Green Line to Haymarket), an open-air fruit and vegetable market near Faneuil Hall Marketplace, opens only on Fridays and Saturdays. It has been open since the 1830s and offers produce at a price much lower than a normal supermarket does. But make sure they give you the good ones from the top of the pile.

Fall foliage

The conference is held in late October. The fall color peaks in mid-October in Boston. If the weather is calm and not too cold before you arrive, you may see red and orange leaves on the trees. Otherwise, you may want to go to Connecticut after checking the foliage report on the Internet or the local news.

For sports fans

Whether you love or hate the Boston/New England teams, the tickets to watch them play are hard to get. You can buy them online if you are lucky. The Celtics and the Bruins will be playing in October at TD garden (Green/Orange Line to North Station), in which a sports museum (617.624.1234, www.sportsmuseum.org) is on levels 5 and 6.The Red Sox will play in the 100-year old Fenway Park (Green Line B/C/D train to Fenway) if they make the playoff, which is very likely. The Park is small, the games are always sold out, and the fans are very loyal and expressive creating a playoff atmosphere for every regular season game. The resonance you experience here is unmatchable in any other ball park or stadium. Tours are available to visit the Fenway Park mlb.mlb.com/bos/ballpark/tour.jsp.

Campus visits

Boston is an intellectual center and a college town with more than 250,000 students attending college in Boston and Cambridge alone. If you have kids soon bound for college, you may want to visit some of the more than 100 colleges/universities in Greater Boston. Many of them are accessible by T. You can find a college list with links at www.house.gov/capuano/links/ma_colleges.shtml. ■

ABOUT THE AUTHOR

Manyee Tang is a Chinese <> English translator and interpreter with extensive experience in software localization and quality assurance. She holds a Certificate in Editing from the University of Chicago as well as a Certificate in Pharmaceutical Writing from the American Medical Writers Association. A native speaker of both Mandarin and Cantonese, Manyee has received formal training from the Inlingua School of Interpretation, the Center for Interpretation and Translation Studies at the University of Hawaii, and the Harvard Pilgrim Health Care Foundation. She is the tutor of the "Medical Translation" course offered by the University of Chicago, and an instructor in the Interpreting Program at Boston University. Contact: eagonsys@comcast.net

Live Networking Event – July

by **Agnes Meilhac**

NYCT's exciting new Networking Event took place on Thursday, July 7, 2011, from 7:00 to 9:30 PM at Hartley House, West 46th Street. The idea was to provide an opportunity for local translation agencies and our circle members to meet and network directly in view of developing strong, one-on-one business contacts.

The set-up at the event was similar to the Exhibit Hall at the ATA Conference. Each of the six participating agencies was provided with a table and chairs and was invited to bring banners and other promotional props. Attendees went around the tables to introduce themselves, chat and drop off resumes.

The organizers also set up a table with a collection of dictionaries in several languages donated by the late Susana Greiss (Founder of the Continuing Education Committees) and Louis Korda (President 1993-1994). Complementary food and refreshments were shared throughout the evening as people clustered in small groups and engaged in lively conversation, swapping stories and ideas. The crowd mixed and mingled for more than two full hours; the atmosphere was warm and relaxed, and everyone looked like they were enjoying themselves.

> *"The July event was impressive in that beautiful courtyard in Hell's Kitchen that nobody expected was there. The organizers did an excellent job of connecting translators and interpreters with the agencies that need them."* - Leonard Morin

The idea behind the event

Linguists often work in isolation and have limited contact with their colleagues and clients. For them, social media such as LinkedIn, Facebook and Twitter offer unquestionable opportunities for connecting, sharing, collaborating, learning and marketing. For translation agencies, they represent a more informal, efficient and cost effective way to market to and to recruit language professionals.

> *"Edna had a great idea! I think we should have networking events more often. They are useful not only for newcomers who want to distribute their resumes, but also for seasoned professionals who rarely have a chance to meet the project managers in person.*
>
> *Also, let's be aware that most of us work in isolation, so it is important for our professional development not only to listen to presentations, but also to have opportunities to get together and talk informally, without being confined by a dinner table."*
>
> - Maria Galeta, participant

Yet, while the modern phenomenon of social media has a particular appeal for the translation industry, something may still be missing: the ability to make connections and build rapport, only possible on a face-to-face basis.

This is why NYCT wanted to invite the tri-state area translation agencies to a live networking evening where they could meet, connect and establish the all-important personal base of trust that is necessary for a successful partnership with language service professionals.

> *"The idea was to get the tri-state area companies to meet tri-state area translators and interpreters. We know that a lot of work is being farmed to target countries, and we in the US are losing ground, have to lower our rates, etc. Perhaps, if there is a personal connection, we could get some work from them."*
>
> - Edna DiTaranto, organizer

About the participating agencies

Six agencies kindly agreed to participate in the business card exchange, the brainchild of Edna DiTaranto, who contacted them on our behalf. NYCT's Program Director Margarite Heinz stressed that the project would not have materialized without

Edna's ever-committed efforts: " From the feedback I got while at the event and via e-mail everyone, both agencies who attended and members thought it was a great event and many connections were made."

All agency representatives were very open to questions and eager to learn more about our attendees. They deserve to be introduced to our readers:

CP Language Institute, Inc.

www.cpli.com

Founded in 1980, CPLI is a reliable and well-respected translation agency with extensive experience in assisting businesses, healthcare organizations, and legal projects. It also offers language courses and a full range of media services (including subtitling, voice-over, voice Dubbing/ADR, transcription, etc.).

CPLI was represented by its Vice President, Danny Hsiao: dh@cpli.com.

Geneva Worldwide, Inc.

www.genevaworldwide.com

Tracing its lineage back to 1903 to the formation of Geneva Employment Agency, this company has been led by a member of the Buckstein family for almost 50 years. It has been awarded and has successfully completed many government contracts.

For more information, you can write to Sandra Fisler, Recruitment Manager, at: sfisler@genevaworldwide.com

Translation Plus, Inc.

www.translationplus.com

Translation Plus CEO Elisabete Miranda was selected by Ernst & Young LLP among the 11 winners of the 2010 Entrepreneurial Winning Women competition, a national leadership program designed to help accelerate the growth of high-potential businesses founded by women entrepreneurs. Attendees of our event were able to meet her in person (elisabete@translationplus.com).

TranZlations, Inc.

www.tranzlations.net

This company serves a wide range of industries: travel and tourism, advertising and marketing, legal, financial, media and telecom, health care and medical, manufacturing, energy, retail and consumer products. It promises "clear, concise, professionally delivered communication in over one hundred and fifty of the world's spoken and written languages and their dialects".

For more information, you can write to Patricia Goldberg, pgoldberg@tranzlations.net.

The Language Works, Inc.

www.languageworks.com

The LanguageWorks, Inc. is a premier Localization Service Provider with ISO 9001:2008 certification from the British Standards Institution. It offers foreign language translation, editing, proofreading, and cultural analysis. The company works with English, Spanish, French, German, Russian and Japanese.

To contact Language Works, you can write to Brett Gianna Hyatt at bhyatt@languageworks.com

Eiber Translations

www.eibertranslations.com

Eiber Translations provides on-site interpreting, telephone interpreting, localization, transcription and cultural consulting, servicing a wide range of clients (government entities, law firms, banks, hospitals and healthcare providers, etc.) in over 150 spoken languages and American Sign Language.

Founder and Managing Director Edna Eiber was at our networking event to greet our members (edna@eibertranslations).

All members of NYCT would like to thank these agencies for making our networking event a success. The Circle is planning on having another such event soon and hopes that they will return to make it equally interesting. ■

See page 14 for photos from the Networking Event

We would like to give special thanks to Amy Stoyko at Language Works and Edna Eiber at Eiber Translations for answering our brief questionnaire! Thank you!

FOCUS ON LANGUAGE WORKS, INC.

Questions answered by: Amy Stoyko

General information about your company:

Founded in: 1993
Based in: New York, NY
Number of employees: 45

Languages: We are capable of working in any language a client sends our way. Whether they are looking for a Haitian Creole interpreter or simply want a few sentences translated from Spanish into English, our account managers have access to a network of specialists from around the globe.

Specialties: Legal, Marketing Communications, Financial Services, Life Sciences and Technology

What is special about your company? How do you stand out? What are your strengths?

We are a small agency of experts who can customize successful solutions for our individual clients' needs. We are adaptable and rely on our years of industry knowledge in order to properly guide our clients and produce excellent work.

Does your agency have any specific areas of specialty? What are they?

The LanguageWorks team of seasoned professionals offers a rare combination of linguistic and localization expertise across a wide range of industry verticals. By employing the right combination of experienced project managers, carefully vetted resources, and internationally recognized quality systems, the translation services we offer our clients give them a competitive advantage in any arena.

We do it all: from translation of contracts and technical or medical patents, to court-certified interpretation, to in-depth marketing campaigns and cultural analysis research reports, to a single print, radio, or television ad, we provide the advice, resources and project management expertise that our clients need for optimal success in any market worldwide.

What do you expect from the language professionals you work with?

We value the language professionals we work with extremely highly, and recognize the critical role they play in our business. It is our sincere and ongoing endeavor to always treat them with fairness, and we have the utmost respect for what they do, viewing them as our partners in the production process.

In return, we expect that they will honor the commitments agreed to on each project, and we ask them to bear with us when the job parameters may be in flux or when special considerations may be required. By recognizing that everyone has a role to play in the process, we can all work together with harmony and respect.

What do you have to offer that is sure to forge a lasting, mutually satisfying relationship with your translators/ interpreters?

We realize the importance of our translators & interpreters and strive to maintain a fair, friendly and collaborative relationship. We ask for all possible information from our clients upfront so that projects are well-organized by the time they reach our translators & interpreters, out of respect for their time, and also to keep things as efficient and quality-oriented as possible. Because of our dually-focused aim for quality and efficiency, we seek to partner with like-minded translators & interpreters for a seamless process. We also believe it is important to have fun with and enjoy the process, and to this end we like to get to know our translators & interpreters personally. Getting to know our translators & interpreters creates a satisfying work environment and long-lasting relationships.

What did you hope to achieve by participating in NYCT's networking event? What was your goal?

It is our goal to meet more locally-based linguists and begin working with them. This allows us to support the local linguistic community, and expands our network of resources so that we will always be able to choose the very best-suited linguist for any project that might come our way.

Did the event meet your expectations?

Yes, the NYCT event was a great way to meet some of the local faces of the translation industry here in New York. In an industry where most business is conducted over e-mail, it is always valuable to make time for some true interpersonal interaction, as not everything can be conveyed via the written word!

What was your general impression?

Our overall impression was that the NYCT event was well-planned, enjoyable, and useful, further benefitting from the lovely courtyard location and a casual and convivial atmosphere.

Have you received any follow-up calls or emails since the event?

We have gotten many e-mails from interested linguists whom we met at the NYCT event. Our Resources team is currently going through the résumés and responses we received and will engage with potential new resources over the coming weeks.

Would you participate in a similar event again?

Of course!

FOCUS ON EIBER TRANSLATIONS, INC

Questions answered by Edna Eiber

Founded in: 1993
Based in: Long Island, New York
Number of employees: 5

Languages: We have a proven track record in over 170 spoken languages as well as American Sign Language, and with a network of more than 3,000 interpreters and translators worldwide, our Eiber brand of language support services is synonymous with management, integrated technology and innovation.

Specialties: Medical & Health Care, Legal, Bio-Technology, Software Localization, Business, Government, Financial, Insurance, Children Services, Educational, Banking, Marketing & Consumer Products, Travel & Hospitality.

What is special about your company? How do you stand out? What are your strengths?

At Eiber Translations we don't just sell services, we sell outcomes, we sell business results and trusted solutions. It's all about how language and communication affects people every day and we are dedicated to delivering quality, timely and cost effective language solutions with personalized attention, providing benchmark results and client support. We are also a social enterprise; we believe helping others in, for instance, pro bono asylum cases, is as important as increasing our revenue.

Does your agency have any specific areas of specialty? What are they?

We are a language service provider offering interpreting, localization and translation in most industries and multiple platforms. We have provided interpreters for mergers and acquisitions, plane crash cases, malpractice cases, patent infringement cases in Germany, pharmaceutical antitrust cases in Israel to automobile accidents in New York. With resources nationwide and worldwide, we may receive requests to translate a three page agreement to one thousand pages of discovery documents. From small projects to long term contracts, each request is treated with equal value.

What do you expect from the language professionals you work with?

In today's language industry, establishing a quality-minded company is a given. Interpreters must be certified and/or qualified to provide interpreting services and translators must be certified in their language pair. The most valuable professionals are those with the drive and skill to go the extra mile, who are able to offer on time delivery for translators and on time appearances for interpreters, courtesy and availability. Our project managers and interpreter's coordinators have implemented risk management in their daily operations resulting in an ultimate partnership with our interpreters and translators who are, in fact, the root of our success and the essential link to meet our clients' needs.

What do you have to offer that is sure to forge a lasting, mutually satisfying relationship with your translators/interpreters?

We believe the ultimate partnership with our translators/interpreters comes when we plan the process together, discussing potential risks and trusting each other enough to create honest communication. For example, a client asks us to translate 40,000 words in two business days. So rather than accepting the project and saying "yes, we can do it" we, together with a team of translators, identify the project requirements, create clear guidelines and move forward with transparency by saying, yes we can do it and the following are the different solutions we propose. It is our role as the project manager/interpreter's coordinator, to explain and educate the client on the outcomes while meeting the translators and interpreters' expectations.

What did you hope to achieve by participating in NYCT's networking event? What was your goal?

Our goal was to meet face to face with the many interpreters and translators who have worked with us for so many years. There is nothing like having a personal conversation with those who collaborate with us and have a special long term connection. However, we embraced meeting new prospective translators and interpreters, an absolute added value to the event.

Did the event meet your expectations?

Yes

What was your general impression?

The NYCT event was well organized, at a friendly environment conducive to networking and great conversation.

Have you received any follow-up calls or emails since the event?

We have received many follow-up calls and emails, and we have actually contracted a translator we met at the event on a large software localization project!

Would you participate in a similar event again?

It would be our pleasure to be part of any event organized by the NYCT.

Live Networking Event Photos

Summer Translation Seminar

Translate in the Catskills
Aug. 12-14 in Maplecrest, New York

Join us for a 2.5-day seminar exclusively for translators interested in polishing their target-language writing skills.

Why should you attend?

Because better writing skills are essential to (re)position yourself at the top end of the market, build a clientele of quality-oriented customers and leave the churn-it-out bulk market behind.

Because premium clients – the ones who value your expert insights, make you part of the team and pay top rates – require outstanding writing skills. It's as simple as that.

But let's not forget improved job satisfaction. After all, the writing side of translation is part of what made you choose this profession in the first place, right.

This intensive, advanced level workshop will be based primarily on examples from French>English and English>French translation, but the focus is on writing. Translators of other languages are very welcome (those who attended in 2009 tell us it was well worth their while.)

Full info on program, registration, etc., is on our website at www.translateinthecatskills.com

NYCT SUMMER PICNIC

Sunday, August 14, from 1:00 to 6:00 PM at Great Hill - 106th Street and Central Park West.

Cost: $25 (includes the NYCT T-shirt, food and non-alcoholic beverages).

Members must pay in advance via mail or PAYPAL, because we cannot accept money or checks at the park (park rules)

Please e-mail NYCTProgram Director@gmail.com to confirm attendance.

II POLISH-ENGLISH
THE COLLINS SANSONI ITALIAN DICTIONARY
ITALIAN
Magyar szókincstár
pequeño Larousse ilustrado

Translation Plus
Connecting
peopleandculture
in any languag
Document Tra
Cultural Ad
Hispanic/Multicul
Brand Name
Website Localiza
Linguistic Validation
Phone Interpretation
Conference/Webcast Interpretation
Multilingual Multimedia Production
1-800-598-7957

GENEVAWORLDWIDE
languages

THE GOTHAM TRANSLATOR

The New York Circle of Translators (NYCT) is a New York State not-for-profit corporation grouping independent translators and interpreters as well as companies and organizations. It is a chapter of the American Translators Association (ATA) which is, in turn, an affiliate of the International Federation of Translators (FIT).

NYCT members work in a variety of languages and specialties. Our members are committed to the exchange of ideas and mutual support. One of our goals is to educate the general public about the professional nature of interpreting and translating.

NYCT members enjoy the following benefits:

- Free monthly meetings featuring speakers on all aspects of the translation profession
- Networking opportunities at monthly dinners and annual holiday party
- Professional development workshops and seminars
- Subscription to our newsletter, The Gotham Translator
- Listings in the NYCT Online Membership Directory and the annual NYCT printed Membership Directory
- Referrals (if you indicate that you accept them, existing members may direct work requests to you or clients may contact you directly)

Visit us at www.nyctranslators.org and join online!

THE GOTHAM TRANSLATOR

PO Box 4051
Grand Central Station
New York, NY 10163-4051