

## APPENDIX ONE: (Historic Exemptions Apply)

### **FRENCH LANGUAGE SERVICES- TRANSLATION OF WRHA AUTHORED AND EXTERNALLY COPYRIGHTED DOCUMENTS**

(Policy 10.40.260)

Section 1: Costs

Section 2: Standard Turn Around Times

Section 3: Translation Request Procedures

#### **SECTION 1: COSTS**

Costs assumed by the WRHA French Language Services department:

- Translations of WRHA Authored Documents and Education or Information Material intended for the general public or clients, patients, residents and their families which respect Standard Turn-Around Times.
- Translations of WRHA job postings, advertisements and Communications and Corporate Office documents.

Costs assumed by the requestor:

- Rush Translations that cannot be accommodated by the Translation Service Provider. Cost: between .20 and .25 cents per word based on availability of translator.
- Surcharge of \$15 for any document requiring less than 24 hours turnaround, with the exception of job announcements, urgent/unpredictable advertising requests, time-sensitive Communications and Corporate Office documents, and any material related to a current public health crisis. Cost: between .20 and .25 cents per word based on availability of translator.
- Converting client's document to correct format (Word) required for translation, if client cannot provide it. Cost: \$15 for each 15 minute block of time or portion thereof.
- Reviewing documents for unmarked revisions, if client has not used track changes or highlighting. Cost: \$15 for each 15 minute block of time or portion thereof.
- Changes to translations in progress. Cost: .20 to .25 cents per new word, plus \$15 recall fee.
- Changes to any translation which has been completed in the previous 12 month period. Cost: .20 to .25 cents per new word, plus \$15 revision fee.

- Any costs exceeding the yearly maximum word count of the Grant for Special Translations program. Cost: between .20 and .25 cents per word based on availability of translator.
- English to French translations of documents that do not fall under the requirements as specified in the FLS Communications in Official Languages Policy 10.40.230 or do not meet the criteria for the Grant for Special Translations Program. Cost: .20 to .25 cents per word based on availability of translator.
- Translation of documents from French to English, which do not fall under the Translation Service Provider's guidelines. Cost: .20 to .25 cents per word based on availability of translator. (The Translation Service Provider is mandated only to provide English to French translation, but will exceptionally accept a French to English translation. The WRHA FLS Translation Policy is uniquely for the translation of materials from English and French as identified in the WRHA Communications in Official Language Policy 10.40.230.) All other relevant costs as detailed in this appendix are supplementary.
- Translations (and revision costs if applicable) of Externally Copyrighted, if applicable. Cost: .20 to .25 cents per word based on availability of translator.
- All costs related to formatting (design and layout) and the production and printing of documents.

Costs assumed by Corporate Office:

- Translation of documents in relation to its contract and obligations to the Centre de santé. Cost: .20 to .25 cents per word based on availability of translator.

## **SECTION 2: STANDARD TURN-AROUND TIMES:**

**Note:** These turnaround times are determined by our Translation Service Provider (Santé en français Resource Unit).

Terminology requests

2 working days (Terminology request = names of programs, specialized technical terms, etc, they are generally less than 5 words)

Texts with 1 - 50 words

2-3 working days + 1 -2 days internal review/revision time

Texts with 51 – 500 words

5 working days + 1 -2 days internal review/revision time

Texts with 501-3000 words

10 working days + 3 – 4 days internal review/revision time

Texts with 3001 plus words

21 days or more + 5 or more days internal review/revision time

**Note:** these are estimated turn-around times only. Delays may occasionally occur; often you will receive your document before your target return date. They are based on translation demand, the capacity of our Translation Service Provider and internal review/revision times. You will be notified in the case of a potential delay.

- Please build sufficient time into your planning and production schedules to allow for quality translations.
- Requests regarding urgent public health matters and job ads/postings for designated bilingual positions requiring quicker turn-around time will be treated as priority translations.
- Other urgent requests can be discussed with French Language Services. Faster turn-round times may be possible, dependent on current demand and capacity. However, the requestor will be responsible for any associated costs.

### **SECTION 3: TRANSLATION REQUEST PROCEDURE:**

All WRHA documents must be forwarded to the French Language Services department for translation. Please follow the steps below:

- Forward the document and the appropriate request form electronically to the French Language Services department. ([dmohr@sbgh.mb.ca](mailto:dmohr@sbgh.mb.ca)) Ensure the name of the document and the word “translation” are in the subject line.
- Material must be in its Final Edited Version. Drafts will not be translated.

**Note:** For copy-dense, print publications (pamphlets, brochures, fact sheets, consent forms, posters, etc) where space is a premium, please prepare the English layout first and make all adjustments required to the text and titles, and ensure all captions and sources (if applicable) are included. Then, send the Final Edited Version to us in a Word file only. Please keep in mind the French language is wordier than the English language. Ensure you have accounted for approximately 15% more text in the French layout than required in the English layout.

- Provide the document to be translated in a Word file only. No other formats are acceptable. Provide .pdf's as reference material only – ie. sample of the English layout.
- For Externally Copyrighted Documents, ensure material to be translated has not been adapted from the original text or that permission to do so has been granted, and follow the steps as outlined in the appropriate FLS Process Sheet for Translation of Copyrighted Documents. See: <http://www.wrha.mb.ca/extranet/fls/translation.php>
- Complete either the WRHA Translation Request Form <http://www.wrha.mb.ca/extranet/fls/translation.php> or the Grant for Special Translations Form <http://www.wrha.mb.ca/extranet/fls/translation.php> as appropriate. Ensure all sections are complete. Incomplete forms shall not be accepted. Ensure that adequate translation and review/revision time is built into your production schedule.

- Provide any relevant background material or information that may be helpful to the translator (i.e., related bilingual texts, context information).
- The WRHA French Language Services department shall provide the requestor with the translation within Standard Turn-Around Times, or shall advise the requestor if a delay is anticipated.
- Translations of Externally Copyrighted Materials shall be coordinated promptly; however turn-around times may differ from those stated above, as they are provided by freelance, contracted Accredited Translators.
- Translations of all WRHA Authored Documents shall be reviewed by the WRHA French Language Services department to ensure quality and maintain consistency in terminology. Once reviewed the translation will be sent to the contact specified on the Translation Request Form.
- Transferring and formatting a Word document into a design program can result in: sentences/words being dropped; incorrect accents, spacing, punctuation and word division; as well as English spell check overriding the French spelling. Therefore, the requestor shall provide a proof of the final bilingual formatted document, before proceeding to printing/production, to the WRHA French Language Services department for final review and approval.

#### READING LEVELS:

Your document will be translated at the same reading level in which it has been created in English. If the document is provided in plain language, it will be translated as such. If you provide a complex, high-level document, you will receive a similarly complex, high-level translation. The translator is obligated to translate the document at the same reading level, tone and register as the original English. If you have verified the reading level using a standardized tool (Flesch or Smog), please indicate the level and the tool used in the "Other Information" section on the translation form.

#### REVISIONS AND UPDATES:

For revisions or updates to existing translations, please proceed as follows:

- Use track changes or highlight new section(s) and/or revision(s) to be translated in the English document. Attach the existing French translation to your request. Please also clearly indicate where, if applicable, information has been deleted from the original document.

#### FURTHER INFORMATION:

- If you have questions about request procedures, timelines or urgent translations, contact: Lise Alcock at: [lalcock@sbgh.mb.ca](mailto:lalcock@sbgh.mb.ca) or telephone: 204-235-3986 (fax: 204-231-0647)
- If you have questions about policy or eligibility of documents, contact: Dana Mohr at: [dmohr@sbgh.mb.ca](mailto:dmohr@sbgh.mb.ca) or telephone: 204-258-1081 (fax: 204-231-0647)

