

Manual for Non-English Written Materials & Translations

翻訳

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Перевод

Übersetzung

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Manual for Non-English Written Materials & Translations

Purpose:

This manual is intended to serve as guidance and a resource for health and healthcare organizations and other service providers in Arizona involved in developing and translating non-English materials

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Produced by:

This manual is a publication of the Arizona Health Alliance for Language Access Rights (AHALAR), led by the Arizona Health Disparities Center (AHDC). The AHDC is part of the Arizona Department of Health Services within the Bureau of Health Systems Development and is the Federal designee for the State. AHDC serves as Arizona's central source of information and resources related to minority health and health disparities. The Center provides leadership by building networks and community capacity to reduce health disparities. Health disparities are avoidable differences in the incidence, prevalence, mortality and burden of disease within specific population groups.



Arizona Health Disparities Center (AHDC):

AHDC Mission:

To promote and protect the health and wellbeing of the minority and vulnerable populations of Arizona by enhancing the capacity of the public health system to effectively serve minority populations and reduce health disparities.

AHDC Vision:

Health equity for all

We envision a state where each person has equal opportunity to prevent and overcome disease and live a longer, healthier life.

For more information, please visit www.azminorityhealth.gov

Arizona Health Alliance for Language Access Rights (AHALAR) Goal:

To create and sustain a welcoming environment that embraces Language Access Services (LAS) in Arizona.

For more information, please visit

<http://azdhs.gov/hsd/health-disparities/campaign-initiatives/language-access/index.php?pg=alliance>

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The *Manual for Non-English Written Materials and Translations* is modeled from the *Translation Manual* and *Translation Toolkit* produced by the Utah Department of Health Office of Health Disparities.



**Arizona Health
Disparities Center**

Promoting Health Equity



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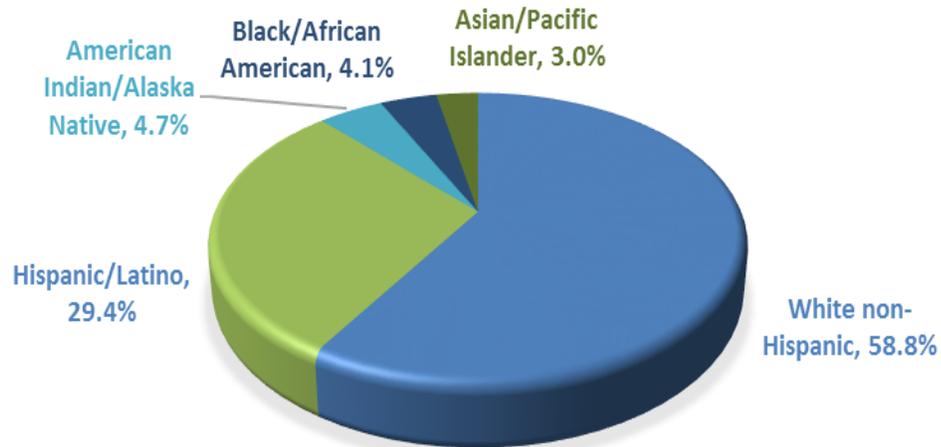


Introduction

Demographics

Arizona has a diverse population, and 13.8% of its population is foreign-born. Within racial/ethnic groups, the percentage of the foreign-born population is higher (U.S. Census, 2014). For example, close to 72% of Asian Americans in Arizona are foreign-born (U.S. Census, 2014). Moreover, Arizona is one of the states with the highest refugee resettlement numbers in the United States (Holden, 2013).

Arizona Population by Race/Ethnicity—2012



Of Arizonans aged five and older, 26.9% speak a language other than English, and 10.5% speak English less than “very well” (U.S. Census, 2014) People who speak English less than very well are considered to have limited English proficiency (LEP) in the United States. According to the Migration Policy Institute, the number of individuals with LEP in the United States increased by 80% between 1990 and 2010, and the Southwestern and Southeastern states saw the highest increase rates of LEP in 2010 (Pandya, McHugh, & Batalova, 2011).

Most Common Non-English Languages Spoken in Arizona

Spanish or Spanish Creole	Chinese
German or other West Germanic languages	Slavic languages
French	Tagalog
Vietnamese	Navajo

Background

Title XI of the Civil Rights Act of 1964, signed by President Lyndon B. Johnson states:

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination “under any program or activity receiving Federal financial assistance.”

This includes discrimination based on an individual’s ability to speak and/or understand English. And any organization receiving Federal money must provide interpretation and translation services at no cost to the clients.

Executive Order 13166 is an addendum to *Title XI* signed into law by President Bill Clinton in 2000.

According to the U.S. Department of Justice, this Order:

“...requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency and develop and implement a system to provide those services so an LEP person can have meaningful access to them.”

According to this Order, all agencies receiving Federal funding should provide *“written translations of vital documents for each eligible LEP language group that constitutes five percent or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.”* All organizations in Arizona that receive Federal funding should be aware of this guideline and plan appropriately when planning and providing services to LEP population.

The *Manual for Non-English Written Materials and Translations* is intended to serve as a guide to Arizona’s health and healthcare organizations and other service providers who need to develop non-English language materials, either by creating them in languages other than English or by translating the material from English.

Health and healthcare materials in languages other than English may need to be developed in order to serve the needs of LEP patients/clients. Linguistically appropriate patient education means fewer readmissions, lower costs and better health.

This Manual provides guidelines and standards. We know that it is not always possible to comply with all the steps or recommendations. However, organizations and providers should strive to follow the recommendations as much as possible.

Sometimes, resources are scarce. In some communities, experts in other languages may be more available than in other communities. For example, it will be easy to find experts (such as writers, interpreters, bilinguals and translators) in Spanish. This is due to the cultural and linguistic demographics of Arizona and the Southwest region of the U.S.

Key Terms

- ⇒ The **source language** is the original language from which a written text is translated.
- ⇒ The **target language** is the language into which we translate. For example, when translating a written document from Spanish into English, Spanish is the “source” language and English is the “target.” This means that the document in Spanish will be the source text or document, and its translation in English will be the target text or document.

- ⇒ An **interpreter** communicates orally while
- ⇒ **A translator** communicates in writing, from a source language into a target language. Bilinguals are not necessarily interpreters or translators. In order to become an interpreter or a translator, an individual must be deemed as qualified **through comprehensive training, the result of which is a thorough understanding of medical terminology and practices in the source and target languages and** an understanding of the code of ethics.

- ⇒ **Limited English Proficiency (LEP)** can refer to an individual or a group unable to communicate effectively in English because their primary language is not English.



Step-by-Step Procedures for Translation

Do you need written materials in languages other than English?

Written communication may not be the best way to reach some audiences. Some people may not be able to read, either because they do not know how, or because they suffer visual challenges. Even those who read may not feel comfortable reading and would prefer other ways to communicate.

In these situations, it is not useful to create or translate written materials.

The first thing you need to do is find out if your patient/client will be willing and able to read written material.

Once you determine that your patient/client is able to read and is likely to read, you will need to decide if you will create new written material for this specific patient in the target language or if you will translate something that is already written in English into the target language.

Do you write a new document in another language OR translate a document in English into another language?

It is important to follow the steps below to make the decision.

A) Are written materials already available in other languages?

The first thing you should do is check if the information you want to communicate in writing is already available on the Internet or in a library. Writing and translating in other languages is a time-consuming and expensive activity that requires several steps. There is a chance that the topic you need to communicate to your patient/client in writing is already available in the target language. So first, do a search.

When doing the research, you may want to access well-known organizations or agencies: the U.S. Department of Health and Human Services, refugee organizations, community-based or faith-based organizations and community health centers, for example. Once you have the document in the target language, you will need to check if you have the right to copy it. You will also need to check for accuracy with a person who is bilingual (who can speak English and the target language), an interpreter or a translator.

B) If nothing is already available in the target language, then you will have to decide if:

- ⇒ You will develop a document written in the target language, **or**
- ⇒ You will translate a document from English into the target language.

Step-by-Step Procedures for Translation, Cont.

C) Written materials – whether created or translated – should be held to the following standards:

- ☑ **Clarity, readability**
The document should be easily understood and written in short sentences and easy-to-understand verbiage. For health and health care purposes, written materials should follow low literacy guidelines.
- ☑ **Accuracy**
The “target” document should reflect the knowledge and facts that the author of the source document wants to convey. This also applies to the **message** that the source experts have in mind when writing original documents in the target language.
- ☑ **Cultural appropriateness**
Documents in the target language should be respectful and appropriate to the target language. In order to achieve this goal, sometimes the target text needs to be modified, recreated or recast.
- ☑ **Completeness**
No information should be omitted.
- ☑ **Cohesion and coherence**
The target text, as a whole, should make sense as a stand-alone document, and the transition from one paragraph to the next should be smooth. Adjustments should also be made at this level in order to provide a complete target document that resonates with the culture for which it is intended.

If you decide to write materials in languages other than English

As you will later see when we discuss translation, writing a document directly in the target language (without a translation) may be faster and easier. If there is no English document written for this specific topic that needs to be written in the target language, consider writing the handout in the target language.

In order to write the patient handout, you will need to know somebody who is a good writer in the target language who can understand the subject matter (a nurse or physician who specializes in the topic on which you want to write) in order to create this new document. This expert and you will go through the information that needs to be covered in the text.

After the subject matter experts and the writer meet in order to discuss what items will be explained in the written document, the writer will have an idea of what needs to be communicated. The next step will be to check for accuracy in the target text. This can be done with a bilingual (who speaks English and the target language), an interpreter or a translator.

This method is very advantageous; unfortunately, this approach is seldom used, either due to force of habit or because people may feel that they have a better control of the target text if they start from a source text in English.



Step-by-Step Procedures for Translation, Cont.

If you decide to translate from English into the target language

Steps to have a translation job done:

⇒ **Appoint a Translation Coordinator**

Someone in your organization will have to be the Translation Coordinator. This role should be included in the designated employee job description and individual performance plan. The coordinator supervises the whole translation process.

Supervising the translation process means that the coordinator will be in charge of, among other tasks, hiring a translator, compare quotes, saving all written communication, watching the due dates and making sure that all the steps in the process are followed.

⇒ **Anticipate and allocate time and funding for the translation**

⇒ **Proofread and finalize text in English BEFORE initiating the translation**

Ideally, you should include the translator in the discussion of the source text. Many times the translator – a linguist – will provide you clues on how to improve the written source text.

⇒ **Identify the translator** (See Page 8, “What to look for in a translator”)

You will probably find translation agencies that will provide you with a translator, but you can also look for individual translators and work directly with them. When you work directly with a translator, the translator becomes part of your health care team.

In the [Arizona Cultural & Linguistic Competency Technical Assistance Resource Kit](#), you will find resources as to where to find translation agencies and translators.

⇒ **Obtain quotes**

Ask for a quote. You will have to say what the source and target languages are, the length of the document, the type of file (pdf, InDesign, other), the due date and probably a contact number if the translator needs to clarify something.

Also provide clear specific instructions regarding the project:

Intent of the message (persuade, inform, notify, clarify, etc.)

Intended reader (patient, professional, mass communication, etc.)

Medium of communication (flyer, banner, telephone script, internet, press release, etc.)

⇒ **Sign a contract**

The information summarized in the above “obtain quotes” section, will probably be some of the information you will include in the contract you and the translator will sign. You may also include who will proofread, edit and review.



Step-by-Step Procedures for Translation, Cont.

Steps to have a translation job done, Cont.:

⇒ **Provide glossaries and reference materials**

You may already have glossaries from previous translation requests that you may want to share with the translator. This ensures that the translator will be using the same words that you used for other documents and that all of your written materials will be consistent.

Reference materials are other written materials (brochures, letters, pictures, etc.) that help clarify the meaning of the text you want translated by providing extra information and context.

⇒ **Determine who will proofread and edit**

Once the translation is finished, the revision process begins. This revision will be conducted by the translation agency or translator with whom you contract. The revision process includes an editor and a proofreader. One person may play these two roles, but ideally these two tasks should remain two separate processes.

The editor will see whether or not the target text is well organized and if the transitions read smoothly. The editor will also assess the content (if it is logical), the style, text structure and citations.

The proofreader assesses the document for specific punctuation, grammar and production errors such as misspellings. Proofreading is the last step.

When you write the contract with the translator, include the revision step as part of the translation process.

⇒ **Conduct an independent review**

An independent review completed by a community-based bilingual is desirable.

It is important to seek input from the community to determine if the target text is accurate and clear. Bilingual readers from a community will read the target text to assess understanding. The bilingual reader should understand the stand-alone target text, without comparing it to the source text.

As a result of the independent review, some questions may arise. The translation should be sent back to the translator or translation agency so they can reflect on the changes that are suggested.



Step-by-Step Procedures for Translation, Cont.

What to look for in a translator

The following is a list of what you should ideally look for in a translator. Sometimes, and probably depending on the resources you have for a specific language, a translator will not have all of these qualifications.

- ☑ **A translator should be a writer.**
- ☑ **The translator should feel comfortable and confident when writing in the target language.**
- ☑ **Translators translate into their native language.**
Those who translate both ways, into the source and into the target language, are exceptional. Most translators will only translate into their native tongue.
- ☑ **Translators know the source language very well.**
Translators are not necessarily bilinguals, but they are experts in the source language.
- ☑ **Translators are cultural brokers.**
They know the culture of both language pairs (source and target language).
- ☑ **Translators are content experts.**
They are subject matter specialists. In general, they tend to specialize in certain disciplines: medicine, law, engineering, etc.
- ☑ **Translators are knowledgeable of registers, regionalisms, genres, etc.**
They are linguists. They will know how to use different regionalisms (certain words and expressions more frequently used in some geographical areas), and know about register (when language is formal or colloquial). They also know that there are different ways to write according to different types of documents (genres).

Qualifications of a translator

You should be able to determine the proficiency of a translator. However, this is not always possible. If your organization has a list of approved translation agencies, this may narrow the number of alternatives from which you may choose. But you can still attain the best agency by doing the following:

- ☑ **Ask for samples**
Request some examples of previously translated materials.
- ☑ **Ask for references**
At least two or more recent references should be given using letters of reference or direct methods for contact.
- ☑ **Inquire about what kind of translation software they use**
Most professional translators have software. If they don't, this should raise a flag, but not necessarily.

Step-by-Step Procedures for Translation, Cont.

Qualifications of a translator, Cont.

Ask about their qualifications and experience

Through conversations with other organizations who utilize translators, you can determine the types of qualifications and experience that best meet the needs of your patients/clients.

Ask about their areas of specialization and regional target language they know

Ask about the country where they received their education

Most probably, the translator will have received education in the country whose language is the target language of the translation.

If you work with a translation agency, you can still ask them:

- How they recruit their translators
- How they monitor quality (revision process: edition, proofreading)
- Translator's continuing-education requirements

How to work with a translator

If you work with a translation agency, working with a translator and including the translator as a member of your organization team may be difficult or impossible.

If you work with an individual translator, try the following:

⇒ **Create a relationship**

Creating a relationship will allow the translator to understand the culture of your workplace.

⇒ **Share feedback with your translator in order to build a closer partnership.**

The translator will be able to provide feedback on the source document they have to translate. More often than not, the translator depicts mistakes or issues that go unnoticed to the author and owner of the source text.



Step-by-Step Procedures for Translation, Cont.

Translation Process

Now that you know what a translator is, and how to work with them, you need to know the steps that are involved in the translation process. Not all steps may be present in all translations.

1) Analytical reading of the source document

A translator literally strips the source text in order to reach deep meaning.

2) Translating

3) Editing

4) Proofreading

5) Formatting: fonts, graphics, layout; addition of extra spaces, date of translation, name of translator

6) Communicating between translator<>author

7) Communicating between translator<>editor

8) Reviewing

Sometimes the parties want to have input from the community to see if the target text is accurate. Reviewers, either monolingual or bilingual, from a community will read the target to assess understanding. They should understand the stand-alone target text, without comparing it to the source.



Translation Checklist

PRIOR TO TRANSLATION

- 1) Appoint a translation coordinator
 - Tracks communication with translator or writer
 - Compares quotes
 - Documents communication with reviewers and quality-assessment community readers
- 2) Check that the English source document is accurate, clear and appropriate and has no typos or punctuation errors.
- 3) Contract a translator or writer
 - Identify a translator or translation agency, or writer
 - Request a detailed itemized quote
 - Set the due date for the finalized document

The following information should be given to the translator or the writer of target texts:

- Description of the target audience: age, educational level, health literacy level, language regionalization, gender
- Determine the tone of the target text (persuasive, admonitory, informational, etc...)
- Medium of communication (wall sign, letter, booklet, internet, application, etc...)
- Give them a list of acronyms and terminology definitions, if you have one.

QUALITY ASSURANCE AND FINALIZATION

- Maintain open communication with the translator or writer
- Submit the source text and translation or target document and Quality Assessment form to one or two independent readers from the target community for evaluation.
- Target document needs to be typeset and formatted
- Keep copy of foreign-language fonts



Quality Assessment Worksheet

The translation coordinator should complete the upper portion of this page prior to submitting this form with the source and target documents to the independent reader from the target community for proof-reading and comments.

Date: _____ Document Title: _____

Translator or translation agency: _____

Language: _____

Please check the appropriate box as you evaluate the attached document:

	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Integrity: The translated text and the English text convey the same message and tone to the reader.	<input type="checkbox"/>				
Accuracy: The translated text is an accurate, correct translation from the English text.	<input type="checkbox"/>				
Neutrality: The translated text can be easily understood by its intended audience	<input type="checkbox"/>				
Grammar: The translated text is free of grammatical and punctuation, errors, missing accents, diacritics, etc.	<input type="checkbox"/>				
Appropriateness: The translated text and visual elements are appropriate and inoffensive to the intended audience.	<input type="checkbox"/>				

How do you rate this translation overall?

Excellent Good Average Below Average Unacceptable

Comments: _____

Reader's Name _____ **Signature:** _____



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