

## **TRANSLATION SERVICES POLICY**

**Office of French Services  
Public Service Secretariat  
Government of Newfoundland and Labrador**

**May 2010**

(This policy replaces the February 2005 version.)

## Translation Services Policy

### **Policy Statement**

The mandate of the Office of French Services (OFS), Public Service Secretariat, is to increase the capacity of the Government of Newfoundland and Labrador to deliver services in French and to contribute to the development and vitality of the province's Francophone community. The Office of French Services is therefore committed to providing provincial government departments and central agencies with a quality *translation* service aimed at facilitating communication with the Francophone public and carrying out government business.

This Translation Services Policy provides a framework for access to and delivery of a consistent and reliable translation service. Requests for translation of documents into either of Canada's official languages (French and English) must be referred to the OFS.

This policy does not apply to *interpretation* as the OFS does not offer interpretation services.

### **Key Principles**

**Quality of Service** - The OFS provides a quality translation service to government departments and central agencies notably by working with professional translators and applying a *quality control* process.

**Privacy** - The OFS is committed to ensuring the protection and confidentiality of information contained in all documents submitted for translation.

### **Application**

This policy applies to all government departments and central agencies.

### **Definitions**

*Client* – for the purposes of this policy, a client refers to a government department or central agency. The OFS does not provide service to entities or individuals outside of government.

*Foreign Languages* – refers to languages other than French and English. Note: Aboriginal languages are not considered to be foreign languages.

*Interpretation* – oral translation

*Quality Control* – proofreading and formatting process to ensure linguistic quality and content accuracy

*Target Language/Dialect* – the language/dialect into which the document will be translated

*Translation* - the process of accurately rendering the meaning of a text from one language into another with no change in content, tone or style of the message

## **Roles and Accountabilities**

The following outlines the responsibilities the OFS and departments/central agencies (*clients*) have under the Translation Services Policy:

### ***Client Responsibilities***

It is the responsibility of the client to:

- a. assume the costs of its translation needs;
- b. ensure that the necessary funds are encumbered in advance (i.e. obtain a purchase order number) to cover off the cost of translation in accordance with the Financial Administration Act;
- c. contact the OFS (by phone at 729-0311 or by email at translation@gov.nl.ca) in a timely manner to make arrangements for translation;
- d. specify the requirements of the translation request (e.g., *target language/dialect*, target audience, full or summary translation, deadline, format, etc.);
- e. provide the document(s) to be translated as well as any reference material or previously translated documents that would enable the translator to use consistent terminology;
- f. provide the document to be translated in a Microsoft product format; other formats may affect deadlines and cost;
- g. notify the OFS if changes have been made to a document after it has been submitted for translation or if, after receiving a completed translation, the client wishes to make any changes;
- h. provide the phone number and email address of the person requesting the translation, as questions may arise regarding the information to be translated;

- i. provide the source of quotations and the meaning of uncommon abbreviations and acronyms;
- j. provide the OFS with a final proof of documents destined for printing (e.g. posters, signs, brochures, advertisements) as errors can occur during the formatting and pre-printing phases;
- k. provide written permission to the OFS for translation of any document under copyright; and
- l. keep the translated document and original on file for future reference. The client is the office of primary responsibility for these documents.

### ***Office of French Services Responsibilities***

It is the responsibility of the Office of French Services to:

- a. deliver and coordinate a translation service for government departments and central agencies;
- b. provide professional advice and assistance to clients in determining their translation needs;
- c. meet mutually agreed upon deadlines; however, if extenuating circumstances prevent the OFS from meeting a deadline, the client will be advised and a new deadline negotiated, if possible;
- d. establish translation priorities. The time it takes to complete a translation depends on the length and format of the document, complexity of subject matter and workload.
- e. provide a cost estimate. Clients should note that many factors influence the cost of translation including language, subject matter, whether the content is general or specialized, length of document and deadline.
- f. provide to the client, in a timely manner, an invoice for services rendered;
- g. use consistent terminology in all translations;
- h. offer a *quality control* process as part of its service;

- i. protect the privacy of translated documents and their corresponding originals by complying with the provisions of the Access to Information and Protection of Privacy Act (ATIPPA) and the Office of the Chief Information Officer's Information Protection/Management policies;
- j. keep a copy of the original document and the translation as per the OFS' retention/disposal schedule for translation records;
- k. maintain a database documenting requests for service;
- l. if necessary, coordinate services where documents require translation into a language other than French or English; and
- m. evaluate this policy within 3 years of its date of approval.

### **Information Management and Confidentiality**

The OFS and its clients are subject to the Access to Information and Protection of Privacy Act (ATIPPA) and Information Protection/Management policies issued by the Office of the Chief Information Officer. Therefore, the OFS treats all information provided by the client as confidential and protects that information accordingly.

The OFS takes the following measures to ensure the appropriate transmission, retention and disposal of translations and corresponding original documents.

- The OFS will abide by its retention and disposal schedule for translated and original documents.
- While in the possession of the OFS, copies of documents and corresponding translations are stored in locked filing cabinets and on secure government servers.
- When confidential documents must be transmitted outside the government firewall, the OFS takes the necessary precautions to protect those documents including using encryption and password protection.
- Once the translation process has ended and the client is in receipt of the translation, documents (originals and translations) containing personal information will either:
  - 1) be anonymized (identifying information removed) and kept on file at the OFS; or

2) be completely removed from the OFS' filing system should the OFS deem it inappropriate to store those documents for any period of time.

The anonymization/removal of translations and original documents held by the OFS will be addressed with the client as necessary.

### **Additional Information**

- a. It is difficult for the OFS to provide translation of isolated words as meaning is related to context. In order to translate independent terms accurately, the OFS requires background or reference information.
- b. The OFS uses various terminology resources, including databases, glossaries, lexicons, etc., which help to ensure consistent terminology is used in all translations.
- c. When translation services are required in *foreign* or Aboriginal languages, the OFS may coordinate the translation process but cannot offer its *quality control* service.
- d. All other questions regarding translation services and this policy should be referred to the OFS by calling 729-0311 or by emailing [translation@gov.nl.ca](mailto:translation@gov.nl.ca).

### **Related Statutes and Agreements**

- Access to Information and Protection of Privacy Act (ATIPPA)
- Financial Administration Act
- Public Tender Act
- Intergovernmental Agreement on Language Services between the Government of Newfoundland and Labrador and the Translation Bureau (Public Works and Government Services Canada)
- Copyright Act (federal statute)