More recently, the Australian Second Language Proficiency Rating Scale has been developed to provide a more standard assessment. The danger with this, however, is that it generalizes a very personalized situation. The proficiency required, the nature of the case, the setting and the role of the non-English speaking background (NESB) person are all variables not considered within the framework of the assessment. Emotional stress is another factor that can greatly effect the abilities of a person.

The government, in policy at least, has taken responsibility for NESB people’s language rights within the courtroom. As the highest and most righteous legal representative of government policy, it has traditionally been the job of the judge to enforce such legislation. Undoubtedly, judges would like to be seen as acting fairly, however, they are also reacting to the pressures of politics and the legal society. The Australian court system annually incurs exorbitant bills, funded by the taxpayers. It is not surprising that judges and other court officials feel pressured to limit expenses where possible. The ambiguity of legislature provisions, i.e. ‘judges discretion’, and the lack of suitable testing guidelines legally allow corners to be cut, at the expense of justice. Further imbedding the concerns of an injustice, there has been a “disinclination of appellate courts to disturb the rulings of trial judges which concern the control of proceedings in their courts”. So, once the decision is made, it is rarely reversed, casting serious doubts on the role of the judge as the most effective decision-maker.

The ‘trial by battle’ approach to courtroom proceedings has led legal professionals to despise the position of interpreter within the courtroom as a shelter for the guilty. “Some magistrates and judges refuse to allow an NESB person to have an interpreter, even when it is obvious that they have difficulties with English. Reliance on an interpreter is seen as a last resort; judges and magistrates push witnesses to express themselves in English as best they can, preferring to ‘see how we go’.” Sympathy that understandably lies more with the legal professionals rather than the clients can lead to severe disadvantages. Furthermore, without appropriate interpreting skills, there are huge liabilities at stake. If an unfair trial can be proved, convictions are quashed, and the process must begin again.

Continued on page 5
Administrator's Perspective

Yes, You Can Help

For the first time I will take the liberty to add a personal spin on this article. My hometown, Houston, Texas survived a devastating flood last month. Twenty two people lost their lives, tens of thousands of homes were destroyed, the 911 service failed, the major hospitals were shut down and businesses closed.

The awe and shock of it all was compounded if you were lucky enough to have had business and home unaffected. Then you had the option to help. And interpreters who volunteered played a big role with the rescues, in the shelters, the food and medicine distribution centers and now with the interaction with the government assistance procedures. I worked each day at a different shelter with a nametag on which the word “Bilingual” overshadowed my name. I am sure that many of you have already provided this service at one time or another. It is a great way of giving back to our community. So, here is another facet of our talent that can be offered in any disaster, anywhere in the world.

All of the facets of Interpreting are also calling for your help through this division. Once again both my and Dan’s terms are up. Nominations have closed but consider the procedures for a write-in candidate which you will find on our website. To quote one ATA leader “This division is the only non-specific home an interpreter has”.

It’s been a busy few months for legislators legislating interpreters in the United States. This issue has a legislative update and you can check and see if you are facing being licensed and certified now in your home state.

Enjoy this issue and your summer!

Diane E. Teichman
Administrator, ATA Interpreters Division

The Interpreters Voice (T.I.V)
Newsletter of the Interpreters’ Division
Volume 4, Issue 3 - Fall 2001

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Membership in the Interpreter’s division is $15.00 per year in addition to the ATA membership fee. Please make your check payable to the ATA and send it to the ATA address noted above.

Submission Guidelines:
Please email articles in Word 97 or RTF format to speakeasy@pdq.net with no formatting. Submissions, limited to 1000 words, will be published on a space available basis and may be edited for brevity and clarity. Articles appearing in T.I.V. may also appear in other media published by the ATA, such as its website.

Deadlines for 2001:
Articles to appear in T.I.V. for 2001 should be submitted according to the following deadlines:

Winter: 8/30/01

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

All reprints require permission from the editor.
Get active!
Active status that is....Exam free!

This is the status you need to be able to run for office and to vote. And voting means being a part of the decisions that affect this division and association. Interpreters can achieve active status through Item 4 of Alternative Routes to Active or Corresponding Membership on the ATA website at http://www.atanet.org/bin/view.pl/13518.html

As per the ATA website: “Active members have the right to attend any of the Association’s membership meetings, use all of its membership facilities, and receive all of its regular publications free or at special membership rates. They also have the right to take accreditation examinations, to vote, to hold Association office, and to serve on the Board of Directors and all committees of the Association”. Here are the qualifications:

Interpreters currently accredited or certified by a member association of the Fédération Internationale des Traducteurs: Proof of such accreditation or certification.

1. Interpreters:
   a. Proof of a degree or certificate in interpretation (acceptable programs to be determined by the University Accreditation Committee) and
   b. One letter of reference from a client or supervisor.

2. Translators or interpreters:
   Evidence of at least three years’ work as a translator or interpreter, which may include either of the following:
   a. Three letters of reference from clients or supervisors; or
   b. Copies of records of business activity such as Schedule C, corporate tax returns, 1099s, invoices, or work orders.

3. Persons professionally engaged in work closely related to translation and/or interpretation:
   Evidence of at least three years’ work in a closely related field, which may include either of the following:
   a. Teaching appointment letters; or
   b. Terminology/lexicography research studies

The University Accreditation Committee is authorized to establish a list of programs or examinations successful completion of which is sufficient to achieve active or corresponding membership.

Applicants shall submit their credentials to Headquarters for review, accompanied by the $50 review fee. Any applications that do not clearly match the criteria for “Alternative Routes to Active and Corresponding Membership” will be forwarded by Headquarters to the Active Membership Review Committee for its recommendation.

For more information, please contact ATA Headquarters at 225 Reinekers Lane, Suite 590, Alexandria, VA 22314; (703) 683-6100; fax: (703)683-6122; e-mail: ata@atanet.org.
Dan’s Picks: Websites for Interpreters
by Dan Mac Dougall

This feature will present several sites which might enhance research for those working within the four fields of interpreting, which are legal, conference, medical, and community.

When you click on the Home icon in Susan Larsson’s Site du Jour: Language Links Plus at http://homencia.com/~slarsson/sitejour.html, in the left column is a category entitled Current Awareness Sites. Two of the twenty headings focus on updated legal information as well as a link to over 300 sites in the scientific and technology categories.

- Shades of meaning in the English language are found at http://shadesofmeaning.com/dec00/29.htm
- The Mexican Federal Civil Code of laws is found in PDF format at http://www.cddhcu.gob.mx/leyinfo/
- At www.laenciclopedia.com one can find a Visual Dictionary in English, Spanish, French, and German, as well as access to seventeen different dictionaries. Enter as a guest.
- The official site for U.S. Government information and services is found at http://firstgov.gov/.
- If science is your forte, then try http://www.scirus.com/ Medline citations are now available on Scirus.
- Check out http://www.unc.edu/~rowlett/units/index.html to find a Dictionary of Units of Measurement in English.
- Within Robert Beard’s site at www.yourdictionary.com a specialty area provides glossaries and dictionaries in practically one hundred different categories in English, as well as dictionaries in more than 200 different languages. Consistent quality is a hallmark of this site.
- Looking for a metasearch engine that uses four of the very best search engines simultaneously? Try Exploratorium.com at http://www.exploratorium.com/
- Nature’s Genome Gateway keeps one on the cutting edge of research at http://www.nature.com/genomics/

Special thanks to Hortensia Lozano Dávila and Alex Padres for recommending sites. Please send comments and pertinent links to dmacbft@hargray.com. Your input is vital to the success of all of us.
The Right to An Interpreter

A benchmark of a free and fair society is the extent to which its members have confidence in its system of justice and can participate in its legal processes. It is the sworn duty of the court to do justice to the parties [emphasis added].

If this responsibility is to be taken with all the seriousness it deserves, then the court should insist upon using the most appropriate means possible to determine the abilities of those concerned. Considered important human right legislation at an international level, the ‘rights to an interpreter’ deserves a more responsible and justifiable means of determination. Ultimately, this means that the courts should insist upon professional interpreters to fulfill the position of analyst, or at least be enlisted to give an opinion.

1 Same as footnote 9.
2 Laster, 1994:90.
5 Laster, 1994:57.

Next Issue:

SKILLS, STRICT REGULATIONS AND MORAL OBLIGATIONS.

Penny earned a BA in Languages and Applied Linguistics at Griffith University, Nathan, Queensland, Australia.

She can be reached at suntuf@dingoblue.net.au

This article first appeared in the newsletter of the Australian Institute of Interpreters and Translators Incorporated (AUSIT)

On a Plumbers truck:
"We repair what your husband fixed."

At a towing company:
"We don't charge an arm and a leg. We want tows."

On an electrician's truck:
"Let us remove your shorts."

In a nonsmoking area:
"If we see smoke, we will assume you are on fire and take appropriate action."

On a maternity room door:

At an optometrist’s office:
"If you don’t see what you’re looking for, you’ve come to the right place."

On a taxidermist’s window:
"We really know our stuff."

In a podiatrist’s office:
"Time wounds all heels."

On a fence:
"Salesmen welcome! Dog food is expensive."

Outside a muffler shop:
"No appointment necessary. We hear you coming."

In a veterinarian’s waiting room:
"Be back in 5 minutes. Sit! Stay!"

At the electric company:
"We would be de-lighted if you send in your bill. However, if you don’t, you will be."

In the front yard of a funeral home:
"Drive carefully. We’ll wait
“I’m the Interpreter, not the Translator”
or
Tips for Medical Interpreters on how to Educate Providers
Cynthia E. Roat, MPH
Pacific Interpreters/Pacific Language Consultants

“OK, Dr. Fensky, we can start, the translator’s here.”
“Now, could you just find out what’s wrong with Mr. Varqa here, and I’ll be back in a minute.”
“I know you speak Cambodian and the patient speaks Cantonese, but couldn’t you at least try?”
“Tell Mrs. Sanchez that I’m afraid this tumor is inoperable. I give her about 3 months.”
“Mr. Nguyen needs to use the inhaler every day. Now, you’ve done this before, right? Just explain to him how this works, then give me a call, OK?”
“Here’s the consent form for participation in the study – it’s a bit long, about 10 pages, but you can sit in the waiting room while you read it to her.”
“Hey, could you pass me the Foley catheter – yeah, that one. . . .”
“What do you mean she hasn’t taken the pills? How can she expect to get better if she doesn’t follow the treatment? What’s wrong with you people, anyway?!"

Don’t you just hate it? Here you are, a professional interpreter, trained (I hope), tested (depending on where you live), certainly skilled and dedicated, and these health care providers haven’t a clue as to how to work with you. You are expected to do everything from hold the patient’s baby to explain what a hysterosalpingogram is. In Lao. To a deaf patient. While the doctor answers a page. It’s enough to drive you nuts.

And so we, as medical interpreters, find ourselves with an additional challenge in our job description: educate the people for whom we interpret about what it means to work with an interpreter. But how do you do this, when everyone’s in a hurry and you are the outsider?

The first step is to make sure that we are clear about our role. There is still a fair amount of debate among medical interpreters about just where the boundaries of our role lie. But there seems to be general agreement that the underlying purpose of a medical interpreter is to facilitate understanding in communication between people speaking different languages. We allow one person to understand what the other person said. Unless we are intervening because of misunderstanding, we are the medium of the message, not the source. As a profession, we need to build a greater consensus about the details of our role, or we can hardly blame providers if they don’t know what we are supposed to do.

Of course, the best way to have providers learn about how to work with us is within the scope of their professional training. In various parts of the country, classes on how to work with interpreters are becoming a standard part of medical, nursing, and social work curricula; residency programs; and professional conferences for health care and social service providers. The more we can contribute to and help teach these classes, the more providers will come to the interpreted encounter already knowing how to work with the interpreter.

How do we reach the providers who are no longer in training? All health care providers are continually updating their knowledge of new developments in their fields. If you are a skilled presenter, you can offer to give presentations at a medical center’s brown bag lunches, continuing education seminars, or grand rounds. You will need an inside contact to get on the program at these events, but you can reach many providers this way. Some institutions even have a budget to pay presenters. The best contacts for this type of endeavor are the medical or nursing directors of an institution, the continuing education department, or the interpreter services department (if there is one).

These approaches for reaching many providers at once are systemic and systematic. They require

Continued on page 9
Please submit any interpretation legislative or regulatory activity to Speakeasy@pdq.net

United States
Federal Certification Exam - Spanish
The following web site is now active for information on the Federal Certification Exam - Spanish
www.cps.ca.gov/fcice-spanish

Texas
This past session, Legislators in Texas passed The Court Interpreter Act of Texas
As of Jan. 1, 2002 Interpreters who work in Texas will need a license to work in court, both criminal and civil cases.
The application to obtain a license will be available as of November 10, 2001 at
www.license.state.tx.us. The license fee is $200.00, the cost for the test is $100.00. Penalties and high fines for working
without a license will also be imposed.
Updates on licensing and certification are available at the web page of the Texas Department of Licensing and Regulation
(TDLR) at the above web address.

Massachusetts
On July 1, 2001, in Massachusetts the “Emergency Room Interpreter Bill” will become law. This new law will require that
all hospitals requiring acute care, public or private must use
competent interpreter services when treating non-English speakers. When these hospitals are to be licensed or re-licensed,
the Departments of Public Health and Mental Health will be
required to consider how well they carry out these mandates. The law, drafted by Ernest Winsor from the Judicial Law
Reform Institute will guarantee that medical interpreters for emergency procedures are duly trained and certified.
Congratulations to the Massachusetts Medical Interpreters Association for developing The Standards of Practice which
served as the starting point for the law.
For more information Contact: Ernest Winsor, Massachusetts Law Reform Institute, (617) 357-0700, Ext. 330;
Tyler Moran, MIRA, (617) 350-5487; Bob Marra, Health Care for All, (617) 350-7279; Tom Louie,

Oregon
Four bills in the Oregon Senate will affect Legal interpreters who work in court. For further information contact Aleé Alger-Robins, Interpreter Supervisor, Oregon at Alee.Robbins@ojd.state.or.us
Senate Bill 69 provides for the court appointment of interpreters for non-English speaking parents, guardians or persons
granted rights of limited participation in juvenile delinquency cases.
Senate Bill 76 requires interpreters who have not been certified by the State Court Administrator to submit their interpreter
credentials and qualifications on the record.
Senate Bill 77 requires that qualified and certified interpreters be appointed in grand jury proceedings for non-English
speaking persons.
Senate Bill 78 establishes procedures and appropriates money for certified foreign language interpreters and qualified
translators for non-English speaking persons who are to serve as jurors.
Training Opportunities
Submit your workshop, seminar, conference, course or program to dmacbft@hargray.com
Please note newsletter deadlines.

Education makes people easy to lead, but difficult to drive; easy to govern, but impossible to enslave. - Henry Peter Brougham

CONFRENCE AND WORKSHOPS

EST Congress-Copenhagen 2001
European Society for Translation Studies
August 30-September 1, 2001
Topics will focus on research training in: localization, community interpreting, corpora and Translation Studies.
The Copenhagen Business School
Dalgas Have 15
DK-2000 Frederiksberg, Denmark
Phone: +45 38 15 32 50
Fax: +45 38 15 38 60
E-mail: vr.tysk@cbs.dk
URL: www.cbs.dk/EST

National Register of Public Service Interpreting
First National Conference: “Sharing Good Practice”
September 13&14, 2001
Cambridge, England
With a focus on practical outcomes the National Register of Public Service Interpreting and the Institute of Linguists want to share Best Practices concerning structures and models for setting up non-profit making/self-financing local interpreting and translation units, as well as a host of other information.
University of Warwick, England
Cintra, CPDC, Foster Road
Cambridge CB2 2NL
Fax: 01223 508759
Contact Nicky Glegg for more information: 01223 508760
Email: Jan Cambridge at jan@spanish.demon.co.uk
URL: http://www.iol.org.uk/home.htm

A Civil Lawsuit in the United States and Latin America
September 14-15, 2001
Atlanta, Georgia
The seminar is designed for Spanish-English and English-Spanish interpreters and translators. A typical civil lawsuit in an American court will be analyzed step-by-step. Topics for discussion will include the court system and procedural terminology. The second session will focus on a civil lawsuit in Latin America. Special attention will focus on terminology variation from country to country.
Venue: The Granada Suite Hotel
1302 West Peachtree Street
Atlanta, Ga.
Further information: Intermark Language Services, 2555 Cumberland Parkway Suite 295, Atlanta, GA 30339
Tel: 770-444-3055
Fax: 770-444-3002
URL: www.intermark-languages.com

American Business and Law Seminar for Translators and Interpreters
September 17-28, 2001 and February 4-15, 2002
Chicago, Illinois USA
Topics will be Banking and Monetary Policy, Accounting and Taxation Principles, Futures/Options Trading and Markets, International Trade and Customs, Contracts and Agreements, Immigration Law and Procedures, and the American System of Education
National-Louis University
Chicago, Illinois, U.S.A.
Contact: T.P. Matilde L. Fabrello, Director
25 de Mayo 758 – 4P. “F”
(1002) Buenos Aires, Argentina
Phone/Fax: (54-11) 4311-9988
Email: mf@ba.net

The 2nd Annual Conference of the Japan Association for Interpretation Studies (JAIS)
September 23, 2001
Tokyo, Japan
To be held on the Itabashi Campus of Daito-Bunka University, Tokyo, Japan.
For inquiries, contact:
Mizuno Akira

Continued on page 10
particular skills and credentials. But there is another approach which can be effective and which all of us can do. We can teach them one by one, during the health care encounter itself.

No matter how rushed the health care provider is, a short, to-the-point introduction of how to best work with you is rarely out of place. Stick to the key points: ask the provider to speak to the patient, ask him/her to pause at the end of a full thought to let you interpret, let him/her know you will interpret everything that is said faithfully while staying as much in the background as possible. This can take under 30 seconds, and it can save you a world of grief as the encounter progresses.

You can continue this understated tutoring as the medical interview goes on. By avoiding eye contact with the provider, you help him/her center on the patient. By using the first person, even when the provider says “Ask him. .” you help refocus the encounter on the two primary participants. If the provider continues to speak to you, a subtle gesture toward the patient can help reorient him/her. At times, you may have to refuse to do some things the provider expects you to do, such as explain a medical concept while the provider leaves the room or sight translate 10 pages of text. Instead of emphasizing what you won’t do, be extremely polite in emphasizing what you will do: “The interpreter says, I cannot explain this concept myself, as I might make a mistake, but if you explain it to the patient, I would be happy to interpret what you say.” Or, “The interpreter says, it will take me several hours to sight translate such a long document. If you would explain to the patient the parts you want him to hear, I will be happy to interpret for you.” The provider may be annoyed with you, but if you stay calm, polite, professional and confident about your role, most providers will cede.

Finally, remember that the providers’ ignorance about how to work with an interpreter is often part of a wider lack of cultural competency. My favorite mantra that helps me get through these encounters without losing my cool is “Q-TIP”: Quit Taking It Personally. As frustrating as it may be, we are all in a process of learning how to live and work with one another, across racial, cultural, and linguistic boundaries. We all, then, need to be patient with each other and help each other learn how to do this work. If we keep at it, someday, professional interpreters will be so common in health and social service settings that everyone will know how to work with us and will value our contribution to the provision of quality health and human services.

And maybe they’ll even stop calling me a translator.

Comments? Questions? You can contact the author at cindy.roat@pacificinterpreters.com.
TRAINING OPPORTUNITIES

Secretary-General, JAIS
Fax: +81 3-3811-9836
Email: a-mizuno@fa2.so-net.ne.jp
Website: http://ux01.so-net.ne.jp/~a-mizuno/index.html

Opera Supertitler
September 29, 2001,
Seattle, Washington
Time and venue TBD. Co-sponsored with WITS.
Information: voicemail +1(206) 382-5642 or email to info@notisnet.org.
URL: www.notisnet.org

VII LICTRA International Conference
October 4-7, 2001
Leipzig, Germany
The main theme of the conference will focus on competence in translation and interpretation. Two of the sessions will center on competence in social interaction, especially as it relates to interpreting and differences and similarities between competencies in interpretation and translation.

University of Leipzig
Institute für Angewandte Linguistik und Translatologie
LICTRA 2001
Augustusplatz 9
D-04109 Leipzig
GERMANY
Tel: +49-341-9737600
Fax: +49-341-9737649
Email: lictra@rz.uni-leipzig.de

California Court Interpreters Association Annual Conference
October 6-8, 2001
San Diego, California
Highlights of the conference include Dr. Alcaraz Varó, internationally recognized author of several bilingual dictionaries. Other speakers will include a bilingual judge, a forensic expert, and a Spanish interpreter whose presentations are both informative and entertaining.

To be held at the Westgate Hotel in downtown San Diego
CCIA address: 345 S. Highway 101, Suite F2, Encinitas, CA 92024
Contact Tel: 760-635-0273
Email: ccia345@earthlink.net
URL: www.ccia.org

ATA Annual Conference
Regal Biltmore Hotel
Los Angeles, California
October 31-November 3, 2001
Tel: 703-683-6100
Fax: 703-683-6122
Email: ata@atanet.org
URL: http://www.atanet.org

First Call for Papers Institute of Translation and Interpreting
IALB Conference on Language and Business
November 22-25, 2001
Hull, England
Please send abstracts to Dr. Catherine Greensmith, Department of French, University of Hull, Cottingham Road, Hull HU6 7RX, England
Tel: +44 1482 465162
Email: c.greensmith@selc.hull.ac.uk

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now offers Business Card Advertising.
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Linh-Chan Brown
6838 Leader St.
Houston, TX 77074.
Please make check payable to The American Translators Association and write ‘ID advertising’.
CALL FOR PROPOSALS

XVI WORLD CONGRESS OF THE INTERNATIONAL FEDERATION OF TRANSLATORS
VANCOUVER, AUGUST 7-10, 2002
TRANSLATION: NEW IDEAS FOR A NEW CENTURY

The Congress theme, TRANSLATION: NEW IDEAS FOR A NEW CENTURY, will be addressed during the Congress through the following streams that include Interpreting:

- Specialties in the Interpreting Profession: conference, court, medical and community
- Terminology

Extended submission deadline: September 1, 2001
Proposals should be sent to: Portfolio Event Management
1383 Homer Street, Vancouver, BC, Canada V6B 5M9
Fax: 604-685-5787 Email: portfolio@intouch.bc.ca

The Program Committee invites proposals for presentations on the Congress theme that fall into one of the above streams.

The proposals can be for papers, workshops or panels.
A paper (20 minutes) is a presentation that does not require audience participation.
A workshop (90 minutes) is a practically oriented session requiring audience participation.
A panel (90 minutes) involves 4 or 5 participants discussing a given topic on the basis of short individual presentations by each of the participants (Panels to be organized by the participants themselves).

The proposals, preferably in electronic format for PC, should include the following information:
* Name and affiliation
* Address, telephone number, fax number, and e-mail address
* Paper or Workshop or Panel proposed
* Title of presentation
* Stream in which presentation can be included
* Language of presentation (English or French)
* Abstract of 250 words
Many thanks to María Virginia Dicono, George Gage, Dolores Gordon, and Julia Andreotti for their time and assistance in the preparation of the ID reception at the Los Angeles conference. Please watch the website and your email for an update on the final preparations.

COME HOME!!!
HAVE YOU VISITED YOUR WEBSITE LATELY????

Extra Resources
http://www.ata-divisions.org/ID/

News on the Legislation affecting interpreters!

More training opportunities!

Tips!

New Gatherings and Camaraderie!
Los Angeles, Here We Come!

ATA 42nd Annual Conference
October 31-November 1

Training and resources ☆ presentations ☆ workshops
The suspense of ID Elections   The Glitter and glamour of the ID Event
A Star Studded ID Annual Meeting

Registration and travel information:  www.atanet.org
Conference Hotel; The Regal Biltmore (Downtown L.A.)
Information on the Hotel and area attractions:
http://los-angeles-california.com/

Just to lend a helping hand:  Looking for a roommate for the conference? contact Dan at: dmacbft@hargray.com

Instruction - Interpretation - Translation
Vietnamese<>English
Linh-Chan Brown, Ph. D. (Linguistics)
email: PacLang@aol.com
www.pacificlanguages.com