



## Translators without Borders - European refugee response Information in the right language at the right time

### Translators without Borders. Because Language Matters.

Translators without Borders (TWB) is a US non-profit organization that provides people with access to vital information in a language they understand. TWB's mission is to increase access to critical knowledge (especially in areas of health, human rights, and humanitarian response), using local language.

Since September 2015, TWB has deployed its Words of Relief crisis response program to support organizations working with refugees and migrants across Europe. We offer services and open resources to non-profit partners and language professionals.



*“A very big issue that we are trying to build on is the matter of trust. When you see something that is addressed to you in your own language, you feel a relief that here somebody is waiting for you.”* – Olympia Christoforidou, former staff of Norwegian Refugee Council

## Non-Profit Partner Services

### 1. Professional Translation

TWB provides translations of program materials, especially direct communications with refugees and migrants. Professionally trained translators, working remotely and in teams, provide fast turnarounds for all refugee/migrant languages. Computer-assisted translation tools increase consistency and ensure high-quality translations; audio and video services are also available. Translation packages are available at various levels of service; more information can be found here <https://translatorswithoutborders.org/access-translation-services/>. (*Selected organizations working in Greece will be covered by existing funding arrangements until 15 September 2017.*) TWB also offers subtitling for videos, pre-recorded multi-lingual audio and video messages, and text-to-speech translation.

## 2. Interpreter Platform

The TWB interpreter platform is a job and tools resource for organizations in need of professional interpreting and/or cultural mediation services. It connects them with candidates who present themselves with a profile and will offer a language testing function to help organizations to evaluate potential candidates. It will be fully functional by September 2017.

## 3. Language Testing

TWB offers oral language testing for partners recruiting multilingual staff. Testing is available in Arabic, Farsi/Dari, and Kurdish (Kurmanji and Sorani); other languages can be arranged. From September 2017, TWB language testing will be an online service offered on the interpreter platform.

## 4. Training

TWB provides one-day training courses for interpreters, cultural mediators, and translators working with refugees and migrants in Europe. TWB will be offering more comprehensive modular training packages, including e-training, from September 2017. Content includes an introduction to humanitarian interpreting/translating and best practices for both untrained and professional interpreters, cultural mediators and translators working in humanitarian contexts.

## 5. Comprehension and Language Research

TWB conducts comprehension testing with refugee and migrant populations, evaluating and measuring against considerations such as origin, age, gender, literacy levels and disabilities. TWB also provides recommendations for improving comprehension thereby improving the overall information provision.

## 6. Communication and Content Review

TWB can help partner humanitarian organizations understand the communication needs of their target audiences and tailor their communication to their languages, literacy and education levels, and situation as part of a translation package. This can include recommendations on adapting content through simplification, contextualization, and audio, and on dissemination channels.

### Open Resources

#### ► Terminology Support

TWB develops multilingual glossaries for specific sectors, contexts, and organizations to increase the consistency of translation and interpreting. The current open glossary mobile app tailored to the European refugee response is available in Arabic, Farsi/Dari, Kurmanji, and Sorani. A glossary focused on protection is also available in Hausa and Kanuri; both apps are available here <http://app.translatorswb.org/>.

#### ► Interpreter Resources

TWB provides support for interpreters and cultural mediators through free resources for interpreting, available here:

<https://translatorswithoutborders.org/about-us/resources/>.

Additionally, interpreters and cultural mediators will shortly be able to post their profiles free of charge on the interpreter platform, to connect with potential employers and colleagues.

#### ► National Translation and Interpreting Working Group (Greece only)

TWB hosts a forum for multilingual staff and volunteers to discuss shared challenges such as the consistent translation of common terminology, access to training opportunities, and peer support. Relevant issues are referred to the Communication with Communities (CwC) Working Group. Interested participants are welcome to join the mailing list: [foivos@translatorswithoutborders.org](mailto:foivos@translatorswithoutborders.org).

## For more information about Translators without Borders

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