

## Dear Colleagues:

### SPRING 2005

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### CHALLENGE TO ALL READERS:



There is a new movie out called "**The Interpreter**", starring Nicole Kidman and Sean Penn. This is not an advertisement or endorsement of this film in any way, shape or form, but since it is bound to pique the curiosity of most of our industry, we will publish the most informative review of this submitted, with author's byline.

**T**he Voice has a new face and a new editor. We would like you to help us welcome Cindy Gresham, our new layout designer, and Toby McLellan, who will be our permanent editor. This is their first issue together and we trust you will enjoy it. Please send us your comments and contributions to [translanguage@iname.com](mailto:translanguage@iname.com)

This issue is packed with interesting and practical information.

Diane Teichman joins forces with attorney Josef F. Buenker to guide us through some tough linguistic terrain. She will take you away in her straightforward, and easy-reading style. Enjoy the ride!

Can professional dreams really come true? In different levels the answer is YES! And this time it is happening in an area that many have already given up hope for. You must read "Making Dreams come True" in order to find out how dedication and true commitment is paying off

And do you think your customers have really listened? That they are going to do it differently next time? Our colleague Izumi Suzuki has some ideas and experiences to share with us on this very subject.

Lesley Walker takes us through the doors of the Monterey Institute of International Studies, on a tour of the institutions academic programs. Come and learn how the renowned Monterey Institute manages to consistently turn out high quality professionals.

And Tanya Gesse shares with us her experience working with the ATA and putting a presentation together. If you are thinking of coming to Seattle, consider contributing to the event as one of the presenters.

Until the next issue!

— Gio

The Interpreters Voice has no staff writers, no photographers, no full-time personnel dedicated to bringing you information about our industry. We rely on the support of the readership in the form of written and photographic contributions, since you are the experts who can reliably inform the rest of us about industry trends, events, and what may be happening that we should know about.

We have a semi-regular column entitled "*Interpreting Milestones: Personal accounts of what brought us to the industry and then keeps us here*" where you can tell your own story of how you came to find yourself in this unique industry.

We look forward to your contributions **before May 31**. Thank you,

Toby S. McLellan

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**REGARDING CONTRIBUTIONS**

Your contributions are what keep the Voice ringing, so do send them to our Administrative Assistant and they will be forwarded to the right editor.

Articles should include the author's name, short biography and photo, and any appropriate copyright notes and other observations.

**DISCLAIMER**

Opinions expressed here are those of the authors and do not necessarily reflect those of the Editor, the Interpreters Division or the American Translators Association.

# From the Administration

Though November is many months away, ATA is already bustling with preparations for our 46th Conference in Seattle. Most of us feel it is too early to start planning, but in reality, it is time for Steven and I to appeal to your sense of creativity and ask for ideas and volunteers for our Division activities during the conference.

At our last General Membership Meeting there was mention of a boat cruise, inviting other divisions to join in the fun, going back to a dinner format... We would like to know what our members want, so let us hear what you are thinking, write to us at [translanguage@iname.com](mailto:translanguage@iname.com) and we will get back to you.

This is also an election year and we look forward to your active participation in this election. For a description of the responsibilities of the Administrator and Assistant Administrator, visit our website at [www.ata-divisions.org/ID](http://www.ata-divisions.org/ID). We hope you will feel inspired to run for office and lead the ID to new heights.

*Giovanna L. Lester*  
*Assistant Administrator*

**Advertisements:**

Advertising in The Interpreters Voice is \$80 per page; \$40 per half page, \$20 per quarter page, and \$10 per one eighth page (bus. card size). Submit ads to appropriate editors cited above.

Submission deadlines are always one month prior to publication dates, and those are tentatively set as follows:

Spring issue	submissions due Feb.28	publication date March 31
Summer issue	submissions due May 31	publication date June 30
Autumn issue	submissions due Aug. 31	publication date Sept. 30
Winter issue	submissions due Oct. 31	publication date Nov. 30

**Submission Guidelines**

Please email articles in Word 97 or text format to appropriate editors:

Submissions are limited to 1000 words and are published on a space-available basis. They may be edited for brevity and clarity.

Articles appearing in The Interpreters Voice may also appear in other ATA media, such as its website.

All copyrights revert back to the author after publication.

**Membership** in the Interpreters Division is \$15.00 per year in addition to the ATA membership fee. Please make your check payable to the ATA and sent it to the ATA address noted above.

# Revelations Of a Case Style In a Vehicular Accident Lawsuit



© 2005 By Josef F. Buenker and Diane E. Teichman

Whether interpreting at a court proceeding, deposition, or sworn statement, judicial interpreters benefit from knowing as much as they can about an assignment and the type of matter in which they are interpreting. If the interpreter is familiar with legal procedures, parties, and the different types of potential witnesses commonly found in a lawsuit, he or she will have a much easier time performing the assignment. Knowing the role of each participant in the lawsuit, that party's interests in the lawsuit, and the potential lines of questioning will allow the interpreter to focus on the job at hand and alleviate some of the potential stress of encountering unexpected vocabulary or unfamiliar participants. Too often, interpreters are not provided with information about the lawsuit or proceeding in which they are interpreting.

One simple way to learn a lot about a vehicular accident lawsuit is to analyze the case's "style." The "style" of a case is the caption at the

top of a pleading that names the plaintiffs, defendants, case number, and court where the case is pending. This article will explain the development of the case style and demonstrate to the interpreter how analyzing the style of a lawsuit can

witnesses. Certain types of documents will require translation or sight translation. The testimony of some witnesses, such as expert witnesses, will include technical terminology or industry specific concepts or terms.

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***There are at least fifteen different types of accidents that can give rise to a vehicular accident lawsuit, and at least eighteen different proceedings that can result in testimony.***

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yield valuable information. Examination of the case style can clarify the roles of witnesses and predict evidentiary material and potential types of testimony that may be elicited at the proceeding.

There are at least fifteen different types of accidents that can give rise to a vehicular accident lawsuit, and at least eighteen different proceedings that can result in testimony from over thirty different types of

The case style of a vehicular accident lawsuit begins to develop with the initial plaintiff's attorney-client interview and continues through further investigation by the attorney or his staff. The plaintiff's attorney tries to identify all parties that could potentially be liable to the plaintiff(s). Here we show how a case style can develop from a simple intersectional collision between two vehicles into a relatively complicated lawsuit. While the parties in the following demonstration bear "tongue-in-cheek" names, the reader should keep in mind that any individual party or witness could have limited English proficiency and require the services of an interpreter.

We begin with the simple intersectional collision. Polly Pureheart was innocently driving down a street when she was hit by Ned Negligence. Ned Negligence ran a red light, striking Polly Pureheart's vehicle, causing her personal injuries and causing property damage to her vehicle. The style



**Josef F. Buenker**, a practicing attorney in Houston, Texas, received his J.D. from the University of Houston and was admitted to the State Bar of Texas in 1989. He is the author of *The Interpreter's Guide to the Vehicular Accident Lawsuit* (Multilingual Matters, 2004; [www.multilingual-matters.com](http://www.multilingual-matters.com)). He is a lecturer with *Language Specialist Essentials*. His memberships include the Houston Bar Association and the National Association of Judiciary Interpreters and Translators (NAJIT). He can be reached at [jbuenker@buenkerlaw.com](mailto:jbuenker@buenkerlaw.com).



**Diane E. Teichman**, a Licensed Court Interpreter for the State of Texas, has specialized in judicial interpreting and translation since 1980 and has published articles and lectured on interpreting for over 14 years. Her memberships include ATA, NAJIT, FLATA, and ALTA. She is the Series Editor for the interpreter instruction book series *Professional Interpreting in the Real World*, published by Multilingual Matters Ltd. Diane is a lecturer with *Language Specialists Essentials* and can be reached at [articles@linguisticworld.com](mailto:articles@linguisticworld.com).

of the case in this lawsuit would be “Polly Pureheart v. Ned Negligence.”

At the time of the accident, Ned Negligence was driving for his employer, “Crummy Corporation.” This is called being in the “course and scope of employment” for his employer and thus as a general rule the employer is liable for the employee’s actions. The style of the case has now become “Polly Pureheart v. Ned Negligence and Crummy Corporation.”

What if Ned were intoxicated at the time of the accident? Suppose Ned came from Crummy Corporation’s happy hour at Terrible

Negligence, Crummy Corporation, Terrible Tavern, Mediocre Motors, and Bogus Brakes, Inc.”

In addition to all of this, Polly Pureheart’s injuries were more severe than they should have been because the air bag on her vehicle failed to deploy properly. Corporate names are often related to the product the company provides or manufactures. Polly Pureheart’s vehicle was manufactured by Awful Autos, which used air bags made by Antiquated Airbags. Now, Polly Pureheart’s attorney adds Awful Autos and Antiquated Airbags as parties. The style now becomes

collision lawsuit, there can be multiple plaintiffs. Assume that Polly Pureheart’s husband, Virtuous Vic, was in the vehicle, and was killed in the collision. Polly Pureheart would have a cause of action for the death of her husband under the state’s wrongful death statute. She would also have an individual “bystander” claim, which is a cause of action in favor of someone who witnesses the death or serious injury of a close family member. In addition, the estate of Virtuous Vic may have claims against the defendants as well. The style of the case then becomes “Polly

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### ***Polly Pureheart’s husband, Virtuous Vic, was in the vehicle, and was killed in the collision.***

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Tavern. This adds a potential “dram shop” case against Terrible Tavern. A dram shop lawsuit is one wherein it is alleged that a business that serves alcoholic beverages served alcoholic beverages to someone who was obviously intoxicated. That person then, due to his or her state of intoxication, injures someone in a motor vehicle accident. The style of case then becomes “Polly Pureheart v. Ned Negligence, Crummy Corporation, and Terrible Tavern.”

During the investigation, Polly Pureheart’s attorney learns that the brakes on Ned’s truck failed, possibly contributing to cause the accident. The vehicle in question is manufactured by Mediocre Motors, and the brakes were manufactured by Bogus Brakes, Inc. In order to make sure that all relevant parties are in the lawsuit, Polly Pureheart’s attorney needs to add both Mediocre Motors and Bogus Brakes, Inc. as parties. The style of the case now becomes “Polly Pureheart v. Ned

“Polly Pureheart v. Ned Negligence, Crummy Corporation, Terrible Tavern, Mediocre Motors, Bogus Brakes, Inc., Awful Autos, and Antiquated Airbags.”

The defendant Ned Negligence claims that the traffic signal through which he was proceeding at the time of the accident did not work properly, and that he actually had a green light at the same time that Polly Pureheart had a green light. Polly Pureheart’s attorney learns that the traffic signal was manufactured by So-So Signal Corporation, who are then added as a party, thus making the style of the case “Polly Pureheart v. Ned Negligence, Crummy Corporation, Terrible Tavern, Mediocre Motors, Bogus Brakes, Inc., Awful Autos, Antiquated Airbags, and So-So Signals, Inc.”

This intersectional collision has suddenly become a much more complicated lawsuit. However, we have only added additional defendants. In any motor vehicle

Pureheart, Individually and as Executrix of the Estate of Virtuous Vic v. Ned Negligence, Crummy Corporation, Terrible Tavern, Mediocre Motors, Bogus Brakes, Inc., Awful Autos, Antiquated Airbags, and So-So Signals, Inc.”

During the course of their ten-year marriage, Polly Pureheart and Virtuous Vic were blessed with a child, Adorable Abigail. Adorable Abigail was also riding in the car at the time of the accident, sustained personal injuries, and also witnessed her father’s traumatic injuries and death. Adorable Abigail thus has claims against the defendants as well. As a minor child, Adorable Abigail is not able to bring a claim on her own, and requires a parent to sue on her behalf. If Polly Pureheart wishes to assert claims on behalf of Adorable Abigail, the style of the case becomes “Polly Pureheart, Individually and as Next Friend of Adorable Abigail, and as Executrix of the Estate of Virtuous Vic v. Ned Negligence, Crummy

Corporation, Terrible Tavern, Mediocre Motors, Bogus Brakes, Inc., Awful Autos, Antiquated Airbags, and So-So Signals, Inc.”

The addition of Adorable Abigail to the lawsuit will likely cause the court to appoint a guardian ad litem or attorney ad litem. This will be an individual whose sole purpose is to protect the best interests of Adorable Abigail in this lawsuit.

With each defendant added to the lawsuit, an attorney will be added as well. In this demonstration, there will be one plaintiff attorney, but at least seven defense attorneys, all of whom have the right to ask questions of any witness.

The case style will assist the interpreter in identifying the various participants in a vehicular accident lawsuit. This, however, is merely the

first step in becoming educated about the vehicular accident lawsuit. The interpreter also needs to understand the various types of proceedings that can occur, and be familiar with the potential witnesses, the various types of vehicular accident lawsuits, and the testimony that may be elicited from a witness depending on that person's role in the litigation. ■

## Making a Dream Come True: The Summit/Lorain Project



by Giovanna Lester © 2005

We all would like to have our dreams come true. Especially our professional dreams. How refreshing is it when those whom we tend to believe are the most resistant to change reach out to assist us?

The State of Ohio Office of Criminal Justice Services, Summit County Sheriff's Office and City of Lorain Police Department (Ohio), the National Association of Judiciary Interpreters and Translators-NAJIT, and the American Translators Association-ATA are working together to make one of those many dreams come true.

### The LEP Model Program for Law Enforcement

The Summit County Sheriff's Office and City of Lorain Police

Department, Ohio, started the *LEP Model Program for Law Enforcement*. An 11-member volunteer Advisory Board and a 14-member volunteer Law Enforcement Committee work together to study the provision of language services and develop standard practice routines for interaction by law enforcement with limited English proficiency (LEP) individuals.

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***Just as police officers are not necessarily detectives, bilingual speakers are not automatically accurate translators.***

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The Law Enforcement Committee is a blend of law enforcement personnel, interpreters, language and legal professionals, whereas the Advisory Board is composed of language experts.

law enforcement personnel and legal professionals.

To better assess the linguistic needs and procedures used by law enforcement around the nation a 5-page, 18-question survey was distributed to 49 law enforcement agencies varying in size from 9 – 2300+ officers. Also, a Flashcard Communications Booklet has been developed and two sub-committees were created for further survey, listing types of interactions between law enforcement and LEP persons for the development of training material.



Brazilian born Giovanna “Gio” Lester has been working in the T&I field since 1980. She is the current Assistant Administrator of the Interpreters Division. Gio has also been active in her local Chapter (FLATA), having served as president (2002-2003), director (2004) and currently as a member of its Special Advisory Council. She may be reached at [translanguage@iname.com](mailto:translanguage@iname.com).

Phase I of the project is almost concluded, and the **Interpreter Services LEP Model Program for Law Enforcement** is its product. Phases II and III will focus on implementation, covering the development of tools to be used by law enforcement, standards for recruiting and training interpreters, and the monitoring of the suggested policies and procedures. This last item will help keep policies and procedures current and relevant.

## Language Professionals and the Summit/Lorain Project

The authors of the Project summarize their goal clearly: “to remove language barriers so that the safety of officers and civilians is not jeopardized and that justice is served.”<sup>1</sup>

That was their ultimate goal. In the process, they have brought to us a tool that will increase awareness towards the roles of translation and interpreting professionals, facilitate the interaction between T&I

professionals and law enforcement, as well as that of T&I professionals and LEP individuals. The policy and procedures document also highlights the necessary nexus between not only interpreters and law enforcement but also with the courts.

As I read the current draft of the Summit/Lorain Project, I found something that will also warm your professional heart, and make you feel vindicated:

“Interpreters and translators are language professionals whose expertise has been developed through years of training and practice. Except for basic intake, as a rule bilingual agents should not be pressed into service as interpreters or translators without prior skill testing. Just as police officers are not necessarily detectives, bilingual speakers are not automatically accurate translators. In the criminal justice system, including quasilegal settings, the use of certified and qualified interpreters is of the utmost importance”.<sup>2</sup>

And in the words of the professional whose passion and hard work lead to the creation of the above program, Isabel Frammer: “The LEP law enforcement policy and procedures document is a guideline to not only assist in protecting the LEP victim’s and defendant’s rights but also the safety of civilians and law enforcement.” ■

- 1 The Summit/Lorain Project, Resource Document for Law Enforcement: Interpretation and Translation Services. Model Policies and Procedures for Law Enforcement Officers to Serve and Protect Limited English Proficiency Persons; page 34, paragraph 1.
- 2 The Summit/Lorain Project, Resource Document for Law Enforcement: Interpretation and Translation Services. Model Policies and Procedures for Law Enforcement Officers to Serve and Protect Limited English Proficiency Persons; page 8, paragraph 5.

*The author wishes to thank Isabel Frammer for her collaboration.*

# MIS-ion Accomplished

By Lesley Walker

**T**he Monterey Institute of International Studies is celebrating its 50<sup>th</sup> anniversary this year, and the Graduate School of Translation & Interpretation has been offering classes for 37 years. GSTI graduates are now working all over the world in every imaginable

field of interpreting, and the school has come to be known as THE place for Master level Translation and Interpretation studies in the U.S. For those of you considering it, here are some details about the program.

GSTI has basic GPA admissions requirements, and prospective students must also have a high

proficiency (4<sup>th</sup> year +) in English and in one or more of the other languages offered (Chinese, French, German, Japanese, Korean, Russian, and Spanish). All applicants complete a self-administered Early Diagnostic Test in their proposed languages of study – it involves translation, reading aloud, and extemporaneous speaking (the last two must be cassette taped). Although not a requirement, prospective students are encouraged to have spent at least six months in a country where their non-native



**Lesley M. Walker** is a native of Birmingham, Alabama. She earned a double BA in Spanish and Latin American Studies from Tulane University in New Orleans, and has worked and traveled extensively in Mexico. She will graduate from the Monterey Institute of International Studies in May 2005 with an MA in Translation & Interpretation. Her languages are English and Spanish. [lesley.walker@miis.edu](mailto:lesley.walker@miis.edu)

language is spoken. And finally, the Institute's website offers a list of 10 ways to prepare for a career as a professional interpreter or translator. After a year and a half of study at MIIS, I just reviewed the list and found that it is surprisingly accurate – I have, in fact, incorporated all the suggested activities into my professional or personal routine.

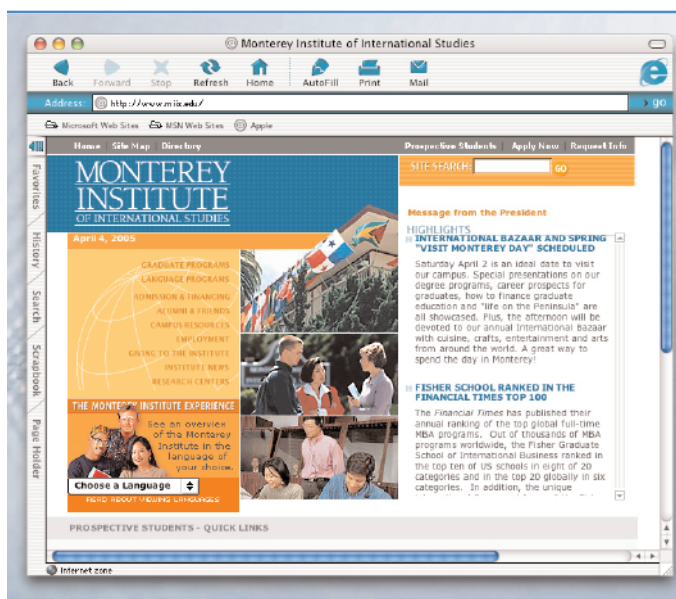
The MIIS course of study begins with introductory translation and consecutive interpretation classes, and in that first semester students are required to translate and interpret from their A language to their B and vice versa. During consecutive class, students begin to focus on noting only the most important ideas and on developing their own method of note-taking. They form practice groups to work together outside of class.

In the second semester students take their first class in simultaneous interpretation (consecutive and translation classes continue in both language directions). They begin by shadowing a speaker in the target language and slowly move up to simultaneous interpreting. These classes also introduce students to bilateral interpreting, that is, short consecutive segments without notes in which the interpreter can rely only on his memory.

Also during second semester, students are encouraged to search for a summer internship in translation or interpretation. This kind of experience helps them decide whether they want to focus on translation, interpretation, or both, and adds invaluable professional experience to their resumes (note that many, though

certainly not all, T&I students at MIIS have no prior professional experience in either field).

By the beginning of their third semester, students are required to declare their degree track. MATI-T



To learn more visit [www.miis.edu](http://www.miis.edu).

(Master of Arts in Translation and Interpretation with a focus on Translation) students are required to take all translation courses and both consecutive courses (A to B and B to A). MATI-I (Master of Arts in Translation and Interpretation with a focus on Interpretation) students are required to take 4 translation credits, consecutive both ways, and simultaneous into their A language. MACI (Master of Arts in Conference Interpretation) students are not required to take any translation courses. If they have only two languages (A and B), they are required to take consecutive both ways and simultaneous both ways. If they have three languages (A,B, and C), they are required to take consecutive A to B and B to A, consecutive from C to A, simultaneous from B to A, and simultaneous from C to A.

Practicum classes and courses in professional development are the two

final academic elements of the program. During their last two semesters, students are required to take a Practicum course in which all second year interpreters (from every language) come together to discuss note-taking, stress, coping strategies, and other relevant issues. These multilingual forums provide a place for students to share frustrations, learn from each other's mistakes, and see interpretation through the lens of languages not their own.

Two professional advancement courses are also required of interpreters: Action Research in Interpretation Studies and Interpretation as a Profession. The objective of the latter is to prepare students for the nuts and bolts of being a professional well before they actually graduate.

Fourth semester interpreters at MIIS are expected to prepare for their final and professional exams. Those who pass final exams are awarded a Master of Arts degree. This MA program prepares interpreters to cope with real life situations, to research topics with which they are not familiar in order to perform professional duties, to develop a method for self-evaluation that lasts much longer than the two-year degree track, and much more. In a way, the program breaks students down (you learn how little you truly know about your native and second languages) only to build them up and give them the confidence necessary to make a career of interpreting. Students go on to work in the private, international, and government sectors, as freelance contractors, and in many other fields of expertise. ■

# An ATA Presentation, From Inception to Afterglow



by Giovanna L. Lester

Following the success of some of the presentations at the 2004 conference in Toronto, I contacted Tanya Gesse and asked her a few questions regarding the process of selecting a speaker, dealing with ATA, putting it all together and enjoying the fruits of one's labor. This is what she had to say:

## ItV: Why Peter Less?

ItV: It didn't happen that way, I wasn't looking for speakers, it all happened quite serendipitously. I have heard about Mr. Less for about a year before I met him, from a mutual friend in Chicago, Paula Weisberg. Paula introduced us over lunch one day, and it was then that the idea was born (in fact, I think it was Paula's idea), to interview Peter Less. I was hesitant at first as I had never interviewed anyone before and I wasn't sure what would be involved. Then I decided to ask experienced colleagues for input. One of the people I contacted was Rina Ne'eman, who then forwarded my e-mail to the ATA Board, and then I believe it was Marian Greenfield who suggested Mr. Less be invited to speak in Toronto at the ATA Conference. So that idea, to invite Mr. Less as a speaker, was born after the interview was completed.

## ItV: Why did you think people would be interested in his presentation?

ItV: When I met Mr. Less, I was overcome with a sense of history being brought to life, and felt the significance of the connection of what I only read about in textbooks to modern day. To sit right next to a man who was sitting right next to the infamous Nazi defendants – Goering,



Hess, etc. I was overcome with a sense of awe of everything he has endured and at his sharp wit and modesty. I really wanted his story to be told, and I thought others would want to hear it. I still get chills thinking about what history he was a part of.

## ItV: How hard was it working with ATA and with the ID?

ItV: Not hard at all, everyone was very forthcoming! Jeff Sanfacon guided me through the article submission process, Marian Greenfield greatly helped coordinate Mr. Less' presentation in Toronto, ID Administrator Steve Mines filled out the necessary paperwork, and Mary David took care of bookkeeping. After the presentation, ATA President Scott Brennan was very gracious in sending Mr. Less a thank-you letter.

## ItV: What was the hardest part of putting his presentation together?

ItV: Nothing, it really didn't feel like work at all. I truly felt it was important work that needed to be done, and I tried to hurry it along as much as I could. I honestly can't think of anything I ever felt was more important. If anything, it was a "labor of love," I just felt it so important that his story be told that none of the preparations felt like work. I felt that if I can make this wonderful man's life a tiny bit nicer, then I have done a drop in the ocean, but a drop nevertheless, to somehow compensate him for what he has endured. American Airlines, for example, upgraded us both to First Class, although Mr. Less said, with typical modesty, "I am a small man and I don't need First."

## ItV: If there were one thing you could add to the presentation, what would it be?

ItV: First of all I would add more chairs, as this was a standing-room only audience. I would also add more

time after the presentation, for a longer Q&A session and photo opportunities. The way it went in Toronto, we literally had to be shooed out of the hall as the next workshop was beginning. Mr. Less is scheduled to speak again in Seattle. We will take these facts into account when planning the session.

**ITV:** If there was one thing you'd remove from the presentation, what would it be?

**TG:** That's a tough question, I can't think of anything. I suppose I would remove those columns from the room in which the presentation was held; I believe they interfered with some audience members' line of vision. Other than that, I can't think of anything.

**ITV:** What is your overall opinion of the outcome of your hard work?

**TG:** I really wouldn't call it work at all, it was so very gratifying to do my small tiny part to help this wonderful, modest man be heard. Mr. Less refers to himself as "a relic," yet he literally made history. I got chills throughout the entire process – from interviewing Peter to then transcribing

the audio cassettes on which the interview was recorded (amounting to about 19,000 words), then when editing the text to the maximally allowed 3,000 words for the ATA article – without cutting a single word of Mr. Less' speech. I wanted "his voice" to be heard in the interview.

Overall, I am very, very touched by how responsive our Membership was. I was literally moved to tears to see the standing ovation Mr. Less received after his presentation, and the fact that interpreters and translators of all ages, language combinations, and countries surrounded him after the presentation, not wanting to leave, wanting to be near him, to have a photograph with him, and even asking that he sign their programs. Mr. Less says his only claim to fame is that "he is old," while we get goose bumps realizing that he sat just a few feet away from Hess, Goering and the other Nazi defendants – who were in fact his main audience, as he interpreted mainly into German.

Meeting and interviewing Mr. Less connected me to history so strongly that I decided to go to Nuremberg. I went there in early

March 2005. Incredibly, *that* Courtroom was still there, Courtroom No. 600, and I was so lucky to have been able to be allowed inside it, and to listen to a one-hour presentation about the Trials - sitting right in the courtroom! What I felt in that courtroom is difficult to describe, it was a range of emotions, thoughts, memories, all mixed together. *You can see this original court set-up on this photo* (previous page). *I am standing in Courtroom No. 600 holding an archival photo of the Trials* (where I believe Mr. Less is in the left-rear booth, on the right).

Mr. Less told me that during the Trials, interpreters and other staff had lunch at the Grand Hotel in Nuremberg. Amazingly, the Grand Hotel still stands today! I went there (in Nuremberg, a friend who lives there, Joram Nossen, graciously acted as tour guide and took my father (who accompanied me on the trip) and me through Nuremberg. After visiting the Courthouse, Joram, my father and I had tea and cake at the Grand Hotel, feeling the history, almost hearing the clinking of silverware in 1946 amid the street rubble of postwar Nuremberg. ■

## The Need for Client Education



by Izumi Suzuki

I have been an interpreter for more than 30 years and have had my share of frustrating experiences related to clients' lack of knowledge of our profession.

The last job I did in Japan before I moved to America in 1978 was simultaneous interpreting for the Anti-Atomic/Hydrogen Bombs Association. We were at a very large

gymnasium where some 10,000 people were gathered. When I got to the site, I asked:

"Where is the booth?"

"What? There is no booth."

"Where are headphones?"

"We don't have headphones. We have a microphone, though. There is

a table over there. You will see the microphone on it. It's behind curtains, beside the stage."

*"Wait a minute, I have to listen to the speakers on the stage from behind and aside? I won't be able to hear at all!"*

I ended up getting on the stage with the microphone, simultaneously

interpreting to foreign participants on the stage. I was young and inexperienced, and didn't know how to say "No." My colleague who was afraid of the situation, just disappeared on me that day; and I did it alone. When I later complained about it to my agency, they said: "Oh, they haven't changed. We heard similar things from previous interpreters last year." (No wonder they didn't come back for the job.)

It was with gladness that I moved to America, where I could leave such situations behind me. However, I was astonished to find out that interpreting situations in America can be the same or worse: the ignorance of some US clients is impressive. In the first place, some people don't know the difference between interpreting and translation. I know ATA has been working on this matter for quite a while now, but it takes the effort of every one of us to let the public know the difference. Then comes the difference between simultaneous and consecutive interpreting. Then comes the difference between simultaneous and whispering interpreting.

Basically, many clients think that an interpreter is a machine that doesn't need a chair or a headphone or a microphone, let alone water. They don't think that the interpreter has to take a restroom break. Some believe that if they feed one language into the interpreter's ear, the other language automatically comes out from his/her mouth. The interpreter doesn't have to understand the

situation or the context, "You just say what I say in the other language" is the expression the interpreter hears too often. So many clients have told me, 'Why do you need materials beforehand? We can't give them to you because they are confidential.' I am certain that many of you have experienced similar things in the past.

one was a Japanese ESL teacher, the next one was an American who said interpreting was his profession, then a Chinese, then a Korean, and the last one was a Japanese law school student, who told me, "I am studying law in English, I have no idea what things are called in Japanese." This case originally became a criminal case when the mother's remark, "I left

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***I was astonished to find out that interpreting situations in America can be the same or worse: the ignorance of some US clients is impressive.***

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Bad things occur when unqualified interpreters are used. And this often results in a waste of time and money. Many potential clients believe that whoever calls oneself an interpreter can interpret. Wroooooong!

Things can get much more serious in court interpreting situations. Several years ago I received a call from a district court if I could interpret for them for \$23 per hour, no minimum. I politely said "No." It just so happened that I was asked by the defendant side to interpret for this case as their interpreter. Every time I went to the court, there was a different interpreter hired by the court: first

the baby at the pond." was misinterpreted as "I left the baby in the pond."

So how can we educate our clients? They don't listen when an interpreter or a company tries to speak to them. It has to be done at the organizational level, by entities such as a local ATA chapter, NAJIT or ATA. As for court interpreting, our chapter, MiTiN (Michigan Translators/Interpreters Network) has formed CCIM (Certified Court Interpreters of Michigan). The members consist of only certified court interpreters in Michigan and we are seeking the best way to approach the Michigan courts to let court interpreter users know the importance of using qualified interpreters, and the dangers of using unqualified interpreters. Now the ATA is also working on the School Outreach Program. This is to explain to schoolchildren what our profession is all about. They could be future interpreters or future clients. This is a great idea to mold the future of our profession. ■



After graduating from the Japan Interpreters Training School and then from the ISS Simultaneous Interpreters Training Course, **Izumi Suzuki** became a registered conference interpreter for ISS and the Japan Convention Services. After moving to Michigan, she established Suzuki, Myers & Associates, LTD., a language service and cultural training firm. Suzuki is certified in E<>J translation by ATA and is a certified court interpreter in CA, TN and MI. Her repeat interpreting clients include top executives with all major OEMs in the US/Japan automotive interface. She also teaches interpreting. [Izumi.suzuki@suzukimyers.com](mailto:Izumi.suzuki@suzukimyers.com)



The Midwest Association of Translators and Interpreters  
A Chapter of the American Translators Association  
[www.matiata.org](http://www.matiata.org)

**MATI REGULAR MEMBER MEETING AND NETWORKING SESSION**  
**DOWNTOWN CHICAGO, IL**  
**May 13, 2005, 4:30 pm to 6:30 pm**

Richard J Daley Center 55 W Randolph St Chicago, IL 60601  
Room CL 115 –Lower Level from East Lobby Escalators  
Near intersection of W Randolph St and N Dearborn St

**THIS MEETING IS FREE TO MATI MEMBERS. NON MEMBERS PAY \$10.00**  
**PLEASE RSVP to [mpujols@matiata.org](mailto:mpujols@matiata.org) (312) 427-5450**

From	Until	Location	Activity	Presenter
4:30pm	5:55pm	Room CL115	The Interpreter's Guide to the Vehicular Accident Lawsuit; Revelations of A Case Style	Diane Teichman
6:00 pm	6:30pm	Room CL115	Networking/Refreshments	

**Diane Teichman**

**The Interpreter's Guide to the Vehicular Accident Lawsuit**

Don't be caught off guard by a simplistic approach to the vehicular accident legal proceeding. With over 15 different types of vehicular accidents possible, there are 18 different procedures in which you could be needed to interpret and testimony from a selection of over 36 different witnesses. In order to provide competitive interpreting services, it is important to be familiar with the procedures, participants, terminology and documentation requiring sight translation that you may encounter in this field of law. This presentation will introduce you to these components and give you a valuable road map to follow for your next deposition, trial or mediation.

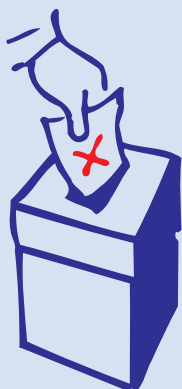
Born in Davenport, Iowa, Diane lived in Mexico City, Mexico, where she attended the American School, Kingston, Jamaica and then Sao Paulo, Brazil. She attended Wayland Academy in Beaver Dam Wisconsin and graduated from the University of Cincinnati, with two Bachelors degrees one in Spanish Studies and a second in International Relations. For the past 25 years in Houston, Texas, she has specialized in judicial interpreting and translating for her company Linguistic Services and is a licensed court interpreter by the State of Texas. She was the administrator of the ATA Interpreters Division for two terms and has published articles, lectured and given workshops on interpreting since 1990. She is the series editor of the interpreter instructional text series Professional Interpreting in The Real World published by Multilingual Matters Ltd. and is a lecturer and trainer with Language Specialist Essentials. She is a member of NAJIT, ATA, and ALTA.

**Please check MAPquest for directions, or feel free to call Moira Pujols at 312 427 5450.**  
**Since parking spaces may be scarce, the easiest access by far is the "L".**  
**The Red or the Blue Line's Washington Street Stops will leave you**  
**either right in front or a block away, respectively.**

**Next MATI regular member meeting will be held in Chicago, July 10<sup>th</sup>, 2005**

# Looking for a few good interpreters:

## Elections Calendar for New ID Officers



Three of our division members have graciously accepted appointments to serve on the **nominating committee** for the 2005 elections of division officers:

Ms. Carmen Febres-Cordero  
Ms. Tanya Gesse  
Ms. Sarita Gomez-Mola

febres@nauticom.net  
tanya@tanyagesse.com  
sarita\_gomezmola@yahoo.com

These colleagues are volunteering their time and energy to receive your submissions and recommendations, review them and present a slate of candidates for the election of ID Administrator and Assistant Administrator. Candidates for ID officers must be active members in good standing of the ATA and of the division.

The period for submission of candidates is approximately 3 months:

JULY 21ST	AUG. 4TH	SEPT. 25	SEPT. 29	NOV. 7
After review by the Committee, the slate of candidates is presented to the ATA Board.	Candidates are announced to ID members. Additional candidates may be proposed following this first announcement.	Last day to submit Nominations to the Committee.	Ballots are mailed to the membership.	Last day for voting.

Ballots are to be returned to the Inspector of Elections one week before the annual meeting and the results are announced at the Annual Meeting of the Division in Seattle.

I'd like to add a personal word of thanks to our three colleagues who are volunteering their time to ensure an effective and open nominations process. In the past, our division has had uncontested elections of single candidates for the officer positions, and while this isn't necessarily objectionable, we would welcome greater participation from members who would favorably consider leading the work of the Division. We look forward to your active participation in the nomination of candidates and the election of new officers. Contact the nominating committee directly, or if you have questions about the role of division officers and their duties, contact your current officers, Steven Mines and Giovanna Lester, or consult the ATA website at [http://ata-divisions.org/Officer\\_Duties.pdf](http://ata-divisions.org/Officer_Duties.pdf).

Steven Mines  
Division Administrator