

EUROPEAN DAY OF LANGUAGES AND INTERNATIONAL TRANSLATION DAY

Each year, the last week of September brings recognition to languages and language practitioners all over the world. Since 2001, the "European Day of Languages" (September 26) has been a time to educate people in the diverse languages of Europe and to encourage the 800 million Europeans throughout the Council of Europe 47 member states to learn more languages.

It has been estimated that there are roughly 225 languages native to Europe – just 3% of the world's total number of languages. But due to the influx of immigrants and refugees over the past few decades, Europe has become markedly diverse. Convinced that linguistic diversity is key to better intercultural understanding, the Council of Europe promotes cultural richness and multilingualism throughout Europe, and, by extension, throughout the world.

Each year, on September 30, many interpreters and translators celebrate St Jerome's Day, now commonly known as International Translation Day. In the Roman Catholic Church, St. Jerome is recognized as the patron saint of translators, librarians, and encyclopedists. Ever since The International Federation of Translators (FIT) was established in 1953, St Jerome's Day celebrations have been encouraged and promoted by the FIT Council in an ad hoc fashion. It was not until 1991 that the FIT launched the idea of an International Translation Day.

The theme this year, as chosen by the FIT, is "Terminology: Words Matter". An FIT press release on this topic declares, "Words are essential, yes, but the specific need is for words that matter, words that describe a previously identified concept and that contribute to the clarity and effectiveness of communication in a given field of expertise, environment or community. Words that, once linked together in guidelines and recommendations, such as ISO standards, can help us prevent the breakdown of communication between speakers and can promote the interoperability of systems around the world. And finally, words that carry considerable weight when the circumstances so require. Affairs of state, public security, pandemics and natural disasters are examples of situations where clear communication, whether in a single language or in many languages, is essential. None of this would be possible without standardized terminology, which allows us to speak with one voice".

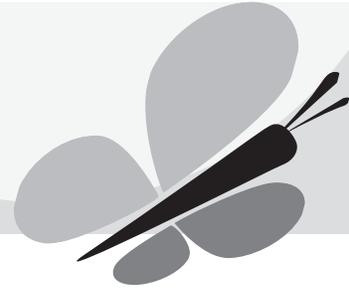
For more information on the European Day of Languages, see <http://www.ecml.at/edll/>. For more information on International Translators Day and to view the full FIT press release, see <http://www.fit-ift.org/download/en/itd-2008.pdf>



LANGUAGE QUOTE OF THE MONTH

"They taught me that every language you speak is an open door to an entire world" – Mexican author Ignacio Padilla, referring to his parents' encouragement of language learning.

For more celebrity quotes on language and culture, see <http://www.cilt.org.uk/promoting/celblinguists/celeblinguists.htm>



THE GREEN INTERPRETER – SAVING MONEY AND THE ENVIRONMENT

Each month, the Communicator Express publishes tips to help freelancer interpreters remain financially successful in face of today's tough economic landscape. These might include ideas on "going green", saving money, and maximizing time. This month's tip, contributed by our own Daniel de Oliveira, Dispatch Specialist, focuses on the benefits of using public transportation.

The American Public Transportation Association's "Transit Savings Report" for 2008 reports that a person can achieve an average annual savings of \$9,596 per year by taking public transportation instead of driving, based on today's gas prices and the average unreserved parking rate. This same report lists Boston as the number one city in the nation for transit savings. To calculate your individual savings with or without car ownership, go to www.publictransportation.org.

The Massachusetts Bay Transportation Authority website, www.mbta.com, is designed to show folks who have never used the T or who haven't been on the T in a while just how affordable, easy, and efficient it is. Check out the MBTA's online transit calculator, rider tools, and other great features. Learn about free or discounted transfers for all riders, as well as special programs for student and senior discounts.

ASK CCCS: WHAT CONSTITUTES "BEING ON TIME" FOR A CCCS INTERPRETER?

CCCS interpreters are expected to be at each assignment at least 15 minutes prior to the scheduled time. That means that fifteen minutes prior to the appointment, the interpreter should be checking in at the registration desk, ready to assist the patient with registration and pre-session activities.

However, the freelance interpreter's day can be hectic and can involve multiple assignments in far-spread cities and towns. Most successful freelance interpreters contract with several organizations. At times, the demands of these clients overlap, and the interpreter may begin to feel 'pulled' in different directions while taking on more assignments than humanly manageable.

In our September 2007 edition, we took a look at a day in the life of an interpreter named Stella. Stella works with three client organizations. Her calendar for today reflects the four medical interpreting assignments, each with a two-hour minimum:

9:00AM – Somerville (Client A)
 11:30AM – Dorchester (Client B)
 1:45PM – Reading (Client A)
 4:15PM – Salem (Client C)

Can you spot the overbooking? Although Stella has blocked out a two-hour minimum for each assignment, she has not allotted a proper amount of time for driving from one appointment to the next. Despite knowing that it is impossible to make the 40-minute trip from Dorchester to Reading in just 15 minutes, Stella will speed down the highway in the false hope of arriving in time for the 1:45 appointment. Of course, to be considered 'on time', she would have had to arrive at 1:30.



The effects of Stella's overbooking are far-reaching. A quick glance at her appointment book reveals that in addition to jeopardizing road safety and client satisfaction, Stella has not set aside time in her work day to rest or eat. During the last assignment of the day, she begins to feel faint and a bit dizzy from this dangerous combination of stress and hunger.

How can an interpreter know if s/he is suffering from stress? It is important to take action at a personal level and to review your lifestyle to see if you can identify any contributing factors. A simple checklist might include:

- Do I often eat 'on the run' or in a disorganized manner?
- Am I always rushing, trying to be available to everyone?
- Do I often exceed the speed limit when traveling from one assignment to the next?
- Do I usually miss breaks?
- Do I regularly schedule time for exercise and relaxation?
- Do I allow myself adequate time for sleep (a minimum of 7-8 hours)?
- Are my clients less and less satisfied due to my tardiness or rushed performance?
- Have I lost jobs because of unsatisfactory performance?

In many cases, prolonged stress can lead to poor physical and/or mental health. If you think you are currently experiencing stress-related ill health, you may benefit from a discussion with your primary care provider.

Back to the matter of arriving 15 minutes prior to each appointment, reasonable booking and good planning can do much to help the interpreter to stay on schedule. One part of interpreter planning is trip calculation. If you do not own a GPS, there are many sites that provide free

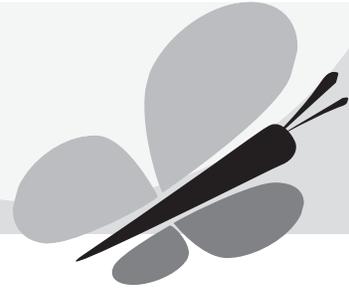


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driving directions, such as www.mapquest.com and <http://maps.yahoo.com/broadband/>. Often, it is best to consult more than one Internet site for directions, and to compare the suggested routes and estimated driving times. Be sure to print the directions and carry them with you as you head out to the assignment.

Early each morning, check the Internet or listen to the radio for adverse weather and traffic conditions. Continue to check media sources throughout the day. Be prepared for any possible delays.

Always inform CCCS of potential tardiness by calling (781) 729-3736 and pressing #1 for emergency. Remember that interpreters who are late run the risk of a client not paying for that session, and interpreters who display habitual tardiness will no longer receive assignments from CCCS.



**CONGRATULATIONS TO
CCCS INTERPRETER OF
THE MONTH MOSHIRA
SHERAK-ELDIN**

CCCS is proud to sponsor the Interpreter of the Month award for exceptional service. Our October 2008 Interpreter of the Month is Moshira Sherak-Eldin (Arabic). Thank you, Moshira, for your exceptional work!

The recipient of our Honorable Mention is Ly Pham (Vietnamese).

**MEDICAL INTERPRETERS NEEDED FOR
EMERGENCY ASSIGNMENTS**

CCCS is actively recruiting interpreters willing to cover emergency assignments on evenings and weekends. If you currently work with CCCS and are able to handle emergency assignments, contact Gail Marinaccio, Interpreter Resource Coordinator, at gmarinaccio@cccsorg.com or by phone at 781-729-3736 x.106.

If you are not a CCCS interpreter and would like to join our team, contact Amanda Duross, Interpreter Resource Director, at aduross@cccsorg.com or by phone at 781-729-3736 x.120.

CCCS contracts interpreters of all languages. Currently, the greatest needs are for the Khmer, Vietnamese, Thai, Lao, Polish, Bosnian, Bengali, Punjabi, Hindi, Somali, Japanese, Korean, Amharic, Albanian, Russian, Mandarin, Cantonese, and Italian languages.

**MEDICAL INTERPRETER FOUNDATIONS TRAINING
SCHEDULE AND PORTFOLIO UPDATES**

Interpreters who wish to receive assignments from CCCS must provide proof of formal interpreter training, current immunizations, and attendance at the Medical Interpreter Foundations Training (MIFT), an orientation and refresher course for CCCS interpreters. If you need to attend a MIFT session, contact Gail Marinaccio at gmarinaccio@cccsorg.com or by phone at 781-729-3736 x.106 to reserve your seat for one of the following dates:

Monday, October 20 (9AM-5PM)
Monday, December 15 (9AM-5PM)

Whenever you attend a professional development workshop or recognized interpreter training program, please remember to update your interpreter portfolio by faxing a copy of your certificate of completion to Gail Marinaccio at 781-729-1217.



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