



INTRODUCING vicki™

MESSAGE FROM THE PRESIDENT

I am pleased to announce that Able Translations has launched vicki™, its new video interpreting service. Like all of our language services, vicki™ is available 24/7. It provides access to quality interpreting using a secure, reliable audio and video connection. vicki™ represents the next evolution of interpreting, one that provides high quality service, on-demand, anywhere the internet is available.

I would also like to note that developers from both Able Translations and SmartSimple have collaborated to make it even easier for our mutual clients to arrange for language and transportation services. Able Translations' scheduling system has been linked to SmartSimple's Case Management system, allowing clients to send us referral information without leaving their system.

These innovations are part of our commitment to providing exceptional customer service through continuous improvement. We remain dedicated to providing you with the best language services in the industry.

Wilson Sandro Teixeira

NEWS

Introducing "vicki™" – Next Generation Interpreting

Able Translations is proud to introduce vicki™, our new video interpreting service. It is an innovative solution designed to help organizations address the ever-growing need for on-demand multilingual communication and sign language.

vicki™ provides the ultimate level of flexibility while maintaining quality interpreting. vicki™ can now bring you face-to-face with a qualified language professional, on demand, at the touch of

a button. The need for travel is effectively reduced, allowing interpreters to be available for more assignments over greater distances. It also opens up new possibilities for remote areas and allows organizations to provide interpreting to the deaf and hard-of-hearing by making American Sign Language (ASL) available.

Able Translations' language professionals have hundreds of hours of interpreting experience in fields that include medical, legal, hospitality, insurance and financial, among others. For organizations requiring highly specialized terminology, interpreter training sessions can be arranged.

vicki™ is offered in the following 12 languages (additional languages will be added as demand increases):

- American Sign Language
- Arabic
- Cantonese
- French
- Italian
- Mandarin
- Portuguese
- Punjabi
- Russian
- Spanish
- Tamil
- Vietnamese

We welcome you to visit our new vicki™ website at www.seevicki.com.

An Able Translations / SmartSimple Collaboration

Able Translations and SmartSimple are major suppliers to the insurance and healthcare market. It seems natural that the organizations would collaborate on a project to make the customer experience even better. Now, organizations that use SmartSimple's Case Management system will have the option to request interpreting, translation and/or transportation services from Able Translations directly from their case management system.



Customers enter their client data once. Client information, language and transportation requirements are then securely transmitted to Able Translations. A confirmation email is sent back to the customer through SmartSimple acknowledging the request and confirming that that it is being scheduled. The result: customers save time and eliminate potential errors that can arise through data entry repetition.

To activate this new case management feature at no cost, contact SmartSimple.

HUMAN RESOURCES

We are pleased to welcome our new vicki™ interpreters in 12 languages! We would also like to congratulate Leah Mackay





on her promotion to Sales Representative, and Barbara Kawczak on her promotion to Customer Relations Specialist.

INDUSTRY NOTE
Access to Language Services through Video Interpreting

In a country as culturally diverse as Canada, interpreting services are vital to guarantee access to essential services such as health, justice and law enforcement. The Canadian Charter of Rights and Freedoms (CCRF) establishes an individual's fundamental right to access to interpreting services. Section 14 of Part 1 of the CCRF states that "a party or witness in any proceedings who does not understand or speak the language in which the proceedings are conducted or who is deaf has the right to the assistance of an interpreter."

There is consensus that language barriers can render fundamental rights meaningless. When on-site interpreting is not feasible or is needed instantly, video interpreting becomes an optimum alternative. The visual contact and the ability to acquire contextual information makes video interpreting almost as effective as on-site interpreting. In addition, video interpreting helps maximize the use of interpreters when demand is high and availability is scarce.

As with many novelties, there are myths about video interpreting. Yet the facts show that it is a practical, high-quality and cost-effective alternative. Video interpreting units offer high-quality video and audio through a dedicated and reliable broadband connection; they are mobile, easy to use and do not need to be connected to a computer.

Video interpreting can help public and private organizations guarantee the availability of high-quality interpreting when and where it is needed most, and more importantly, address equity concerns in the provision of essential services.



RIDE TO CONQUER CANCER

Congratulations to Robert Hoffmann on finishing in the seventh place!

Special Thanks to All Our Sponsors!



SOME DATES TO REMEMBER

OCTOBER

- 1• Simchat Torah - Judaism
- 5• World Teachers' Day
- 11• Columbus Day - United States
- 11• Thanksgiving - Canada
- 31• Halloween
- 31• Reformation Day - Protestant Christian

NOVEMBER

- 1• All Saints Day - Christianity
- 5• Diwali - Hinduism, Sikhism
- 11• Remembrance Day - Canada
- 13• World Kindness Day
- 16• Day for Tolerance - UN
- 17• Eid al-Adha - Islam
- 21• Feast of Christ the King - Christianity
- 25• Thanksgiving - United States

DECEMBER

- 2• Hanukkah - Judaism
- 7• Islamic New Year
- 8• Bodhi Day (Rohatsu) - Buddhism
- 10• Human Rights Day - UN
- 24• Christmas' Eve
- 25• Christmas
- 26• Kwanzaa - African Culture Celebration
- 31• New Year's Eve

Call Ms. Hoa La, Vice-President of Sales, at 1 800 840 5370, ext. 7271 today to find out more about our services and how Able Translations can enable your company to overcome linguistic and cultural gaps more easily and effectively. Able Translations — Your local global partner.™

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