



MAY 6-8, 2009

VANCOUVER, BRITISH  
COLUMBIA, CANADA



# Global Voices

LOCAL RESULTS

*Interpreters in health, legal, and public services*

[www.criticallink.org/2009conference](http://www.criticallink.org/2009conference)

May 6-8, 2009 Vancouver, BC, Canada



Interpreters in health, legal, and public services

*An international conference in beautiful British Columbia, Canada*

Dynamic keynote speakers, exciting multi-disciplinary panels, and interactive breakout sessions will explore international best practices, innovations, and improved services for our increasingly global community.

### THE VENUE

**Marriott Vancouver Pinnacle**  
**Downtown**  
**1128 West Hastings Street**  
**Vancouver, British Columbia**  
**V6E 4R5**  
**Canada**  
**Tel: 604-684-1128**  
**Toll Free: 1-800-207-4150**

### HOTEL ACCOMMODATION

A block of rooms has been reserved for the conference at a rate of \$199.00 (plus applicable taxes) single or double occupancy from May 5 to May 7, 2009. Rates are in effect three days prior and three days post-conference. Reservations must be received before Sunday, April 5, 2009. After this time rooms are on an availability basis only. Please refer to "Global Voices Conference" when making reservations by phone. Online reservations may be made by visiting the conference website and going to Hotel Accommodation for an immediate link. Group code: CLCCLCA

### SPONSORS *(At the time of printing)*

#### Platinum Level



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#### Copper Level

**MOSAIC Language Services**  
**University of Alberta**

### CEU ACCREDITATION

*Approved by the following organizations*



Registry of Interpreters for the Deaf (RID) certified interpreters may receive continuing education units by contacting [avlic@avlic.ca](mailto:avlic@avlic.ca) prior to May 5th, 2009.

**STIBC:** Contact your local office

**ATA:** 10 CE Points Approved



# The Program

Simultaneous interpreting and ASL interpreting will be available at plenary sessions and a select number of concurrent sessions.

## Tuesday, May 5, 2009

7:00 pm to 9:00 pm Registration desk open  
7:00 pm to 9:00 pm Welcome Reception

## Wednesday, May 6, 2009

*Theme of the Day: The Impact of Globalization and the Community Interpreter*

7:30 am Registration desk open  
8:00 am Exhibit displays  
8:30 am Opening Remarks and Formal Welcome  
9:15 am Plenary Keynote Speaker  
*Globalization and the Community Interpreter*  
David Baxter, Executive Director, Urban Futures Institute  
10:45 am Refreshment Break  
11:00 am Plenary Panel  
*Risk, Liability and Interpreter Services*  
Public Sector: Valerie Gidney, INTRAN  
Legal Sector: Michael Girard, Principal, Girard Law Office  
Health Sector: Dr. Sarah Bowen, Assoc. Prof., School of Public Health, University of Alberta  
12:30 pm Lunch (Buffet service—included in registration)  
Lunch Speaker: Gonzalo Peralta, President, AILIA  
*AILIA and the Development of Community Interpreting in Canada*  
1:45 pm Concurrent Sessions – see listing on page 8  
3:15 pm Refreshment Break  
3:30 pm Plenary Keynote Speaker  
*Equitable Service Delivery: The Global Influence and the Local Reality*  
Dr. Lloyd Axworthy, President and Vice-Chancellor, University of Winnipeg  
4:30 pm Plenary Closing Remarks  
Evening Enjoy free time to explore the many sites and world-renowned restaurants in Vancouver

## Thursday, May 7, 2009

*Theme of the Day: Innovations, Technology and Best Practices*

8:00 am Registration desk open  
Exhibit and poster displays  
9:00 am Opening Remarks  
9:15 am Plenary Panel  
*Language Constituencies: Best Practice Approaches to Access*  
Panel members:  
Visual Language: Debra Russell, Director, Western Canadian Centre of Studies in Deafness, University of Alberta  
Aboriginal Languages: Madeleine d'Argencourt, Director of Official Languages, Government of Nunavut  
Immigrant and Refugee Languages:  
Manpreet Grewal, Manager, Multicultural & Immigrant Services Dept., Abbotsford Community Services  
Minority Official Language (French): Société Santé en français  
10:45 am Refreshment break  
11:00 am Concurrent Sessions – see listing on page 8  
12:45 pm Lunch (plated service—included in registration)  
Lunch Speaker: Doug Lipp, President of Douglas Lipp and Associates  
*The Art of Exceptional Customer Service and Leadership: Managing Change, Global Competitiveness*  
2:15 pm Plenary Panel  
*Interpreter Associations: Best Practices from the Field*  
Panel members:  
Representatives from AVLIC, CLC, IMIA, and NAJIT  
3:30 pm Refreshment break  
3:45 pm Plenary Keynote Speaker  
*Accessible Services through Innovative and Better Practices*  
Dr. Laurie Swabey, PhD, Prof. of Interpreting, College of St. Catherine, Minnesota  
4:45 pm Closing Remarks  
5:00 pm Poster session (1 hour)  
Evening Enjoy free time to explore the many sites and world-renowned restaurants in Vancouver

## Friday, May 8, 2009

*Theme of the Day: Moving Forward: The Future of Community Interpreting*

8:30 am Registration desk open  
9:00 am Opening Remarks  
9:30 am Plenary Keynote Speaker  
*Globalization and the Advancement of Community Interpreting*  
Dr. Cynthia Roy, PhD, Director, Gallaudet University Regional Interpreter Education Center, Washington, DC  
10:30 am Refreshment break  
10:45 am Concurrent Sessions – see listing on page 8  
12:15 pm Closing Remarks – Conference Ends



## Keynote Speaker Profiles



### **David Baxter, Executive Director, Urban Futures Institute**

As a leading economist and Executive Director of Vancouver's Urban Futures Institute, David Baxter is a recognized authority on the impact of demographics on the North American and international consumer landscape. His ability to analyse demographic shifts and economic trends is unparalleled, and he presents his findings with energy and creativity. Most importantly, he cuts through the hype and explains what it all means for your particular organization and industry.

The Urban Futures Institute studies and analyses transformations affecting population, community, and land use in Canada. At the Institute, David's main focus is on population and economic change and the resulting implications for business and society. His writing and presentations address such timely issues as understanding changing consumer markets, the shifting nature of work, and the current state of health care. He is the author of many reports, articles and books addressing regional economics, consumer behaviour and market trends, health care, employment trends, and the operation of real estate markets.

David delights in challenging the status quo as he identifies how changing demographics have a real impact on business, the markets and the present and future economic climate. His energetic style makes for a lively and educational presentation.



### **Dr. Lloyd Axworthy, President and Vice-Chancellor, University of Winnipeg**

Lloyd Axworthy is President and Vice-Chancellor of The University of Winnipeg. Formerly Director and CEO of the Liu Institute for Global Issues at the University of British Columbia and Canada's Foreign Minister from 1996 to 2000, Lloyd Axworthy's political career spanned 27 years, during six of which he served in the Manitoba Legislative Assembly and twenty-one in the Federal Parliament. He held several Cabinet positions, notably Minister of Employment and Immigration, Minister Responsible for the Status of Women, Minister of Transport, Minister of Human Resources Development, Minister of Western Economic Diversification and Minister of Foreign Affairs.

In the Foreign Affairs portfolio, Dr. Axworthy became internationally known for his advancement of the human security concept, in particular, the Ottawa Treaty—a landmark global treaty banning anti-personnel landmines. For his leadership on landmines, he was nominated for the Nobel Peace Prize. For his efforts in establishing the International Criminal Court and the Protocol on child soldiers, he received the North-South Prize of the Council of Europe.

Since leaving public life in the fall of 2000, Dr. Axworthy has been the recipient of several prestigious awards and honours and sits on numerous boards. He currently sits on the High Level Commission on Legal Empowerment for the Poor—UN Development Program. In 2006, the Organization of American States appointed Dr. Axworthy to head the OAS Electoral Observation Mission that monitored the 2006 general elections in Peru. In 2004, UN Secretary General Kofi Annan appointed Lloyd Axworthy as his special envoy for Ethiopia-Eritrea to assist in implementing a peace agreement between the East African countries.

Lloyd Axworthy remains involved in international matters and lectures widely in Canada, the US and abroad. His book *Navigating a New World: Canada's Global Future*, Knopf Canada, was published in the fall of 2003.



### **Doug Lipp, President, Douglas Lipp and Associates**

What is the magic of Disney? Join Doug as he takes you on an entertaining and insightful journey, "behind the scenes," to discover both the secret of Disney's success and how it and other organizations have overcome spectacular challenges. As an internationally acclaimed expert on customer service, leadership, change and global competitiveness, Doug—a former interpreter himself—motivates and challenges audiences around the world by combing over 30 years of experience with a humorous, story-telling style.

Formerly the Head of Training at Disney's Corporate Headquarters, Doug provided the famous Disney University "Traditions" program and developed leadership courses for Disney executives. Pivotal in Doug's career with Disney was his experience in the mid-80's when the corporate culture changed from the arrogant: "We're the best; why change?" to the progressive: "Don't rest on your laurels" powerhouse corporation that Disney remains today. Doug found that even strong organizations, like Disney, must embrace change and be willing to innovate.

Fluent in Japanese, Doug was on the start-up team for Tokyo Disneyland, Disney's first international theme park. Based upon his rich career at Disney, plus his work as an international consultant for some of the world's most admired corporations and business leaders, Doug explores the strategic necessity of

why all companies must now think globally, and act locally. Learn how companies such as IBM, Starbucks, Procter & Gamble, Siemens and Intel have benefited from those lessons.

He is the author of numerous articles and seven books on leadership, customer service and international business, including his two most popular: *The Changing Face of Today's Customer: How to Attract and Retain a Diverse Customer and Employee Base*. With a foreword by renowned business leader Peter Ueberroth, head of the US Olympic Committee and Ken Blanchard of One Minute Manager fame, *The Changing Face* addresses how businesses can thrive in this era of cultural diversity and global competitiveness. Doug's other most popular title is *Even Monkeys Fall from Trees: The Art and Science of Outstanding Customer Service* which focuses on a balanced approach to service, leadership and teamwork.

Doug personalizes every presentation by building and customizing his learning points to include your organization's mission, culture, and objectives. His captivating and thought-provoking style results in memorable programs leaving the audience prepared to take action and get results!



**Dr. Laurie Swabey, PhD**

Laurie Swabey is a professor of Interpreting at the College of St. Catherine and the director of the CATIE Center, one of six in the United States to receive federal funding as part of the National Consortium of Interpreter Education Centers. In her work with the NCIEC, she leads the national initiative on medical interpreting. She also is a member of the Advisory Committee for the National Council on Interpreting in Healthcare (NCIHC) and a member of the National Coalition on Healthcare Interpreter Certification (NCC), representing both the RID and the NCIEC.

Dr. Swabey has been teaching interpreting since 1980. Before moving to Minnesota, she was a faculty member and director of the interpreting program at the University of New Hampshire where she developed the bachelor degree curriculum in ASL/English interpreting. Following that, she developed the multi-lingual curriculum for teaching spoken language community interpreters at the University of Minnesota Program in Translation and Interpreting and taught in that program for almost 10 years. Since 1999 Dr. Swabey has been a professor at the College of St. Catherine and in 2008 received the Kelly Faculty Excellence Award.

She holds a Ph.D. from the University of Minnesota in Linguistics and her areas of interest include the cognitive status of referring expressions in ASL, discourse management skills of interpreters working in healthcare settings and projects related to the scholarship of teaching and learning. She has presented papers on interpreting at conferences in the United States, Canada, Australia and Europe.



**Dr. Cynthia Roy, PhD**

Dr. Roy began interpreting in Austin, TX, in the early 70s, was certified in 1975, and began writing curriculum for teaching interpreters in 1979. Her dissertation, and subsequent book *Interpreting as a Discourse Process*, is a seminal study on the interactive nature of interpreting, focusing specifically on turns. Dr. Roy is engaged in research on interpreting interaction in a variety of settings and she is the editor of the Interpreter Education series. She is also the director of the Gallaudet University Regional Interpreter Education Center and the program coordinator for the new Bachelor of Arts in Interpreting degree.



## Plenary Panel Members

### RISK, LIABILITY AND INTERPRETER SERVICES PANEL

What risk and legal implications do service providers face when dealing with an increasingly multicultural and diverse citizenry? This panel, composed of experts from legal, health and public sector, will address these liabilities and explore ways of mitigating the risks.

#### Dr. Sarah Bowen (Health)

Dr. Sarah Bowen currently holds a joint appointment as Associate Professor, School of Public Health, University of Alberta, and Academic Co-Director of SEARCH Canada. Much of her research has focused on strategies for promoting integration of evidence related to underserved populations into health care policy, planning and practice. As Principal Investigator of the CIHR knowledge translation research initiative From Interpreting to Integrating Marginalized Evidence, she led a multi-stage, multi-dimensional strategy within a large Canadian health region to “translate” evidence on the impact of language barriers and the risks of untrained interpreters into action that resulted in adoption and implementation of a unique trained health interpretation service. Similar strategies resulted in a decision to incorporate language indicators in development of new health information systems, adoption of a regional diversity framework, and initiation of a coordinated response to immigrant/refugee health issues within the region.

She has published several articles in the area of diversity and health; other publications include the book *Community-based Programs for a Multicultural Society: A Guidebook for Service Providers*, and several reports addressing issues of cultural diversity and health (including the Health Canada reports *Language Barriers and Access to Health Care and Access to Health Services for Underserved Populations in Canada*).

#### Valerie Gidney (Public)

Valerie Gidney is the Development Manager for INTRAN, the largest multi-agency Public Service Partnership in the UK. INTRAN is managed jointly by Ms. Gidney and by its partners, a group of public agencies comprising local authorities, housing associations, healthcare and criminal justice agencies. Its mission is to create “accessibility for all” and to help its partners meet their statutory requirements of “equal access to information and to services”, “to provide the highest quality standards whilst ensuring good value for money” and “to reach out vulnerable people”. Valerie and her team promote best practice and raise awareness of the risks involved in not providing, providing the wrong standards, and providing in an ad-hoc manner when it comes to Interpreting and Translating.

Ms. Gidney holds a M.Sc.(Education and Training) and has been central to INTRAN's development since its inception eight years ago. Her area of expertise is “the development and delivery of integrated public sector Interpreting and Translation services.”

#### Michael Girard (Legal)

Michael Girard sits on our Risk, Liability and Interpreter Services panel, bringing a wealth of knowledge and experience from the legal field. Mr. Girard holds a Masters Degree in Law (Civil Litigation and Dispute Resolution) and has extensive mediation, trial, and appellate experience.

The Toronto-area lawyer, principal of the Girard Law Office, has been practicing civil litigation since his call to the bar in 1985. In addition to his twenty-three years of experience, Mr. Girard has been notably involved in a class action proceeding arising out of the Province of Ontario's alleged failure to provide competent interpreters in court proceedings.

### LANGUAGE CONSTITUENCIES PANEL

In Canada, four language constituencies exist whose members may face barriers when accessing services. The provision of language services to these groups, and the rights to such services, are shaped by a distinct historical, legal, and political context, and each may require unique measures that result in accessible service delivery. Panelists will explore the best practice approach for access within their constituency and how language services fit.

#### Dr. Debra Russell (Visual Language)

Debra Russell is the David Peikoff Chair of Deafness Studies and Director of the Western Canadian Centre of Studies in Deafness at the University of Alberta. As North American representative to the World Association of Sign Language Interpreters, Dr. Russell is an AVLIC nationally-certified interpreter with a community-based interpreting practice, having worked with and taught interpreters across North America. Her primary interests in the study of American Sign Language – English interpretation include factors that affect the quality of interpretation provided between Deaf and non-deaf people, particularly in legal settings such as courtrooms, and in inclusive education settings.

In the academic sphere, Dr. Russell has been involved in research examining the needs of students with disabilities in post-secondary settings, and has been broadly published on issues of interpreter assessment, consecutive and simultaneous interpreting. She has contributed to the curriculum development for interpreter education programs, as well as the evaluation of interpreters in medical settings, and the creation of best practice standards for support services for Deaf and hard of hearing learners in post-secondary institutions.

#### Madeleine d'Argencourt

##### Government of Nunavut (Aboriginal Languages)

The Division of Official Languages is responsible for supporting the Government of Nunavut departments in delivering services to the public in Inuktitut, Inuinnaqtun, French and English. It is also leading efforts to make Inuktitut the working language of the Government of Nunavut by 2020. The division provides translation services to the Government of Nunavut through its Translation Bureau. It also oversees the implementation of the Official Languages Act and is in the process of developing new language legislation that will respond to the territory's unique needs. The Division also leads a number of projects to promote the Inuit language, including the Asuilaak Living Dictionary, the Nunavut Literary Prize and Uqasirmut Quviasuutiqarniq activities in the month of February.

##### Société Santé en français (Minority Official Language)

The SSF is committed to promoting health development in French for Francophone and Acadian communities in minority situations in Canada. Activities or programs that receive support from the SSF are in areas such as networking, organization, development and use of technology.

The Société Santé en français met its action in the service of a vision of Francophone and Acadian communities that thrive in health and exercise of initiative and innovation in a health system fair and respectful of their cultural values, social and linguistic. These communities are promoting health and wellness, and play a leading role in carrying out actions that promote the availability of quality health services in French.

### **Manpreet Grewal (Immigrant and Refugee Languages)**

Manpreet Grewal is currently the Manager of Multicultural and Immigrant Services at Abbotsford Community Services and has worked in the Immigrant serving and anti-racism field in BC for the last 19 years. She has been involved in developing and managing several programs addressing the needs of newcomers with cultural and language barriers and issues arising out of a changing community.

Manpreet has also worked as a freelance journalist. Her work has appeared in a regular column in the Vancouver Sun, The Abbotsford News and the Abbotsford Times. She has also contributed to the Vancouver Province. She has done work for CBC Radio's *Early Edition*, *Sounds Like Canada* and *The Current*. She has produced and hosted the show *Cross Cultural* For Rogers/Shaw TV for 9 years and has hosted an open line show for channel M for two years.

Ms. Grewal has a Masters Degree in Political Science from the University of Delhi, diploma in print journalism from the London School of Journalism and several credit courses from BCIT.

## **INTERPRETER ASSOCIATIONS PANEL: BEST PRACTICES FROM THE FIELD**

In an environment that has not always recognized the unique expertise required by community interpreters, interpreter associations have always been a steady voice for the need around training, standards and professionalism. What are some of the challenges your association has faced and/or overcome in providing fair and equitable access to services?

### **AVLIC (The Association of Visual Language Interpreters of Canada)**

The Association of Visual Language Interpreters of Canada is a national professional association which represents interpreters whose working languages are

English and American Sign Language (ASL). AVLIC represents its membership and advances the profession by promoting high standards within the profession of interpreting.

### **CLC (Critical Link Canada)**

Critical Link Canada is a non-profit organization committed to the advancement of the field of community interpreting in the social, legal and health care sectors. While CLC's primary focus is spoken language interpreting, they work closely with those who work in the area of signed language interpreting.

CLC fulfills its mandate by promoting the establishment of standards which guide the practice of community interpreters; encouraging and sharing research in the field of community interpretation; adding to the discussion about the educational and training requirements for community interpreters; advocating for the provision of professional community interpreting services by social, legal and health care institutions; and raising awareness about community interpreting as a profession.

### **IMIA (International Medical Interpreters Association)**

IMIA is committed to the advancement of professional medical interpreters as the best practice to equitable language access to health care for linguistically diverse patients. Founded in 1986, with over 1,500 members, most providing interpreting services in over 70 languages, the IMIA is the oldest and largest medical interpreter association in the United States.

While representing medical interpreters as the experts in medical interpreting, membership to the IMIA is open to those interested in medical interpreting and language access. They currently have a division of providers, corporate members, and trainers. Policy makers, health care administrators, and others interested in medical interpreting are also welcome to join as associate members.

### **NAJIT (The National Association of Judiciary Interpreters and Translators)**

The National Association of Judiciary Interpreters and Translators is a professional association that was first chartered as a non-profit organization under New York State laws, and incorporated as the Court Interpreters and Translators Association, Inc. (CITA) in 1978. In 1988 the membership approved a name change to reflect the national nature of the association.

Since its inception, NAJIT's mission has been to promote quality services in the field of legal interpreting and translating. Our members play a critical role in assuring due process, equal protection and equal access for non-English or limited English proficient (LEP) individuals who interact with the judicial system.



All information on these pages has been printed as provided by panel members.

## Concurrent Sessions

Session times will be posted on-site and seating will be on a first priority basis.  
Confirmed at the time of printing. Subject to change.

- 1A *Interpreting Via Video: Local Calls, Global Impact*  
Presenter: Julie H. Simon, USA
- 1B *First Nations: The Missing Link in Interpreting*  
Presenter: Yolanda Hobrough, Canada
- 1C *Interpreters and Vicarious Trauma*  
Presenter: Karen Malcolm, Canada
- 2A *The Struggle to Maintain Standards in a Global Community Interpreting Marketplace: Some Reflections on the UK Experience*  
Presenter: Brooke Townsley, UK
- 2B *Web 2.0 for Community Interpreters: Building a Global Community*  
Presenter: Jorge U. Ungo, USA
- 2C *Informed Consent and Professional Interpreting Services*  
Presenter: Elizabeth Abraham, Canada
- 3A *Service Learning in Interpreter Education*  
Presenters: Rico Peterson and Christine Monikowski, USA
- 3B *Ensuring Access to Professional Interpreters through Technology*  
Presenters: Jeanette Anders and Linda Joyce, USA
- 3C *Interpreter Preparation Conversations: Multiple Perceptions of our Work*  
Presenter: Debra Russell, Canada
- 4A *Language Learning Through Community Internship – Beyond Interpreter Ed.*  
Presenter: Sheila Johnston, Canada
- 4B *Enhancing Access through Collaboration and Capacity Building – The Evolution of an Interpreter Service for a Regional Health Authority – Lessons Learned and Future Endeavours*  
Presenter: Jeannine Roy, Canada
- 4C *The Power of Two*  
Presenter: Sara MacFayden, Canada
- 5A *Community Interpreting and the Other Language Professions: Examining the Disparity*  
Presenter: Andrew Clifford, Canada
- 5B *What Interpreters' Experiences Tell Us About Moving Forward in Healthcare*  
Presenter: Marco Fiola, Canada
- 5C *Thirty Years of Community Interpreter Training: Lessons Learnt from the Past – Challenges for the Future*  
Presenters: Silvana Carr and Karin Reinhold, Canada
- 6A *MIS Medical Interpreting Services: Positive Impact*  
Presenter: Janice Lyons, Canada
- 6B *Province-Wide Services: Promoting the Awareness and Utilization of Professional Community Interpreters*  
Presenters: Angela Sasso and Kiran Malli, Canada
- 6C *New Technologies, New Programs*  
Presenter: Kirk Ferguson-Uhrich, Canada

## Poster Session

- 1 *Implementing Common Standards for Legal Interpreting and Translation in the European Union: what lessons for the impact of globalization on community interpreting*  
Brooke Townsley, UK
- 2 *Interpretation in intercultural communication with ethnic minority and migrant patients in in-patient rehabilitation after accidents in Austria*  
Dominique Dressler, Austria
- 3 *Planting Seeds: Training our Future Workforce*  
Zarita Araujo Lane and Vonessa Costa, USA
- 4 *Globalization: Providing Services and Interpreting for Speakers of Languages of Limited Diffusion*  
Janet Erickson-Johnson and Linda Joyce, USA
- 5 *The Standard Practice as a Professionalising Tool for Public Service Interpreting: Descriptive Analysis of National Standard Guide for Community Interpreting Services*  
Lluís Baixauli-Olmos, Spain

## Registration

Register online at:  
[www.criticalink.org/2009conference](http://www.criticalink.org/2009conference) or by faxing  
the registration form enclosed to 604-685-5787.

### REGISTRATION FEE

Fees are in Canadian dollars

#### EARLY FEE (PRIOR TO MARCH 15, 2009)

\$395 + \$19.75 GST = \$414.75

#### MID FEE (MARCH 16 TO APRIL 15, 2009)

\$445 + \$22.25 GST = \$467.25

#### LATE FEE (AFTER APRIL 15, 2009)

\$495 + \$24.75 GST = \$519.75

### STUDENT REGISTRATION

Space and funds permitting, student registration will begin April 15, 2009. Student placement is limited and will be confirmed in writing upon receipt of a letter from the student's educational institute's program director confirming registration in a qualified interpreter program.  
Student rate: \$100 + \$5.00 GST = \$105.00

### MEALS

Please note registration fees include refreshment breaks, two lunches and the Welcome Reception as indicated in the program. Breakfast is not served prior to the Plenary Sessions.

### WELCOME RECEPTION

Food and welcome drink are complimentary to conference registrants. Cash bar to follow.  
Additional guest tickets at \$75 + \$3.75 GST = \$78.75

### REFUND POLICY

No refunds after March 15, 2009. Only substitutions received in writing will be honoured.

### METHOD OF PAYMENT

By cheque or bank draft payable to "Provincial Language Service, PHSA" in Canadian dollars only or by Visa or Mastercard.

GST # 863530135RT001

### FOR MORE INFORMATION

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