
Translation Network Guidelines

2019



Overview

The Translation Network provides translation services to Ontario health service providers (HSPs) who have been designated under the [French Language Services Act](#) or who have been identified to plan and deliver services in French. Subject to the availability of funding, the Translation Network supports these HSPs in improving the active offer* and quality of French language health services through translation, from English to French, of documents intended primarily for patients, clients, residents of long-term care (LTC) homes and the general public.

*An active offer refers to a series of measures that are taken in order to ensure that French language services are clearly communicated, visible, available at all times, easily accessible and equivalent to the quality of services offered in English. This includes measures related to communications – signage, notices, social media and all other information on services – as well as at the time of initial contact with French-speaking clients.

**Source: Office of Francophone Affairs, Agency Designation Plan and Evaluation Tool (2014)*

Eligibility

Only designated or identified health service providers (HSPs) may access the Translation Network's services. See Appendix A for the list of eligible and ineligible documents.

Cost

The Translation Network is funded by the Ministry of Health. Services are offered at no cost to designated and identified HSPs.

Request for Services

Material to be translated should be sent by e-mail (**final versions only**). A Request for Service form must accompany each request. HSPs should provide any relevant details that could facilitate the translation process. Please ensure that the contact person is available to answer any questions in a timely manner.

Note: HSPs should inform Translation Network staff of incoming e-mails with large files attached, as they may be rejected by servers. The size of a file increases based on the graphics (photos, images, etc.) it contains.

Word Count

The number of words to be translated must be indicated on the request form. Most software programs have a word count function. HSPs should ensure that the word count provided includes text boxes, images, headers, footers, etc.

Formatting

Formatting of documents is the responsibility of the HSP. If documents for translation are provided in a workable format (i.e. Word, PowerPoint, Publisher), efforts will be made to preserve the initial formatting. However, Translation Network staff performs only basic formatting tasks. If documents are provided in PDF format, the translation will be returned in a basic Word document for the HSP to format, and then return for proofreading.

Time Frames

The Translation Network offers services to approximately 300 HSPs. It is therefore important to consider the translation process in the planning of a project. For lengthy or time-sensitive documents, Translation Network staff should be contacted in advance to discuss feasibility and timelines.

Material needed for a public health emergency will be given priority.

If lead time is insufficient, the request will be considered inadmissible. A list of freelance translators can be provided should the HSP wish to pursue translation at its own cost.

Updates to Previously Translated Materials

It is the responsibility of the HSP to flag all changes to material previously translated by the Translation Network, using track changes wherever possible.

Proofreading of Material Translated by the Network

If such material is retyped or formatted, the HSP should submit the formatted version for proofreading prior to printing and distribution. Should an HSP modify, retype or reformat a translated document without having it proofread, the Translation Network will not be held responsible for errors.

Patient Files

The Translation Network does not translate patient files.

Review of Documents Produced in French by HSP Staff

The Translation Network does not review documents written in or translated into French by HSP staff.

Confidentiality

While the Translation Network ensures the confidentiality of all material submitted for translation, HSPs are asked to remove all patient-identifying information.

Copyrighted Material

The Translation Network does not translate material that is protected by copyright unless written permission to translate the document or excerpt has been obtained from the copyright holder. It is the HSP's responsibility to obtain such permission and to provide it to the Translation Network.

Appendix A

The following types of documents intended for clients¹ and the general public are deemed eligible. However, the Translation Network reserves the right to refuse requests for various reasons including tight deadlines, financial constraints, and inconsistency with the Network's mandate.

Eligible Translation Requests

AFF	Signage intended for clients and the general public.
ANN	Job postings not exceeding 700 words for positions where French language skills are listed as a requirement or an asset; interview questions to be asked in French; recruitment material for francophone health care professionals.
APP	Documents published by a third party which support programs and services offered by an HSP. <i>Written permission from the third party to use its documents and have them translated must accompany the request. Subject to the approval of the Manager of the Translation Network.</i>
CAF	Business cards and name tags for employees able to offer services in French.
COM	Press releases pertaining to the delivery of and access to health care services, of interest to the general public.
COPT	Correspondence to French-speaking clients or members of the general public.
CPU	Correspondence, comments and feedback from a French-speaking client or member of the general public to an HSP (translation from French to English).
DIS	Speeches to be delivered at a community event.
DOS	Summaries of therapy reports to be given to the client.
ENG	Meeting notices, agendas and material distributed at community engagement and information sessions.
FON	Fundraising material (correspondence, forms, etc.) for distribution to the general public.
FOR	Forms, surveys, questionnaires, and consents to be filled out and/or signed by clients or members of the general public.
INF	Resources created by an HSP for clients or the general public.
MES	Automated messages.
POL	Policies or policy-related procedures directly intended for patients, clients, families or residents of long-term care homes.

¹ For the purposes of this document, “clients” includes clients, patients, residents of Long-Term Care homes and family members.

Appendix A

- RAN** Annual reports and strategic plans to be communicated to the general public and/or distributed to the community. A condensed version may be requested.
- REU** Minutes of Resident Council and Family Council meetings.
- VID** Scripts for videos intended for clients and/or the general public.
- VOL** Information, procedures, guidelines, or newsletters for volunteers of an HSP.

Appendix A

The following types of documents are not eligible for free translation services, which is not to say they should not be translated. A list of freelance translators can be provided should the HSP wish to pursue translation at its own cost.

Ineligible Translation Requests

ACA	Administrative correspondence between agencies.
AFI	Signs not intended for clients or the general public.
ANA	Job postings exceeding 700 words or for positions where French language skills are NOT a requirement or an asset.
AUT	Documents subject to copyright and/or for which permission to translate was not granted; documents produced by for-profit companies (i.e. NRC Picker or OHA surveys and materials).
BUI	Material intended for health care professionals or other agencies.
COR	Revision of French material written by HSP volunteers and/or staff.
COS	Material, including consent forms, for research projects and clinical trials.
CUR	Documents which are not current, i.e. news releases that are not released simultaneously in French and English; dated information to be posted on a website.
DEJ	Documents for which there is an existing translation or a relatively similar French language equivalent that can be adapted to meet the needs of the HSP.
DIV	Documents for which the Ministry of Health (MOH), the Ministry of Long Term Care (MLTC), LHIN, or other ministry/agency/corporation has granted funding for translation or advised the HSP to foresee translation costs.
FIL	Patient files.
FIN	Grant proposals or requests for funding.
FTA	Documents to be translated from French into English (except correspondence from a French-speaking client or member of the general public to an HSP).
INT	Internal documents intended primarily for staff, i.e. bylaws, policies, and procedures.
IRS	Documents produced by a research institute.
JOB	Job descriptions.
LHI	Documents for LHIN initiatives.
LON	Very lengthy documents for which translation costs would be excessive.
MEM	Memorandums of understanding between agencies and others (i.e. school boards).
MIN	Documentation requested in French by the MOH, the MLTC or a LHIN (quarterly reports, QIP plans, accessibility plans, statements of expenses, public sector salary disclosures, etc.).

Appendix A

- MOH** Documents for programs that are not base-funded by the MOH, the MLTC or a LHIN (i.e. Ministry of Children, Community, and Social Services funded programs, Healthy Kids Community Challenge, etc.) or who are funded through other sources (Trillium, United Way, etc.).
- NET** Documents produced by a network or group of agencies where the lead agency is not an HSP. *To be reviewed on a case-by-case basis by the Manager of the Translation Network.*
- NON** Material not consistent with the Translation Network’s guidelines to further the delivery of French language health services or improve access to French language health services, i.e. website terms of reference, biographies.
- OND** Documents produced by an HSP not authorized to receive the Translation Network’s services.
- PAT** Requests that do not allow sufficient lead time.
- PRO** Documents of a provincial or national scope, i.e. produced by a provincial or national program or organization.
- PRV** Minutes of board or committee meetings, except for Family and Resident Council meetings.
- RFP** Documents that an HSP should provide in French in accordance with a contract obtained through a request for proposals.
- SCI** Academic papers, commissioned reports on technical questions, technological development updates, technical descriptions of facilities, and literature reviews or biographies of staff members and researchers in specialized areas of research.
- VEN** Material for which the translation will subsequently be sold for profit by the HSP or a third party.
- WID** Information not widely distributed to the general public or target audience (with the exception of personal correspondence) or to be provided upon request only.
- WWW** Website content that does not meet eligibility criteria.

There may be documents and circumstances other than those listed above. In such cases, Translation Network members will consult the Manager of the Translation Network.