

## Interpretation & Translation Services

Subject/Title: <b>Translation Guidelines</b>	Reference Number: Effective Date: 2004
Approving Authority: Interpretation & Translation Services	Date Revised: September 8, 2008
Classification:	Page Page 1 of 3

### Background

Interpretation and Translation Services facilitates informed consent and informed treatment for limited and non-English speaking patients/clients and their families. Many people may be able to communicate effectively in daily life in English as a second language, however, their English language competence may not be adequate to give or receive health care information. An untrained health care interpreter can distort information through omission or deficient paraphrasing (Chng, 2000).

According to the 2002 CHR Ethno-Cultural External Consultation Report, access to interpretation was identified as the single most significant barrier to effective health care for members of the Ethno-cultural communities. Participants also recommended that the Region develop, identify, and disseminate translated health information and patient education materials.

Legal opinion in the Region suggest that a potential source of liability for the Region exists without appropriate medical interpretation/translation training for critical, complex or sensitive communications. (Business Case for: Centralized Regional In-House Interpretation and Translation Services Initiative, January, 2003)

### Role of the Translator in translating Calgary Health Region Documents

Certified Health Care Interpreters and Translators have demonstrated competence in oral and written language skills, are trained in interpretation and translation and are required to follow standards formulated by the Calgary Health Region.

Interpretation and Translation Services are responsible for completing the translation of all Regional patient education and health information documents. Regionally translated materials will be promoted and shared through Regional services and programs. (Business Case for: Centralized Regional In-House Interpretation and Translation Services Initiative, January 2003)

## The Translation Process

1. The health care provider requesting a translated document accesses the “Request for Translation” form from the Healthy Diverse Populations Website.
2. The “Request for Translation” form and the original electronic English copy of the patient education or health information document are submitted in one of two ways: either electronically to the website’s email address or by inter-departmental mail addressed to Interpretation and Translation Services at Sunridge Retail. The Translation Coordinator will confirm with the requesting department and the Patient Health Education Coordinator that the **final** English version has been submitted for translation. Interpretation and Translation Services will not translate working or draft documents or documents under revision.
3. The Manager or Translation Coordinator verifies with the Patient Health Education Coordinator that the English document is **approved** Calgary Health Region patient/client health education information. If the document is not approved, the requestor will be contacted by an Educational Specialist.
4. If the document is an **approved** Calgary Health Region document, and it is the **final** English version, the Patient Health Education Coordinator assesses the request for:
  - Additional costs charged by Data Source will also be accrued if formatting is required. Requestor to contact Data Source for pricing.
  - Ability to meet final document due date.
  - The priority ranking of the project.
5. The Translation Coordinator contacts the requestor and advises of approximate timelines for completion.
6. The content of the document is reviewed for cultural appropriateness by community partners through the Diversity Liaisons as appropriate.
7. When approval to proceed is received from the requestor, the Translation Coordinator:
  - Creates a file for the translation request
  - Updates the translation database on the J: Drive to include:
    - Name of Document
    - Department/Name of the requestor
    - Requested language
    - Date of Request
    - Date Assigned
    - Name of Translator
    - Deadlines
8. The Translation Coordinator emails the electronic English version to Translator #1 with the due date assigned.
9. The Translation Coordinator creates an electronic folder in the J: Drive under the appropriate heading matching the name of the English document (e.g. Managing your Childs Fever) and saves the English version in that folder.

10. Translator #1 translates the document using the translation template on the H: Drive to the requested language. The translator translates the document as close to word for word as possible, ensuring that the meaning is the same as the English version.
11. Translator #1 emails the first draft of the translated document to the Translation Coordinator.
12. The Translation Coordinator saves the first draft version on to the J: Drive to the appropriate electronic folder e.g. "Managing your child's fever."
13. The Translation Coordinator assigns Translator #1 and Translator #2 to back translate the first draft of the translation. When possible, Translator #1 and Translator #2 schedule a meeting when they do not have interpretation assignments booked. They send a request to the Dispatcher to block off their time for back-translation.
14. To complete the back-translation, Translator #2 verbally back-translates the translated document into English to Translator #1, ensuring that document reflects the English version correctly. Together, they make the necessary changes to the translated document.
15. Translator #1 emails the revised translated document to the Translation Coordinator.
16. The Translation Coordinator :
  - saves the document on the J: Drive under its appropriate name, creating final version folders for each language, marking the document final.
  - puts the document into PDF, then forwards to the Education Specialist.
  - updates the translation database that the document has gone to Education Specialist for printer proofs.
  - If the document does not involve the role of the Education Specialist, the document will be created in pdf and sent back directly to the requestor.
17. The Education Specialist reviews and processes the document via DATA Group.
  - A Calgary Health Region form number is assigned to the document
  - "Creation of a New or Revised" form is completed
  - Proofing is commenced with DATA Group
18. The Education Specialist returns the printer proof of the first final draft to the Translation Coordinator.
19. The Translation Coordinated updates the translation data base on the J: drive with proof #1 and dates as appropriate.
20. The Translation Coordinator assigns the document to translator #1 for final review. (steps 19, 20 and 21 are repeated until the document receives final approval from the Education Specialist.
21. The document is processed by the Education Specialist and sent to DATA Group
22. The Translation Coordinator updates the translation database according to the finalized translation document with the appropriate form number attached.