

Crisis Translation

Lesson 2: Crisis Scenario I - Management

Dr Emmanouela Patiniotaki



HELLENIC REPUBLIC
National and Kapodistrian
University of Athens

The author's content is copyright-protected.
Any reproduction or dissemination without a license is considered illegal in every context.

About the module

Lesson	Thematic Units
1	<u>Introduction to Crisis and Crisis Translation</u> <u>Understanding crisis</u>
2	Crisis Policies & Communication <u>Understanding stakeholders</u>
3	<u>Language and Translation as a means of communication in Crisis</u> <u>Understanding language</u>
4	Ethics in Crisis Translation <u>Project Management in Crisis</u>
5	Greek Crisis Management and Policies <u>Controlled Language</u>
6	<u>Interpreting and Translation in Crisis</u> <u>Training resources</u>
7	Translators with or without resources in Crisis <u>Pre-editing for MT</u>
8	Translation stages in Crisis – Preparedness <u>Post-editing for MT</u>
9	Access to political and social resources <u>Translating for Immigration</u>
10	The role of Social Media <u>Translating for Disability</u>
11	Machine Translation Quality <u>Translating in Medical contexts</u>
12	Speed and collaboration <u>Translating Guidelines</u>
	<u>Practical translation topics will be spread within various units</u> ©2021 Patiniotaki

Feed: Crisis Communication & Translation

- A city of three million people
 - 25% are new immigrants (some migrant worker, some refugee)
 - Some are native speakers of English
 - Others have strong English ability
 - Others have limited English ability
 - Others still have no ability on English
 - The city floods very badly and people need to be told what to do, where to go etc.
- What needs to be translated?
 - When?
 - What are the interpreting needs?
 - When is interpreting required?
 - Who will provide the interpreting?
 - What are the implications if no T&I is provided at all?
 - Who is responsible for providing the T&I?

T&I in Risk communication

Adapted from Minako O' Hagan (The University of Auckland)
and Federico Federici (University College London)

Topic: Risk communication

- “Six principles of effective crisis and risk communication are emphasized:
 1. **Be First:** Crises are time-sensitive. Communicating information quickly is almost always important. For members of the public, the first source of information often becomes the preferred source.
 2. **Be Right:** Accuracy establishes credibility. Information can include what is known, what is not known, and what is being done to fill in the gaps.
 3. **Be Credible:** Honesty and truthfulness should not be compromised during crises.” (Reynolds and Seeger 2012: 2)

Reynolds, Barbara, and Matthew W Seeger. 2012. "Crisis and Emergency Risk Communication. 2012 Edition." US Department of Health and Human Services - Centers for Disease Control and Prevention. Atlanta, GA.

Topic: Risk communication

- 4. Express Empathy:** Crises create harm, and the suffering should be acknowledged in words. Addressing what people are feeling, and the challenges they face, builds trust and rapport.
- 5. Promote Action:** Giving people meaningful things to do calms anxiety, helps restore order, and promotes a restored sense of control.
- 6. Show Respect:** Respectful communication is particularly important when people feel vulnerable. Respectful communication promotes cooperation and rapport.” (Reynolds and Seeger 2012: 2)

Topic: Risk communication

- Whether part of readiness or response, risk communication is an essential element of any planning to minimize the impact of a crisis
- Communicating risk is complex
- “Risk communication is a primary tool for achieving understanding and cooperation from society” (Rogers and Pearce 2013: 66)

Topic: Risk communication

- Communicating risk is dependent on cultures
- 'López-Rousseau (2005) and Fasolo et al. (2008) suggest that the role of cultural factors must be taken into consideration when discussing variations in public behavioral responses to extreme events.' (Rogers and Pearce 2013: 69)

Rogers, Brooke M., and Julia M. Pearce. 2013. 'Risk Communication, Risk Perception and Behavior as Foundations of Effective National Security Practices.' in Babak Akhgar and Simeon Yates (eds.), *Strategic Intelligence Management: national security imperatives and information and communications technologies* (Butterworth-Heinemann).

Fasolo, Barbara;, Zhifang Ni, and Lawrence D. Phillips. 2008. "A Study of The Impact of The July Bombings on Londoners' Travel Behaviour." In. London.

López-Rousseau, Alejandro. 2005. 'Avoiding the Death Risk of Avoiding a Dread Risk', *Psychological Science*, 16: 426-28.

Topic: Risk communication



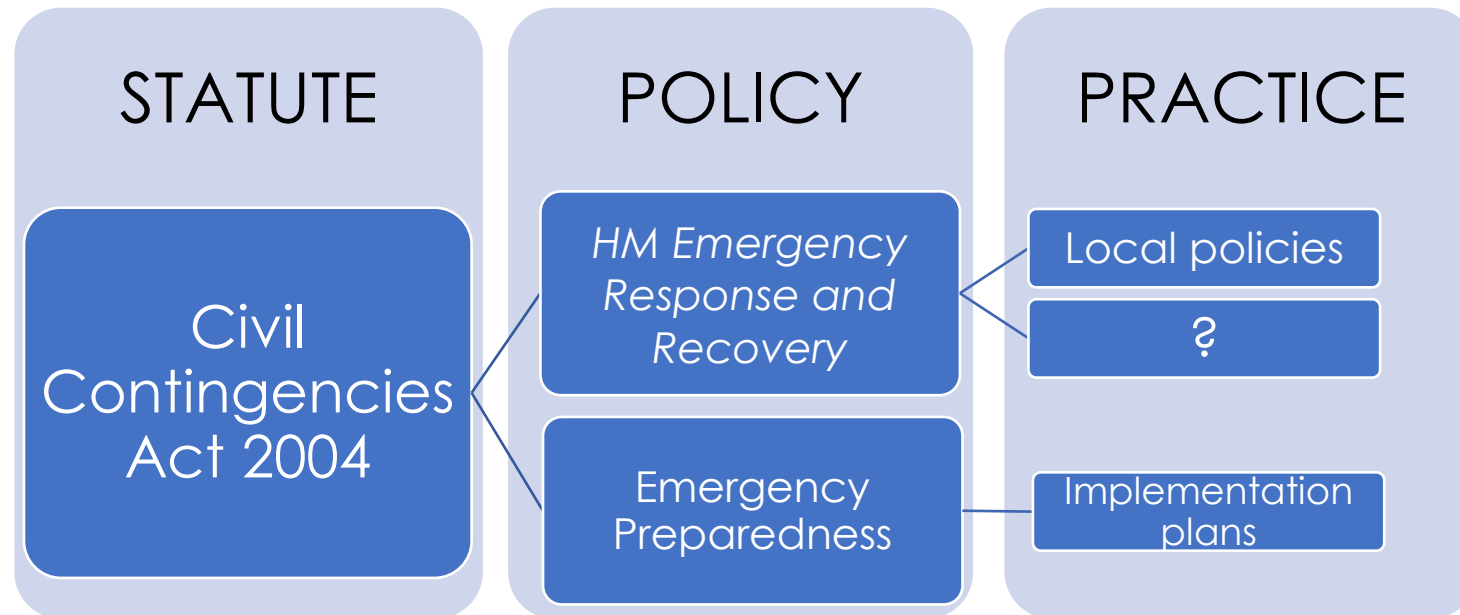
Topic: Risk communication

- Eric Pickles 2013 statement when he was Communities and Local Government Secretary in the UK, who said of translations of leaflets and documents as leading to: “an unintentional, adverse impact on integration by reducing the incentive for some migrant communities to learn English” (The Telegraph 2013)



Topic: Risk communication

An example from the UK



Topic: Risk communication

- “7.7.7. Some people may have language difficulties: help from translators and interpreters may therefore be needed [...].
- Practical assistance with foreign languages is available in the simple to use British Red Cross Multi-lingual Phrasebooks, one for medical emergencies and the other for major incidents. (*UK HM Emergency Response and Recovery Non statutory guidance accompanying the Civil Contingencies Act 2004*; p. 130).



14 June 2017

Topic: Risk communication

- Implementation example: Grenfell Tower, Day 10
 - “Leila al-Halabi, who has been volunteering in the area since the fire [...] said the council was not doing enough to make sure families got what they needed. “It’s volunteers doing this and many families do not even know where to get what or what they are entitled to. Still, translators are not offered,” she said.”

The Guardian, Saturday 24 June 2017, 16.28 BST

Topic: Risk communication



- “Persuading [the charity Inquest](#) to translate information was easy and took 72 hours, thanks to volunteers. Language Reach translated 18 languages in 48 hours, free. The council and the government have no excuse. It’s almost as if they don’t understand their capital city’s history. As has often been the case in the aftermath, the community and volunteers have had to plug the gaps left by an absent council and preoccupied parliament. The strength and dignity on display, across all cultures and ages, is an example to the whole country.”

Allen, Lily and S. Duckworth. 2017. ‘Speak to Grenfell survivors in language they can understand’. *The Guardian*, 15.07.2017. <https://www.theguardian.com/commentisfree/2017/jul/15/speak-to-grenfell-survivors-in-a-language-they-understand>

Topic: Risk communication

- So what is happening in the Greece?
- Is there any strategy to provide support to non-native speakers of Greek as part of a disaster response?

Crisis Scenario I – Translating Covid19 Vaccine info for immigrants

Emmanouela Patiniotaki
University College London



[@CrisisTrans](https://twitter.com/CrisisTrans)

This project has received funding from the European Union's Horizon 2020 Research and Innovation programme under the Marie Skłodowska-Curie grant agreement No 734211.



Structure

- Understanding crisis scenario
- Planning project management
- Translating material
- Delivering material

Topic: Medical

- Task 1

- Divide into small groups
- In 30 minutes identify important terminology from the quotes text of the “Bulletin for refugee and immigrants’ vaccination for COVID19” (pages 2-4 – highlighted text) [Source: <https://www.moh.gov.gr/articles/health/dieythynsh-dhmosias-ygieinhs/emboliasmoi/alles-systaseis-ths-ethnikhs-epitrophs-emboliasmwn/6359-emboliasmoi-prosfygwn-metanastwn>]

Topic: Medical

- Task 2

- In the same groups, create a list of useful resources that you found and which are relevant to the topic. Share them with the group.

Topic: Medical

- Task 3 – The scenario

- The human right to information

ΣΥΝΤΑΓΜΑ: Το δικαίωμα στην πληροφόρηση εμπίπτει στο πεδίο προστασίας των διατάξεων του άρθρου 5 παρ. 1 του Συντάγματος, που κατοχυρώνει το δικαίωμα της ελεύθερης ανάπτυξης της προσωπικότητας (σε συνδυασμό και με τις διατάξεις του άρθρου 2 παρ.1) και της συμμετοχής στην κοινωνική, οικονομική και πολιτική ζωή της χώρας, των διατάξεων του άρθρου 14 παρ.1, που κατοχυρώνει την ελευθερία της έκφρασης, και των διατάξεων του άρθρου 5Α, που αναγνωρίζει το δικαίωμα στην πληροφόρηση. -Το δικαίωμα στην πληροφόρηση καθιερώνεται πλέον ρητά στην διάταξη του νέου άρθρου 5Α παρ. 1 του Συντάγματος ως ατομικό δικαίωμα, υπό την επιφύλαξη του νόμου, με τον οποίο μπορούν να επιβληθούν περιορισμοί. Με την παρ. 2 του άρθρου 5Α του Συντάγματος, θεσπίζεται το δικαίωμα «συμμετοχής στην Κοινωνία της Πληροφορίας» και η υποχρέωση του Κράτους να διευκολύνει την πρόσβαση στις πληροφορίες που διακινούνται ηλεκτρονικά καθώς και την παραγωγή, ανταλλαγή και διάδοσή τους.

Topic: Medical

- Task 3 – The scenario

- In a refugee camp in Syros, members of Doctors Without Borders arrive to help with the vaccination of refugees. They are planning to stay for three in order to complete the vaccination process. The camp hosts 2,000 refugees. 50% speak Arabic only, 20% speak Dari and English, 30% understand Greek at a basic level.
- You are members of a translation volunteer community.
- Many of the refugees refuse to be vaccinated because they were not warned about it and have received no information about the vaccines. The bulletin has not been made available to them. All the information they have is from oral interpreting services within the camp.
- Your task is to organize a workflow and provide a useful translation of the whole bulletin within a day.

Topic: Medical

- Task 4 - Homework

- Each member of your team will need to translate part of the bulletin in English.
- Create a file with the source, the target and a short paragraph of what your role was and what the problems you encountered were.
- Be ready to discuss the task in class next week.

Thank you!

References available within the slides