



President's Message

"April is the cruellest month, breeding lilacs out of the dead land, mixing memory and desire, stirring dull roots with spring rain" – T. S. ELIOT

~ ~ **OR** ~ ~

"Proud-pied April, dress'd in all his trim, hath put a spirit of youth in everything" – SHAKESPEARE

It probably depends to some degree on our patience level with winter, particularly this last winter. For my part, initial romantic excitement over an early snowfall and a white Christmas has given way to exasperation and a pretty extensive winter fatigue. The sunshine is very well, but I am so ready for warm temperatures. No more minus degrees!!

After all, the line "at least you don't mind sitting in front of the computer" only works for so long!

Still, in between shoveling snow and navigating wheels through snow banks, walking on ice, and stomping through slush, your never-tiring ATINS board has met regularly and arrived at a couple of important decisions, promptly followed by action.

ATINS is growing and so are its administrative duties. In order to provide our members with a well-run, well-organized, and effective administrative structure, we had to look for a solution other than the volunteer based task distribution which has so far been our *modus vivendi*. The point has come where a more centralized system is needed.

As a result, we have established the position of administrative coordinator, and I am very pleased to welcome **Claudia Kingston** to our team.

A major cornerstone of our new and improved system is a comprehensive member database which was started by **Annie St-Jacques** and completed by **Wietske Gradstein** under assistance of various board members. A tremendous amount of thought and work went into the creation of that database and everyone involved deserves much praise!

Indeed, change is in the air. For some time, there has been a sense that we need to reevaluate our membership categories. The result was a motion, passed at the board level, to abolish the 'associate' membership and work more towards a professional association of certified translators. This is a reflection of a trend at the national level to make certification standards uniform and, thus, not only ensure portability of title nationally but also to provide the Canadian translator and interpreter with a strong image on the international market.

Please note: The abolishment of

'associate status' does not affect present associate members. For you, nothing changes. You will all retain your five year period to become certified! What it does mean is that candidates will have to enter ATINS immediately at the certification level and, consequently, meet the appropriate requirements.

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CONTINUED FROM PG. 1 We will present this proposed amendment at our Annual General Meeting (AGM) on May 12, 2001 for your consideration and, hopefully, approval. Since the year 2002 also sees revised certification standards which will be laid out during our AGM. These are major changes and I would urge you to attend!

Remember? You read in our last newsletter that we planned workshops, seminars, and professional development sessions. However, the organization of such events is quite involved and we ended up not having enough hands (there was no lack of minds!!) to realize our ideas.

Instead, as our English-French associate members all know, we have embarked on a project together with the *Atlantic Chamber Journal* (ACJ) and our New Brunswick colleagues of the CTINB. Members of our associations will translate editorial articles in ACJ's six 2001 issues into French in return for advertisement.

Most of the translations are set up in a mentoring style where a junior translator has the opportunity to translate under the guidance of a

senior translator. The benefit is twofold: the translator can accumulate translated words towards certification while benefiting from the advice of an experienced translator.

Our "graphic designer in residence", **Troy Cole**, has designed the ad to be placed in the Journal. Since not everyone reads the ACJ, we have reproduced the ad here for you.

We hope you like it. A big 'Thank You' to Troy!!

Let me close by once again inviting you to mark the date of the AGM in your calendar, come and participate in the initiatives which give ATINS its future direction.

*"Jam ver egelidos refert tepores"
"Now spring restores balmy warmth"
"Le printemps ramène maintenant le doux temps"*

May Catullus' words become reality very soon!

Espérons que les mots de Catulle deviendront très bientôt réalité!

Sibylle Bechtold
PRESIDENT

Hydraulic Ram = Water Goat???

ONLY IF YOU TAKE A RISK ON YOUR TRANSLATOR!

PROFESSIONAL TEXTS DESERVE PROFESSIONAL TRANSLATIONS!
Simply being bilingual does not make a translator!

For a directory of professional translators contact:

A.T.I.N.E. Association of Translators and Interpreters of Nova Scotia
info@atine.org
www.atine.org

S.N.T.L.V. Cooperation of Translators, Terminologists and Interpreters of New Brunswick
(506) 458-1519
ctinb@abnet.nb.ca
www.ctinb.nb.ca

AD PLACED IN THE ATLANTIC CHAMBER JOURNAL

QUICK TIPS For Microsoft Excel



Protect your files with Auto Backup

You can tell Excel to create a backup copy of a particular document automatically. So every time you save that file, Excel saves a backup in the same folder. The current version of your file keeps whatever name you saved it under, with the *.xls* file extension. The backup file is named *Backup of [file name]*, with the file extension *.xlb*.

To enable automatic backup, first choose **File - Save As**. At the **Save As** dialog box, click the **Options** button. Then select **Always create backup**, and click **OK**.

Career Options



THE NOVA SCOTIA DEPARTMENT OF EDUCATION HAS RELEASED ITS 2000-2001 EDITION OF *CAREER OPTIONS: An Occupational Handbook for Nova Scotians*.

Providing an overview of the Nova Scotia labour market, *Career Options* is the result of considerable research and input from guidance counselor, educators, and organizations such as the ATINS.

Career Options covers 188 occupational groups, and includes information on the nature of the work, the skills and qualification requirements for each occupation, and the education and training paths available to Nova Scotians.

You can have a look at the Translators, Terminologists, and Interpreters section of *Career Options*, to which the ATINS contributed, at <http://careeroptions.ednet.ns.ca>. The Web site provides also links to many other sites, including sites for career planning, and the sites of educational institutions and the contact organizations. ☺

Message from the CTIC

By Bruce Knowlden, Certified Translator (STIBC, OTTIAQ) – PRESIDENT, CTIC

The Canadian Translators and Interpreters Council (CTIC) sets, maintains and promotes national standards in translation, interpretation and terminology to ensure quality communication across linguistic and cultural communities. Since 1956, CTIC has helped to gain recognition for our professions through co-ordinating the activities of its member associations, maintaining certification standards and participating in the work of international bodies.

At a time when university programs are well established, legal recognition has been won in three provinces, and translation is a growth industry throughout the world, CTIC's role remains crucial. The agreement in principle on minimum certification standards, arrived at the last council meeting, which emphasizes educational qualifications or equivalent

experience, while maintaining the standardized exam, will strengthen our professional titles at the national level and enable us to negotiate agreements with large employers to foster membership in the professional associations. It will also allow us to enhance our trademark on the international scene. Indeed, the American Translators Association is looking into adopting a certification system modelled on our own.

The proposed new membership category (any certified member of a provincial association would be a member of CTIC by affiliation) will enable Canadian translators and interpreters to sell their services on the international market using a Canadian brand image.

Further to the report of the Canadian Translation Industry Sectoral Committee, CTIC has taken steps to

increase the visibility of our professions and our industry. It will promote a wider dissemination of information to support members associations in promoting the professions, and will make more effective use of the CTIC Web site. An awards program will give us an opportunity to underline our members' contributions to society in general. We must make people understand the importance of human translators in a world of localization and instant translation.

CTIC will host the XIV Congress of the International Federation of Translators in Vancouver in August 2002. The congress, organized with special help from STIBC and the support of all the provincial and territorial associations, will be our chance to take our place in the sun. ☀

APPEL DE COMMUNICATIONS

Huitième Symposium international de Linguistique de l'Université Dalhousie

HALIFAX, DU 4 AU 6 OCTOBRE 2001

Traduction et terminologie : rôle dans l'enrichissement linguistique, intellectuel et culturel

Le comité d'organisation du Huitième Symposium international de Linguistique de l'Université Dalhousie aimerait inviter les spécialistes à soumettre des propositions de communication portant sur le thème de la conférence, à savoir le rôle joué par la traduction ou la terminologie dans l'évolution des langues, l'épanouissement intellectuel et le rapprochement des cultures. En dehors des présentations ayant trait au thème principal, le comité accueillera favorablement les propositions traitant d'autres aspects pertinents de la théorie et de la pratique de la traduction, de la terminologie et de la lexicologie. L'objectif global du Symposium est de permettre aux participants de se pencher, à partir de divers angles, sur les acquis, les grandes questions et les perspectives de ces disciplines dans un contexte de mondialisation accélérée. Les actes du Symposium seront publiés dans la revue *Alfa*.

Le format des communications sera le suivant : 20 minutes de présentation et 10 minutes de discussion. Les propositions de communication, d'une longueur maximale de 250 mots, doivent parvenir **au plus tard le 15 mai 2001** à l'une des adresses suivantes :

Télécopie :
(902) 494-1626

Courriel :
rmopoho@is.dal.ca

Poste :
Symposium 2001
Département de français
Université Dalhousie
Halifax, Nouvelle-Écosse
B3H 3J5 Canada

Les droits d'inscription s'élèvent à 80 (quatre-vingts) dollars canadiens, payables par mandat-poste ou en espèces au début du Symposium. Les langues de la conférence sont le français et l'anglais. Pour ceux qui le désirent, l'hébergement des conférenciers se fera à l'hôtel Cambridge Suite d'Halifax, au coût de 135 \$ (taxe en sus), ce tarif comprenant un petit déjeuner continental.

Comité scientifique :
RAYMOND MOPOHO, ROSTIA KOCOUREK, JUDITH WOODWORTH,
ANDR CLAS, WILLIAM T. GORDON ET HANS RUNTE

Call for Proposals *XVI World Congress of the International Federation of Translators*

VANCOUVER, AUGUST 7-10, 2002

The Congress theme, **Translation: New Ideas for a New Century**, will be addressed during the Congress through the following streams:

- Literary Translation
- Translation Studies
- Specialties in the Translation Profession: scientific, technical, legal and commercial
- Specialties in the Interpreting Profession: conference, court, medical and community
- Terminology
- Localization
- Multi-media
- Technology and Translation
- Ethics, Status and Future of the Profession

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 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

Submission deadline: July 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

Appel de communications *XVI^e congrès de la Fédération internationale de traducteurs*

VANCOUVER, DU 7 AU 10 AOÛT 2002

Le thème du XVI^e congrès de la FIT, **La traduction : des idées nouvelles pour un siècle nouveau**, comprendra neuf grands axes :

- Traduction littéraire
- Traductologie
- Spécialités de la traduction professionnelle : scientifique, technique, juridique et commerciale
- Spécialités de l'interprétation professionnelle : de conférence, judiciaire, médicale et communautaire
- Terminologie
- Localisation
- Multimédia
- Technologie et traduction
- Déontologie, statut et avenir de la profession

Le comité responsable du programme du XVI^e congrès de la FIT lance un appel à communications sur les sujets ci-dessus.

Il peut s'agir d'exposés, d'ateliers ou de panels.

- Un exposé s'entend d'une communication orale d'une vingtaine de minutes où l'auditoire n'intervient pas.
- Un atelier s'entend d'une séance pratique de 90 minutes au cours de laquelle les participants sont appelés à intervenir.
- Un panel s'entend d'une activité de 90 minutes au cours de laquelle un groupe de 4 ou 5 personnes discutent d'un sujet donné en présence d'observateurs. Chacun des panelistes fait un court exposé et ce sont les panelistes qui organisent l'activité.

Les propositions de communication doivent donner les renseignements suivants :

- Nom de l'auteur et de l'organisme représenté
- Adresse, numéro de téléphone,

numéro de fax et adresse électronique

- Type de communication proposé : exposé, atelier ou panel
- Titre de la communication
- Sous-thème dans lequel s'inscrit la communication
- Langue dans laquelle se fera la communication (anglais ou français)
- Résumé de 250 mots

Date limite pour la soumission des communications : 1^{er} juillet 2001

Envoyer les soumissions à :

Portfolio Event Management
1383 Homer Street, Vancouver, BC,
Canada V6B 5M9

Fax : 604-685-5787

Courriel : portfolio@intouch.bc.ca

Business Tips for the Micro-Business

By Sylvain Fillion, Certified Translator – OWNER OF FERGUS COMMUNICATIONS

WORKING FOR YOURSELF AS AN INDEPENDENT OR FREELANCE TRANSLATOR MEANS YOU HAVE WHAT COULD BE CALLED A MICRO-BUSINESS. SMALL BUSINESS MIGHT STILL APPLY, BUT THERE IS SMALL AND THEN THERE IS SMALLER! HOWEVER, NO MATTER HOW SMALL, IT IS STILL VERY IMPORTANT, BECAUSE IT IS YOURS.

WHILE YOU SET UP YOUR OPERATIONS, YOU MIGHT WANT TO GIVE SOME THOUGHT TO THE

WAY YOU WANT TO REFER TO YOURSELF. DO YOU WANT TO BE KNOWN AS A FREELANCER, OR AS AN INDEPENDENT OR SELF-EMPLOYED TRANSLATOR? FREELANCER GIVES THE IMPRESSION THAT ONE DOES TRANSLATION IN THE EVENINGS OR DURING THE WEEKENDS. THERE IS DEFINITELY NOT A FULL TIME IMPRESSION TO IT, WHEREAS SELF-EMPLOYED OR INDEPENDENT TRANSLATOR MEANS YOU ARE DOING THIS WORK FULL TIME AND SOMEONE IS LIKELY TO BE THERE ALL DAY

TO RECEIVE CALLS FROM POTENTIAL CLIENTS.

SELF-EMPLOYED OR INDEPENDENT TRANSLATOR (TRADUCTEUR INDÉPENDANT OU AUTONOME) GIVES AN IMPRESSION OF SERIOUSNESS TO YOUR BUSINESS, A SENSE OF COMMITMENT AND RESPONSIBILITY. DEPENDING ON YOUR APPROACH, IT WILL ALSO HELP YOU BUILD YOUR CLIENT BASE.

Sole Proprietorship or Incorporation

How do you decide? First, if you want to start small and get a handle on the whole thing, you might want to register for Sole Proprietorship, meaning you are the sole boss (maybe with some colleagues, if any) of your small business. It also means you are directly responsible for the business, i.e. benefits and problems. For example, if someone sues you for some reasons, you are the « entity » sued. If your business is incorporated, the suit is against the company, not you personally or your personal assets. Registering as a sole proprietor cost about \$50 and the fee is renewable every year.

To register, you'll have to find a name for your company and that name will be checked to ensure no other business is using it or something too close to it. That is also accompanied by a \$50 fee. Contact Business and Consumer Services Nova Scotia for all the details.

As translators, we have access to the Errors and Omissions Liability Insurance offered through ATINS. This can protect you against legal difficulties following an error you made in your work. For example, errors in an annual report or a brochure may mean the item has to be reprinted. You may have to fork out this cost; keep in mind there may be a deductible of about \$500. This insurance is very cheap considering the protection it gives you. For an annual premium of \$90, it

provides coverage of about \$1 million to \$2 million per coverage year.

Incorporation is a bit costly. Legal fees are around \$1,000 for setup, and then you have to keep in mind the annual accounting fees to ensure all your papers are in order. It may be around \$1,000 to \$1,500 a year for book-keeping and accounting services for your incorporated business, not counting your personal income tax return. You may want to do it yourself or have your accountant do it. However, the tax advantages are interesting. If your income is high enough, say over \$100,000, the taxation rates are different for your business income than they are for your personal income. There are considerations of dividends, salary paid to yourself and the possibility of paying a family member to do work for you, which is a tax deductible expense. All in all, there are many details you must consider very carefully. You should contact a lawyer or an accountant to find out all the details before you jump into that.

Invoicing and Accounting

Billing is important. That's what ensures your cash flow and allows you to get paid for what you do, for the services you provide. You want to start billing the right way, straight from the beginning.

It is important to number your invoices. Choose a software system that allows you to do your invoicing

conveniently or prepare them individually, as you go; but be sure to number them. Any system you can understand, follow easily and with which you are comfortable is good. Whether you use the year or month plus an invoice number, it does not matter (e.g. 2001-001, or 2001-03-22, which means Invoice No. 22, made in March 2001). Remember that a numbering system helps keep things in order and makes referencing much easier.

Always keep your invoices in order, in a binder, in a safe place. Discipline in this matter will be good for you and for the day the Canada Customs and Revenue Agency (CCRA) representative will come to visit you. Yes, they might do that.

Depending on the volume of invoicing you are doing, it will help you file your quarterly Harmonized Sales Tax report. See below for more details.

Don't forget to invoice promptly, but not too promptly. Make sure a project you are working on is fully finished before you send an invoice, otherwise you'll end up with too much paperwork. If you do a lot of small assignments for a same client, you can summarize a number of them on one invoice and send that invoice. Discuss that with the client to see what they want. The key to remember is order and convenience. Make sure it is convenient for you and for your client. Ensure your invoices are clear and detailed, and don't

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CONTINUED FROM PG. 5 hide anything; the client will likely ask questions and you must have good and valid answers.

Back to the point of HST. If you foresee your income to exceed \$30,000, you will have to register for HST. It means your services will be taxable. Don't try to hide that one for too long because you may end up with a bad surprise. If it is determined that your « business » income has exceeded \$30,000, you may have to remit the HST, even if you did not charge it. It might be simpler to register from the beginning, unless your income is going to be much below the \$30,000 limit. Registering is free (no kidding!) and once you are registered, you'll collect HST and remit it every three months. Get all the details from the CCRA, make sure you understand it all, and make sure you do it their way, otherwise the whole thing will be a nightmare for you. Don't forget: the system does not care how tight your cash flow is. Well, it might, just a bit, but at the end, you'll still have to cough up all the money it expects to collect from you.

These nice folks are also the ones who will tell you that you have to pay your income tax throughout the year by

way of quarterly installments, based on your income. It gets tricky the first years but it becomes less maddening after two or three years. There comes a point, say after two years, when you will be paying your income tax based on the previous year's taxes or based on the current year income which you will have assessed. Make sure you get all the details on that from the CCRA.

If you think that keeping some order in your HST remittance and your income tax planning and your book-keeping is going to be too much, don't hesitate to contact an accountant. Get help from the beginning, at least to help you get started or get some advice. The fee charged will not be wasted, trust me. And it will be tax-deductible. Or talk to a friend who is already in business.

Benefits

As a self-employed worker, you have no benefits. Period. Aside from freedom and latitude associated with the time you get up and the amount of work you do and the hours you keep, which are notions that are quite misunderstood by everybody else, we have no benefits. So, check to see if

your partner/spouse can provide you with benefits through his/her employer's program. What cannot be obtained this way can be purchased from insurance companies or benefits consultants. Check the Yellow Pages.

Should you decide to become a member of the Metropolitan Halifax Chamber of Commerce, you will have access to special rates on benefits of all sorts. Check for details with your membership papers. Or visit their website at WWW.HALIFAXCHAMBER.COM

All in all, working for yourself requires a bit of discipline, good business ethics and professionalism. It is very satisfying but the isolation (as translators, we tend to work by ourselves) can be difficult for some. Keep contact with colleagues or with friends. Make a point of going out for lunch every few days with someone, whether it is a friend or a colleague. If you are a member of the Halifax Metropolitan Chamber of Commerce or of some other professional group, use their networking opportunities to get out and meet people. You will make contacts and grow your business, or at least learn about interesting opportunities that may help you grow as a professional. ●

QUICK TIPS – For Microsoft Word



Financial Statements Phobia?

You need to translate financial statements, but the thought of having to manually convert endless tables of English figures into French figures - replacing all the

periods by commas, all the commas by spaces, etc. - is making you break out in hives? Well, fear no more! Here is a useful tip that will save you a lot of time.

- 1 Open the English document and rename it.
- 2 In the **Edit** menu, select **Replace**. The **Find and Replace** window will open.
- 3 In the **Find what** field: type a comma ",".
- 4 In the **Replace with** field: type a space " ".
- 5 Click on the **Replace All** button. Word will replace all the commas included in the English document by spaces, i.e. in the tables and the text.
- 6 In the **Find and Replace** window still open, type a period "." in the **Find what** field.
- 7 In the **Replace with** field: type a comma ",".
- 8 Click once again on **Replace All**. Word will replace all the periods included in the English document by commas.
- 9 Close the **Find and Replace** window.

Et voilà! All the figures included in the tables are converted in French format. You will still need to move the dollar sign at the end of the figures (we still have no magic trick for this one) but the major part of the conversion will be done. Don't be alarmed about the

alteration to the English text during the conversion process: you will replace it with your French translation anyway! Note that this tip can be partly adapted for the conversion of French figures into English figures (i.e. replace commas with periods).

Dealing with Difficult Clients

ADAPTED FROM BUSINESS VOICE, MARCH 2000

Every body at some point has to deal with complaints from clients. And while some clients present their complaints calmly, others can get very upset or even abusive.

But regardless of the way a complaint is presented, it must be taken seriously and handled the proper way. The clients may not always be right, but they are still your bread and butter. Research shows that as many as 50 per cent of clients are unhappy with the way complaints are handled - many of these won't come back and will tell, on average, 12 other people about their bad experience. Negative news travel fast, and can severely damage the reputation of your business.

Here are four steps to help you deal effectively with clients complaints.

Step 1: Control your emotions

Deal first with your own emotional reaction. When a client attacks, the natural tendency is to become defensive. Instead, take a moment to seize control of your own emotions, and to understand the client's attack is not personal.

Step 2: Allow the clients to ventilate

Once you're in control of your own emotions, deal with the client's. He or she may have been rehearsing the complaint for a while, getting more and more angry every time. Let the client get it off his chest, listen patiently and carefully, don't show impatience or annoyance in your voice or body language.

Step 3: Learn the facts

Only when your emotions and those of your client are under control can the

real problem be identified and resolved. Start by gathering information: ask questions; take notes; zero in on the real problem. Look for hidden factors. Don't make judgements or blame anyone. Stick to the facts!

Step 4: Move to a resolution

From here it becomes a question of negotiating a resolution. You have two objectives in this negotiation: your primary objective is to ensure the client is satisfied; your secondary objective is to satisfy the client at the least possible cost to your business. Ask the client what would make him happy - it may be less than you thought; sometimes clients only want to express their displeasure. If you can't do what the client asks, tell him what you can do. Frequently, one of the options you present will be acceptable. Keep the discussion as positive as possible.

If you follow these simple steps, you may not please everyone, but you'll have a better chance of keeping clients coming back. ☺

EDITOR'S NOTE

Thank you to all our contributors as well as Graphic Designer **Troy Cole** who generously designed and produced this issue of *ATINS Let's talk about it!*.

If you would like to submit articles, announcements, tips, pictures, or anything else you deem worth sharing with your fellow Translators and Interpreters please send them along. The submission deadline for the next issue is **June 1st, 2001**.

Katie Dupont, C. Tr.
Tel.: 902-443-0630, info@atins.org

ANNOUNCEMENTS

Annual General Meeting

Mark your calendar! The ATINS' Annual General Meeting will be held on **May 12th** at the Maritime Life Business Centre in Halifax. The agenda will include important items such as the New Certification Standards and the future of the Associate Member status. More details on the AGM will be sent to you by mail in the next few weeks.

We look forward to seeing you there!

The 28th International Systemic Functional Linguistic Congress

Carleton University, Ottawa, Canada,
July 9-20, 2000

Systemic Functional Linguistics (SFL) is an important theory about language and the functions it serves in society. The SFL Summer Institute is intended for graduate students and academics who are interested in the interactions between language and culture.

The Summer Institute is designed for:

- Everyone interested in the interfaces between discourse, grammars and culture.
- Anthropologists, Communications Theorists, Cultural Theorists, Discourse Analysts, Literary Theorists, Linguists, Sociologists, and Semioticians
- Graduate Students and Academics

For more information:

WWW.CARLETON.CA/ISFC28/ISFC_INTRO.HTM