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# Translation Network Guidelines

2019



## Overview

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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

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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

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

## Request for Services

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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

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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

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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

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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

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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

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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

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The Translation Network does not translate patient files.

## Review of Documents Produced in French by HSP Staff

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

## Confidentiality

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

## Copyrighted Material

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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.