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ROUTLEDGE  
HANDBOOKS

# The Routledge Handbook of Translation, Interpreting and Crisis

Edited by Christophe Declercq and Koen Kerremans

In the contributors' chapters, the readers are handed the most precious gift for any researcher: many unanswered questions and urgent topics to investigate. In fact, established and expert, as well as new and original researchers who contribute to this Handbook encourage readers to consider a gamut of equally cogent and relevant topics, from conceptualizations of crises in multi-cultural and multilingual contexts, to practical yet often unsurmountable issues surrounding legal frameworks of local and international crises, via considerations about the everyday constraints faced by practitioners operating in the international humanitarian and crisis-response sector. The editors elegantly managed to collate chapters that give voice to many often-marginalised regions and communities. This is a feat as decolonising and differentiating the field is among the key challenges in this area of Translation and Interpreting Studies: readers will find that this Handbook is a significant step in that direction.

**Federico M. Federici**, *University College London, United Kingdom*



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# THE ROUTLEDGE HANDBOOK OF TRANSLATION, INTERPRETING AND CRISIS

This handbook offers a broad-ranging overview of the study of translating and interpreting in conflict and crisis settings and takes the field in new directions.

Covering a wide selection of multimodal contexts that build on the fundamentals of translation, interpreting, and their in-between hybrid forms of mediation, the handbook is divided into four parts. The opening part covers perspectives on policy and practices, whether contemporary or historical, and cases truly span the globe, from Peru and Brazil, over Belgium and Sierra Leone, to Australia, Japan, and Hong Kong. International developments require profound considerations about the professionalisation of access to language in times of crises, not least in contexts of humanitarian negotiation or conflict zone interpreting—these form the second part. The subsequent part deals with spheres of community in which language needs are positioned within frames of agency, positionality, and trust, and the challenges that these face. The contributions build on cases where interpreters act as catalysts for translation needs in settings of humanitarian aid and beyond. The final part considers language strategies and solutions in crises.

This handbook is the essential guide to translation and interpreting in conflict and crisis settings for advanced students and researchers of translation and interpreting studies and will be of wide interest in peace studies, political science, and beyond.

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# THE ROUTLEDGE HANDBOOK OF TRANSLATION, INTERPRETING AND CRISIS

*Edited by Christophe Declercq and Koen Kerremans*

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# ABBREVIATIONS AND ACRONYMS

AA	Arakan Army
AAAQ	Availability, Accessibility, Acceptability and Quality
AD	Audio Description
AGPTI	Galician Association of Professional Translators and Interpreters [Spain]
AHEEN	African Network for Higher Education in Emergencies
AHMPPI	Australian Health Management Plan for Pandemic Influenza
AHRC/GCRF	Arts and Humanities Research Council /Global Challenges Research Fund
AI	Artificial Intelligence
AIDSESP	Interethnic Association for the Development of the Peruvian Rainforest
AIDS	Auto-Immune Deficiency Syndrome
AIIC	International Association of Conference Interpreters
ANOLIR	Association Nationale des Officiers et sous-officiers Linguistes de Réserve [“National Association of Reserve Linguistic Officers”]
ANR	Active Noise Reduction
APTIJ	Professional Association of Court and Sworn Interpreters and Translators [Spain]
ARSA	Arakan Rohingya Salvation Army
ASPFOR	Afghanistan Spanish Force
ASR	Automatic Speech Recognition
ATA	American Translator Association
ATAGI	Australian Technical Advisory Group on Immunisation
ATC	Air Traffic Control
AUSIT	Australian Institute of Interpreters and Translators
BBC	British Broadcasting Corporation
BEA	Bureau d’Enquêtes et d’Analyses pour la sécurité de l’aviation civile [“Civil Aviation Safety Investigation and Analysis Bureau”, France]
BRI	Belt and Road Initiative [Chinese government]
CA	Conversational Analysis
CAA	Civil Aviation Authority

## *Abbreviations and acronyms*

CAIs	Civilian Afghan interpreters
CALD	Culturally and Linguistically Diverse
CAS	Centri di Accoglienza Straordinaria [“Extraordinary Reception Centers”, Italy]
CBL	Case-Based Learning
CBPR	Community-Based Participatory Research
CCHN	Centre of Competence on Humanitarian Negotiation
CDA	Critical Discourse Analysis
CEAR	Comisión Española de Ayuda al Refugiado [“Spanish Commission for Refugees”, Spain]
CEDAR fund	[Independent Christian relief and development organization. Hong Kong]
CenTraS	Centre for Translation Studies (UCL)
CERC	Crisis and Emergency Risk Communication
CETI	Centro de Estancia Temporal de Inmigrantes [“Migrant Temporary Stay Centres”, Spain]
CHIRP	Confidential Human Factors Incident Reporting Programme for Aviation
CIT	Central de Interpretación y Traducción en Lenguas Indígenas u Originarias [“Centre for Interpretation and Translation in Indigenous or Native Languages”, Peru]
CLI	Critical Link International
CM	Cultural Mediator
CoP	Community of Practice
Copei	Committee on Research, Innovation, and Extension to Fight Against COVID-19 [Brazil]
COVAX	COVID-19 Vaccines Global Access
COVID	Corona Virus Disease
CPAs	First Reception Centres
CRRF	Comprehensive Refugee Response Framework
CV	Castel Volturno [Italy]
CV	Curriculum Vitae
DG LINC	Directorate-General for Logistics and Interpretation for Conferences
DHAC	Department of Health and Aged Care [Australia]
DIA	Department of Internal Affairs [Australia]
DLI	Dirección de Lenguas Indígenas [“Directorate of Indigenous Languages”, Peru]
DNN	Deep Neural Networks
DPU	Public Defender’s Office [Brazil]
DRF	Disaster Relief Fund [Hong Kong]
EASO	European Asylum Support Office
ECMM	European Community Monitoring Mission
EEA	European Environment Agency
ENPSIT	European Network for Public Service Interpreting and Translation
EP	European Parliament
ERC	Emergency Risk Communication
EU	European Union
FGD	Focus Group Discussion
Fiocruz	Oswaldo Cruz Foundation [Brazil]



## *Abbreviations and acronyms*

FIT	International Federation of Translators
GA	General Aviation
GBA	Greater Bay Area [Honk Kong–Macau]
GBV	Gender-Based Violence
HD	Centre for Humanitarian Dialogue
HF	Human Factors
HK\$	Hong Kong dollar
HKRC	Hong Kong Red Cross
HTML	HyperText Markup Language
HURIER	Hearing, Understanding, Remembering, Interpreting, Evaluating, and Responding
IAPTI	International Association of Professional Translators and Interpreters
IASC	Inter-Agency Standing Committee
IBSA	India-Brazil-South Africa
ICAO	International Civil Aviation Organization
ICC	Inclusive COVID-19 Crisis Communication
ICRC	International Committee of the Red Cross
ICT	Information and Communication Technology
ID	Identity
IEL	Instituto de Estudos da Linguagem [“Language Studies Institute”, Brazil]
IFOR	Implementation Force
IFRC	International Federation of Red Cross and Red Crescent Societies
IHL	International Humanitarian Law
IHR	International Health Regulations
In Zone	The Centre for Interpreting in Conflict Zones of the University of Geneva
INEI	Instituto Nacional de Estadística e Informática [“National Institute of Statistics and Informatics”, Peru]
INSARAG	International Search and Rescue Advisory Group
INTERACT	International Network on Crisis Translation
IPA	International Phonetic Alphabet
IPOL	Instituto de Investigação e Desenvolvimento em Política Linguística [“Institute for Research and Development in Language Policy”, Brazil]
IPV	Intimate Partner Violence
ISA	Instituto Socioambiental [“Environmental and Social Institute”, Brazil]
ISAF	International Security Assistance Force
IT	Information Technology
KWIC	KeyWord-In-Context
LGBTI	Lesbian, Gay, Bisexual, Transgender and Intersexual
LLD	Languages of Lesser Diffusion
LOTE	Language Other Than English
LSPs	Language Service Providers
LSTM	Long Short-Term Memory
MA	Media Accessibility
MAEC	Ministry of Foreign Affairs and Cooperation [Spain]
MDM	Médecins du Monde [“Doctors of the World”]
MELINCO	Mediación lingüística para la cooperación al desarrollo [“Linguistic Mediation for Development Cooperation”, Spain]

## *Abbreviations and acronyms*

MHPSS	Mental Health and Psychosocial Support
MINCUL	Ministry of Culture [Peru]
MINSa	Ministry of Health [Peru]
MOH	Ministry of Health [Australia]
MSF	Médecins Sans Frontières (Doctors Without Borders)
MT	Machine Translation
MYSQL	MY Structured Query Language
NAATI	National Accreditation Authority for Translators and Interpreters
NATO	North-Atlantic Treaty Organisation
NCCN	National Crisis Centre
NCHRAc	National COVID-19 Health and Research Advisory Committee [Australia]
NDMA	National Disaster Management Agency [Sierra Leone]
NGDOs	Non-Governmental Development Cooperation Organisations [Spain]
NGO	Non-Governmental Organisation
NLLB	No Language Left Behind
NRC	Norwegian Refugee Council
NSAGs	Non-State Armed Groups
NSW	New South Wales [Australia]
NUPEL	Núcleo de Pesquisa e Extensão em Letras [“Center for Research and Extension in Languages”, Brazil]
NZ	New Zealand
OAR	Oficina de Asilo y Refugio [“Asylum and Refugee Office”, Spain]
OCHA	United Nations Office for the Coordination of Humanitarian Affairs
OEC	Office of Ethnic Communities [now the Ministry of Ethnic Communities, Australia]
OECD	Organisation for Economic Co-operation and Development
ONG	Organizzazione non governativa (non-governmental organisation [in Italian])
ONS	Office of National Security [Sierra Leone]
PAR	Participatory Action Research
PBMiH	Brazilian Portuguese for Humanitarian Migration
PC	Personal computer
PDF	Portable Document Format
PE	Post-Editing
PHEIC	Public Health Emergency of International Concern
PNIC	National Infrastructure Plan [Peru]
PoC	Persons of Concern
PSI	Public Service Interpreting
Q&A	Question and Answer
ReNITLI	Registro Nacional de Intérpretes y Traductores de Lenguas Indígenas [“National Registry of Interpreters and Translators of Indigenous Languages”, Peru]
RITAP	Network of Interpreters and Translators for the Public Administration [Spain]
Rmajor	Majority background
Rminor	Minority background
RNAs	Rapid Needs Assessments
RNN	Recurrent Neural Networks
RRRC	Refugee Relief and Repatriation Commissioner

## *Abbreviations and acronyms*

RT	Radiotelephony
RTF	Real-Time Factor
SAR	Special Administrative Region [Hong Kong]
SARS	Severe Acute Respiratory Syndrome
SBS	Special Broadcasting Service [Australia]
SDGs	Sustainable Development Goals
SDH	Subtitling for the Deaf and hard of Hearing
SDO	Sustainable Development Objectives
SER	Asociación Servicios Educativos Rurales [“Association of Rural Educational Services”, Peru]
SERCADE	Capuchin Service for Development [Spain]
SERVINDI	Servicios en comunicación Intercultural para un mundo más humano y diverso [“Intercultural Communication Services for a more humane and diverse world”, Peru]
SFOR	Stabilisation Force
SiNEACE	Sistema Nacional de Evaluación, Acreditación y Certificación de la Calidad Educativa [“National System for Evaluation, Accreditation, and Certification of Educational Quality”, Peru]
SLI	Sign Language Interpreting
SMASDH	Municipal Department of Social Assistance, Persons with Disabilities, and Human Rights [Brazil]
SOFAs	[UN] Status of Forces Agreements
SOPs	Standard Operating Procedures
SOS-VICS	Speak Out for Support
SQUIN	Single Question to Induce Narrative
ST	Source text
STIC	International Criminal Court
STRIVE	Sustainable Translations to Reduce Inequalities and Vaccination Hesitancy
STT	Speech-To-Text
T&I	Translation and Interpreting
TCCs	Troop Contributing Countries
TIS	Translation and Interpreting Studies
TM	Text Message
Tr&In	Translators and Interpreters
TS	Translation Studies
TT	Target Text
TV	Television
TWB	Translators Without Borders
TXT	Text (file)
UAE	United Arab Emirates
UCL	University College London
UDHR	Universal Declaration of Human Rights of the United Nations
UERJ	Universidade do Estado do Rio de Janeiro [“Rio de Janeiro State University”, Brazil]
UFBA	Universidade Federal da Bahia [“Federal University of Bahia”, Brazil]
UFFel	Universidade Federal de Pelotas [“Federal University of Pelotas”, Brazil]
UFPR	Universidade Federal do Paraná [“Federal University of Paraná”, Brazil]

*Abbreviations and acronyms*

UFSCar	Universidade Federal de São Carlos [“Federal University of São Carlos”, Brazil]
UK	United Kingdom of Great Britain and Northern Ireland
UN	United Nations
UnB	Universidade de Brasília [“University of Brasília”, Brazil]
UN-CPRD	UN Convention on the Rights of Persons with Disabilities
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
UNDP	United Nations Development Programme
UNDRR	United Nations Office for Disaster Risk Reduction
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children’s Fund
UNMOP	United Nations Mission of Observers in Prevlaka
UNMOs	United Nations Military Observers
UNPROFOR	United Nations Protection Force
UNSC	United Nations Security Council
USA	United States of America
USAR	Urban Search and Rescue
UTOG	Ukrainian Society of the Deaf
VIMS	Violent Incidents Monitoring System
VM	Voice Message
WASH	Water, Sanitation and Hygiene
WASLI	World Association of Sign Language Interpreters
WER	Word Error Rate
WFD	World Federation of the Deaf
WFP	World Food Programme
WHO	World Health Organization
WPITI	White Paper on Institutional Translation and Interpreting [Spain]
YMCA	Young Men’s Christian Association
ZDF	Zweites Deutsches Fernsehen [Germany’s national public television broadcaster]

# INTRODUCTION

*Koen Kerremans and Christophe Declercq*

The role of interpreters and translators in crisis situations is complex, dynamic, and multi-faceted (Inghilleri and Harding 2010); there is often a duality to the nature of their contribution and participation. The characteristic shared by both professional occupations and roles is that they act as intercultural mediators, in spite of the fact that they focus on spoken or written language. Scholars within and outside Translation and Interpreting Studies (TIS) are increasingly engaging with various aspects of the role and positioning of translators and interpreters in crises of different kinds and varying scopes.

While the title of this handbook only mentions “crisis,” the primary emphasis of communication across language and cultural barriers in times of crisis is on risk reduction strategies and policies that aim to overcome potentially aggravating circumstances prior to the event(s), on humanitarian relief during, and on the immediate aftermath of “a singular event or a series of events that are threatening in terms of health, safety or well-being of a community or large group of people” (McKee and Krentel 2022, 284), and b) on the long-term management of consequences of the said event(s).

Most crisis situations are caused by a trigger such as a calamity, conflict, disaster, emergency, or hazard. These are rather immediate or can last for a longer period of time. In the case of the latter, the attribute “cascading” is often used (Federici and O’Brien 2019), conveying the complexity of crises not only in time or space, but also across the many layers of society affected over time. Given the protracted periods or extended geographical areas in which crises happen, they can also intersect with effects of other crises. The earthquakes of February 2023 in Turkey and Syria are a case in point, a disaster intersected by the consequences of the Syrian civil war because of the presence of many Syrian refugees in the Turkish region struck by the earthquake but also because of warring parties in Syria hindering humanitarian relief.<sup>1</sup>

There has been a noticeable increase in humanitarian needs worldwide in recent years, driven by factors such as poverty, marginalisation, armed violence, insecurity, political instability, natural hazards, and lack of development. According to the latest figures published on OCHA’s website,<sup>2</sup> the number of people in need of humanitarian assistance has been rising steadily over the last three years, with estimates reaching 255.1 million people in need in 2021 and projected to increase to 349.2 million in 2023, covering more than 40 locations globally, with Afghanistan, the

Democratic Republic of the Congo, Ethiopia, Pakistan, Somalia, Sudan, Syria, Ukraine, Venezuela, and Yemen currently ranking among the top ten countries with the highest numbers of people currently in need of humanitarian assistance. Except for Ukraine, all these countries are non-Western and are typically categorised under the Global South (which through its hardly implied polarising capacity is a misnomer). This handbook includes chapters with clearer links between the Western sphere and the non-Western, providing a platform for contributions that build on cases and situations from around the world. Areas covered in the first part alone include Belgium, Brazil, Hong Kong, Japan, Peru, and Sierra Leone.

The introduction to this handbook has no pretensions to grand statements about the nature of crises and does not aim to provide a definition of the different types, nor is it orientated towards existing literature for the sole purpose of carving out a niche. Its prime focus concerns an analysis of existing situations in which translation and interpreting have a role to play, namely in combating the effects of a crisis, analysing that further insight, and proves how crucial translation and interpreting in situations of crisis can be, and should be.

The significance of translation and interpreting in crisis response is self-evident. During the last fifteen years, literature on translation and interpreting in contexts of conflict, disaster, emergency, or any other form of crisis has grown into a seemingly significant domain. The list of recommended reading is very exhaustive but other than frequently occurring references throughout the handbook there is as well suggested reading offered at the end of each chapter. The noted work by esteemed scholars and practitioners includes work by those who had already taken part in our comparative analysis of the field of research on translation, interpreting and crises, those who have published acclaimed and/or much referenced work since, and those who appear most frequently in the reference lists across the handbook. In relation to two of the scholars very frequently mentioned throughout the handbook, seminal as they are to the domain, and who could not contribute much as they were preparing a similar volume more or less concurrently, the editors of this handbook would like to thank both Federico M. Federici and Sharon O'Brien in being instrumental for the initiation of this volume. Thank you Louisa Semlyen and team as well for guiding us through the whole process.

We believe the current handbook represents a significant contribution to the existing body of literature on translation, interpreting, and crisis. Therefore, *The Routledge Handbook of Translation, Interpreting and Crisis* covers different perspectives of Translation and Interpreting Studies in crisis settings but also intersects—to a varying degree—with domains covered in handbooks for subjects other than translation and interpreting.

In the upcoming sections, we will provide information on how the handbook was developed, its structure, and the topics covered.

### **The organisation of the handbook**

Although the handbook did envisage contributions from specific authors and teams of authors, it was decided to expand the existing pool of usual contributors and open the field up to committed scholars worldwide through an open call for chapters. No topics were allocated to authors beforehand and parts were organised as abstracts, with draft chapters materialising. The broad and all-encompassing nature of the call for chapters enabled authors to explore a diverse range of thematic elements related to translation and interpreting in the context of crises. The call did not emphasise any specific context, resulting in a wide variety of contributions that we then carefully arranged thematically in the following four parts:

1. Policy and practices
2. Professionalisation
3. Community
4. Language strategies and solutions

There were many different ways in which we could have divided the chapters. As the study of translation and interpreting in crises is multidisciplinary by default, the way the chapters have been organised in the handbook is only one approach, one defined collection of dimensions, but positioning chapters in a particular part does not exclude them from these other dimensions. Nonetheless, the current arrangement seems to capture the different topics covered effectively. The authors accepted for the handbook were requested to adhere to a given format of introduction, research context, methodology, results/discussion, and conclusion as far as possible. In what follows, we will elaborate on each section.

### **Part I—Policy and practices**

The following eight chapters in the first part contribute to a body of research on policy and practice approaches to language rights and illustrate how these unfold in a crisis:

1. *Translation, interpreting, language, and foreignness in crisis communication policy: 21 years of white papers in Japan* (Patrick Cadwell)
2. *Redefining information accessibility in crisis translation: communicating COVID-19 resources to culturally and linguistically diverse communities in Australia* (Lintao Qi and Rita Wilson)
3. *Accessible government crisis communication: recommendations based on the case of COVID-19 in Belgium* (Mieke Vandenbroucke, Nina Reviers, Gert Vercauteren, Anna Jankowska, Bonnie Geerinck, Heleen Van Opstal, Isabelle Aujoulat, Karin Hannes, Khetam Al Sharou, Lien Vermeire, Maria-Cornelia Wermuth, Sarah Talboom, and Wessel van de Veerdonk)
4. *Communicating COVID-19: language access and linguistic rights in contemporary Peru* (Raquel de Pedro Ricoy)
5. *Translation and interpreting as a guarantee for language access and linguistic rights for migrants in Brazil in the context of crisis intensified by the pandemic* (Sabine Gorovitz and Teresa Dias Carneiro)
6. *Multilingual crisis communication, language access, and linguistic rights in Sierra Leone* (Shaun Pickering, Chloe Franklin, Jonas Knauerhase, Pious Mannah, and Federico M. Federici)
7. *The languages of Hong Kong's international crisis relief response* (Marija Todorova)
8. *How did translators and interpreters in crisis communications get ignored? Overview of international effort in protecting our colleagues working in crisis settings and the rights of speakers of non-dominant languages* (Henry Liu, Debra Russell, and Colin Allen)

The different contributions continuously navigate a triangle between common practices, best practices, and assessments of absent/present contemporary settings. Apart from illustrating different methods for studying policies and practices, the chapters highlight, amongst other things, the importance of language accessibility in crisis communication, of translation as a risk reduction tool to enhance multilingual and intercultural crisis communication, and of developing effective crisis translation policies and practices—either top-down or through grassroots initiatives—that

cater to the needs of all affected communities, regardless of their location (locally embedded vs. dispersed across different regions or countries) or size (i.e. dominant vs. minority communities). This differentiation is based on features such as language, culture, religion, or ethnicity. This is why several chapters also propose alternative “bridging” solutions (beyond translation and interpreting), including technological and non-technological options, to facilitate communication in the most effective and inclusive manner possible.

The chapter by **Patrick Cadwell** presents a study on the extent to which translation and interpreting have contributed to Japan’s ability to cope with its hazardscape. The study utilises a sociological corpus framework and lexical analysis from the annual White Papers on Disaster Management produced by the Japanese authorities between 2001 and 2021. The findings suggest that crisis translation and interpreting have become established budget line items in important policy documents. This shift indicates that they are no longer being ignored and are being acknowledged in the country’s policy-making process.

The chapter by **Lintao Qi** and **Rita Wilson** provides an insight into the challenges and potential solutions in crisis communication in Australia. It highlights the importance of evaluating the impact of translation on the intended audience and evaluates how information accessibility as a fundamental human right has been implemented in Australia’s management of the COVID-19 pandemic for its culturally and linguistically diverse communities. It also examines the factors affecting (social, cultural, and technical) accessibility and argues that crisis translation is a dynamic process that does not have to be carried out solely by professional translators, nor that written translation is the only solution. The authors argue that evaluating the effectiveness of crisis translation should be based on demonstrable access to the information by, and effect on, the target audience.

The chapter by **Mieke Vandenbroucke, Nina Reviers, Gert Vercauteren, Anna Jankowska, Bonnie Geerinck, Heleen Van Opstal, Isabelle Aujoulat, Karin Hannes, Khetam Al Sharou, Lien Vermeire, Maria-Cornelia Wermuth, Sarah Talboom, and Wessel van de Veerdonk** reports on the findings of the Inclusive COVID-19 Crisis Communication (ICC) project, which was conducted by a large transdisciplinary consortium and funded by the Belgian Federal Health Institute in 2020–2021. It gives recommendations for crisis translation and accessible communication beyond translation, including message form and dissemination practices. The project’s results indicate that accessible communication is important for vulnerable groups, but that society can also benefit as a whole. It also identifies various effective crisis translation and accessibility measures, such as Easy Language, translations, subtitles, audio and visual features, and sign language interpreting. Recommendations are formulated for specific channels through which to distribute the information. The study also highlights the role of intermediaries in providing and disseminating accessible communication, and the need for a central unit to develop and distribute high-quality, accessible crisis translation products. The chapter ends by emphasising the importance of efforts for a more inclusive communication strategy in which crisis translations play a key role.

The chapter by **Raquel de Pedro Ricoy** analyses the language support measures adopted by the Peruvian government during the COVID-19 pandemic for its indigenous communities, who speak 48 native languages. To this end, the author draws on the first-hand knowledge and experience of the state-sponsored training and registration of indigenous translators and interpreters, the perceptions of end-users of their services, and the role of ad hoc interpreters. The study finds that the notions of “cultural appropriateness” and “trust” determine the outcomes of the interaction between public servants and indigenous communities. It also highlights the fact that contemporary challenges related to the country’s diverse demographic and linguistic landscape must be



contextualised in the historical marginalisation of indigenous languages and cultures. This should be taken into consideration when developing policies and initiatives to address language and information needs in crisis settings.

The importance of historical contextualisation is also covered in the chapter by **Sabine Gorovitz** and **Teresa Dias Carneiro**. It discusses the linguistic, translation, and interpreting needs of varied communities and groups that speak other languages in Brazil during the COVID-19 pandemic. Despite having only one official language, Portuguese, and the Brazilian Sign Language as an official means of communication, the chapter highlights the complex context of varied linguistic mediation needs of communities and groups that speak other languages. Initiatives undertaken concerning community interpreting, community translation, and intercultural mediation and the critical role played by universities, professional interpreters, and civil society institutions in the absence of top-down initiatives and public policies are also highlighted here.

The fact that universities can have a significant role in initiatives that aim to improve access to information in crises, tailored to the language and information requirements of local communities, is also illustrated in the chapter by **Shaun Pickering**, **Chloe Franklin**, **Jonas Knauerhase**, **Pious Mannah**, and **Federico M. Federici**. Their chapter presents an ongoing collaborative project between YMCA Sierra Leone and the Centre for Translation Studies at University College London (UCL). The project aims to increase resilience to crises by optimising multilingual crisis communication, increasing accessibility, and the recognition of language rights in Sierra Leone. UCL delivered translation training to 50 bilingual volunteer participants in Sierra Leone, who produced translations of the 2016 United Nations Disaster Risk Reduction Terminology into the five most widely spoken local languages in Sierra Leone. The authors believe this project could be replicated in other multilingual contexts, providing an example of utilising translation as a risk reduction tool to enhance multilingual and intercultural crisis communication.

The chapter by **Marija Todorova** investigates the translation practices of Hong Kong-based humanitarian organisations when providing crisis relief aid to local communities affected by disasters worldwide. The study aims to examine the use of English as an intermediary language in crisis relief distribution. In doing so, it provides insight into the translation practices of Hong Kong-based organisations and their communication with local crises-affected communities through an intermediary partner organisation in the country that is the recipient of the relief.

In contrast to the previous chapters in this section, which focus on specific countries, the final chapter in this part by **Henry Liu**, **Debra Russell**, and **Colin Allen** has an international perspective. The current political awareness resulting from the contribution builds on a historical contextualisation of the parties involved. The authors argue that translation and interpreting have always played a critical role in various types and stages of crises, even before the advent of the current globalised and multicultural world. However, despite their importance, translators and interpreters working in crisis communication have often been ignored and subjected to ill-treatment, including murder. The chapter examines the current position and status of translators and interpreters in the wider crisis ecosystem, and discusses international efforts to support them. The authors provide a historical overview of such efforts and consider whether there might be better ways to manage similar situations in the future. Finally, the contribution explores the possibility of developing instruments or mechanisms to provide a safer and more secure working environment for translators and interpreters in future crises.

The chapter by Liu, Russell, and Allen underscores the importance of professionalisation in the field of interpreting in crisis contexts. It highlights the need for continued efforts to support and protect interpreters working in challenging environments. As a result, the chapter also serves as a

bridge to the following thematic part of the handbook, which focuses on the professionalisation of interpreting and translation activities in conflict-induced crisis settings.

## Part II–Professionalisation

The six chapters in this second part examine various facets concerning professionalisation. These aspects include, amongst others, occupational standards, training, ethical behaviour, cooperation with humanitarian organisations, or role perceptions. Five of the chapters centre round interpreting, while the final chapter also takes into consideration the professional position of translators in conflict areas:

9. *Interpreting in humanitarian negotiation* (Lucía Ruiz Rosendo)
10. *The ideal conflict zone interpreter: military perspectives and perceptions of interpreters' skills and attitudes* (Eleonora Bernardi)
11. *Reinventing themselves–conflict zone interpreters from Afghanistan as interpreters for asylum seekers in Spain: a case study on impartiality, empathy and role* (María Gómez-Amich)
12. *Widening the scope of interpreting in conflict settings: a description of the provision of interpreting during the 2021 Afghan evacuation to Spain* (Raquel Lázaro Gutiérrez and Gabriel Cabrera Méndez)
13. *Interpreting ethics in crisis in the conflict zones: a focus on the Afghanistan War* (Ping Yang)
14. *The crisis of the translator: an overview of the occupational situation of Syrian translation professionals during the war* (Madiha Kassawat)

**Lucía Ruiz Rosendo's** chapter explores the role of interpreters in the humanitarian frontline negotiations that aim to protect civilians affected by armed conflicts and provide them with aid, as mandated by international humanitarian law, human rights law, and refugee law. The interpreter's task in this context is to facilitate communication between the negotiator, who works for a humanitarian organisation, and local authorities who may not speak the same language or share the same culture. Using the findings of a participatory community research project, the study aims to provide a more nuanced understanding of interpreting in humanitarian negotiations, including the interpreter's position and the importance of designing tailored training programmes that address the unique features of these missions. The central objective of the research was to establish a customised training programme that could be implemented in any location to benefit interpreters, negotiators, and organisations. The study was therefore developed along the lines of participatory action research.

**Eleonora Bernardi's** chapter examines the qualities and abilities that military institutions and peacekeepers look for in an “ideal interpreter” working in conflict zones. The study involves interviewing fifteen officers who collaborated with (civilian) interpreters daily during the war in the former Yugoslavia in the 1990s. In addition to linguistic skills, it shows that interpreters in conflict zone settings are expected to provide situational, cultural, and geographic guidance, act as advisors and negotiators, and serve as the first alert mechanism for potentially dangerous situations. Based on these findings, the author argues that it is necessary to establish a clear profile for civilian interpreters in crisis and war zones, outlining the skills and attitudes required to prevent misguided or conflicting expectations among service providers and users.

In her chapter, **María Gómez-Amich** examines how Afghan interpreters perceive their role when working with asylum seekers in Spain and whether or not they adhere to the UNHCR professional code of conduct. The study is based on interviews with five interpreters who worked

for the Spanish troops deployed in Afghanistan between 2003 and 2015. The results indicate that post-traumatic stress, vicarious trauma, and empathy can impact impartiality and objectivity, making them difficult to apply in extreme interpreting encounters. Without professional training or guidelines, interpreters tend to rely on self-regulation and develop strategies for coping. However, adherence to the code of conduct can lead to different professional expectations and contribute to the need for more professional standardisation in the field. The chapter also suggests the need to reconsider ethical standards and provide better support for interpreters in this context.

The chapter by **Raquel Lázaro Gutiérrez** and **Gabriel Cabrera Méndez** also reports on a study of interpreters who worked for the Spanish government and army during the Afghan conflict. In their chapter, the authors focus on the post-war scenario and describe a setting which they believe is still unexplored and poorly defined: their study investigates the work of interpreters who served in Afghanistan and who provide telephone interpreting services to aid Afghan evacuees heading for and/or already in Spain. Based on their findings, the authors suggest that the scope for interpreting in conflict areas should be broadened to encompass interpreting in physical war zones and other parts of the world, such as countries receiving evacuees. Additionally, they acknowledge that interpreting is necessary not only during the central stages of war but also during its initial and final stages, including the immediate aftermath.

The chapter that follows, written by **Ping Yang**, deals with the ethics of conflict zone interpreting in the Afghanistan war. The chapter introduces the concept of non-normative ethics and scrutinises its application by reflecting on the unethical issues that arise when untrained civilian interpreters were employed in the Afghan War (2001–2021). Non-normative ethics, typically deemed unconventional in everyday and professional interpreting scenarios, are acknowledged and practised in conflict zones. The chapter examines whether the role played by civilian Afghan interpreters (CAIs) was well-defined when working with international forces, whether they were exploited, and whether adequate protection was offered to them and their families. These issues are discussed by drawing upon pertinent reports and publications related to non-normative behaviour in conflict zones. By examining non-normative ethics as practised by CAIs in the Afghan War, this theoretical reflection provides a basis for further research into the ethics of civilian interpreters working in conflict zones.

Finally, **Madiha Kassawat**'s chapter in this part focuses on the situation faced by translation and interpreting professionals during the crisis in Syria. The study employs a qualitative interview-based approach to provide insight into the challenges, survival strategies, and consequences of the crisis in the translation sector in Syria. The research also aims to shed light on the existing challenges and practices in crisis translation and extend its scope to include the psychological and financial effects on professionals in the translation sector.

### Part III–Community

The third part delves into the community perspectives of crisis translation and interpreting. A core theme revolves round interpreter and translator training and the challenges faced and opportunities for interpreting and translating in mainly humanitarian contexts. The chapters provide insights into the intersection of interpreting, translation, and humanitarian aid work, as well as the challenges and opportunities that arise when working with diverse populations in multilingual and affected contexts.

15. *Interpreter and translator training: from crisis response to sustainable livelihoods* (Barbara Moser-Mercer, Somia Qudah, Mona Malkawi, Jayne Mutiga, and Mohammed Al-Batineh)

16. *Interpreting as a form of humanitarian aid provision at an Italian NGO: challenges and outlooks* (Maura Radicioni)
17. *Interpreters and language assistance in Galician NGDOs: situation, demand, and training needs* (Maribel Del-Pozo-Triviño, David Casado-Neira, Silvia Pérez Freire, and Luzia Oca González)
18. *Interpreters as catalysts for translation in refugee crises: creating a sense of community and belonging in migrant reception* (Elena Aguirre Fernández Bravo and Laura Paíno Peña)
19. *Agents and collaboration in humanitarian interpreting/translation* (Carmen Valero-Garcés)
20. *Interpreting and positionality in conflict-affected societies of Rakhine State, Myanmar* (Abellia Anggi Wardani and Tengku Shahpur)
21. *Vaccination narratives in a multilingual society. on intercultural communication and trust* (Tanya Escudero and Jekaterina Maadla)

Although some of the topics addressed in these chapters overlap with the previous two parts, this part emphasises the collaborative aspect of crisis response and the broader context in which translation and interpreting activities occur. Specifically, some of the chapters in this part adopt a community-centred perspective by examining the expectations and perceptions of humanitarian organisations (such as NGOs working with refugees) regarding the interpreters' role in crisis response, leading to reflections on different topics such as agency, ethics, or training. As mentioned earlier, chapters in the handbook typically cover several dimensions at the same time, and therefore possibly belong in several parts. In this part, for instance, one chapter builds on themes discussed in Part I on policies and practices but with a more pronounced emphasis on community perspectives: it explores the concept of trust in the transfer of official communication to minority groups. Ultimately, the third part highlights the interdisciplinary nature of crisis response work, stressing the importance of collaboration between different fields and areas of expertise.

**Barbara Moser-Mercer, Somia Qudah, Mona Malkawi, Jayne Mutiga, and Mohammed Al-Batineh** authored the first chapter in this part, which offers an overview of legal frameworks at both the national and international levels regulating communication in humanitarian settings. This chapter also examines inclusive, sustainable, and decolonised approaches for training language mediators by providing concrete examples from two distinct humanitarian and development contexts: Jordan and Kenya. These two cases are examples of different stages in the humanitarian programming cycle, from preparedness to recovery and nexus to development.

The second chapter in this part argues that interpreting and cultural mediation in humanitarian and crisis settings should ideally line up with the objectives of NGOs and humanitarian organisations as forms of aid provision. The author, **Maura Radicioni**, advocates that this position should be based on her ongoing ethnographic research into the cultural mediators of an Italian NGO. This organisation provides free healthcare and socio-cultural guidance in a complex migration setting in Southern Italy. Radicioni's study analyses the practices carried out by these cultural mediators in order to evaluate their contributions as humanitarian workers in fulfilling the NGO's mission. She draws on semi-structured video interviews and ethnographic field observations to highlight the cultural mediator's crucial role, activities, and training background.

A similar setting is presented in the third chapter in this part, written by **Maribel Del-Pozo-Triviño, David Casado-Neira, Silvia Pérez Freire, and Luzia Oca Gonzalez**. It investigates the training requirements of interpreters who work for Galician Non-Governmental Development Cooperation Organisations (NGDOs). The research involved a focus group of eight participants and a survey of sixteen experienced interpreters. The authors argue that interpreting for Galician

NGDOs presents various challenges due to resource limitations, urgent assistance requirements, and a need for more awareness among NGDOs regarding the necessary conditions and requirements for providing high-quality interpreting. Interpreters highlight the need for training in linguistic competence, such as terminology, emotional management, professional conduct, and understanding of the NGDOs' scope of action (an issue that aligns with a point also raised in Radicioni's chapter).

**Elena Aguirre Fernández Bravo** and **Laura Paíno Peña's** chapter explores the role of interpreters in migration contexts and the impact that interpreting services, or lack thereof, can have on migrants. The study focuses on the 2018 migrant influx into Spain, where the right to competent interpreting clashed with practice due to difficulties faced by state and non-state reception centres. The chapter seeks to answer questions such as the role of interpreters in migration settings, the adequacy of interpreting assistance for migrants, and the impact of the absence of interpreters on migrants' sense of belonging. The research employs the theoretical frameworks of the interpreter's communicative distance management strategies and the interpreter's role continuum model in a survey conducted among 36 migrants and 42 workers and volunteers in reception centres in Madrid. The information collected emphasises the crucial role of competent interpreting services in meeting the needs of migrants and promoting their sense of belonging and community, as seen from the perspective of those on the receiving end of the interpreting services.

In her chapter, **Carmen Valero-Garcés** examines the roles and ethical considerations of translators and interpreters in official bodies (state administration) and civil society organisations (NGOs or (international) aid organisations), assessing whether they align or differ in their approaches. The study uses a critical analysis of ethical issues and argues that official institutions prioritise commercial process management while civil society organisations seem to prioritise humanitarian process management. In other words, the author argues that the prevailing philosophy in many institutional organisations is to maximise profit at all costs. At the same time, NGOs adopt a more humanitarian approach, favouring effective communication in a race to save lives. The author further argues that redefining the roles of translators and interpreters is necessary to creating a more democratic and fairer society based on cosmopolitan ethics, as regulations and declarations alone are insufficient in the face of multilingual humanitarian crises.

**Abellia Anggi Wardani** and **Tengku Shahpur's** chapter explores the impact of interpreting and translation on the violent discourse between minority and majority groups in the context of the conflict in the Rakhine State, Myanmar. The study uses a set of four focus group discussion transcripts translated from Rohingya and Rakhine into Burmese and English, which discuss themes of torture and movement restriction for minorities. The translated transcripts are examined using critical discourse analysis to understand the influence of interpreting on cultural negotiation and positionality. Reviewers from both minority and majority groups then analyse the texts separately, revealing differences in interpreting, with the minority group providing detailed explanations of violent incidents related to torture, movement restriction, and arrests. The findings suggest that minorities tend to elaborate more and provide detailed explanations of violent incidents in conditions of established trust and interpersonal relations.

The chapter written by **Tanya Escudero** and **Jekaterina Maadla** in this part focuses on Estonia's vaccination campaign during the COVID-19 pandemic. During this period, the Estonian government's primary concern was the low vaccination rate, particularly among the Russian-speaking population. Although the Russian minority constitutes one-third of the country's population, communication and the inclusion of this segment have not always been adequate. The authors aim to comprehend the impact of the government's intercultural communication tactics on this minority by analysing the reactions and different narratives that arose in response to the posts on the Facebook page of the Republic of Estonia Health Board (Terviseamet). These narratives

demonstrate a pre-existing distrust of the government that has heavily influenced the reception of information during this period, exacerbating the lack of trust in the Estonian authorities and the media. When a segment of the population does not trust the messages coming from the government, disseminating information in several languages seems inadequate. This is particularly true when attention to minority languages is provided only at critical moments when the rest of the population is affected. The authors, therefore, argue that communication strategies need to be reviewed, especially if they are based entirely on top-down communication. They suggest using new strategies and channels, in which part of society is addressed and reached through other institutions and actors functioning as mediators, to improve communication.

#### Part IV–Language strategies and solutions

The final part of this handbook encompasses a variety of contributions that highlight the challenges and practical approaches taken to ensure effective communication in crises through language strategies and solutions.

22. *Exploring the accuracy and appropriateness of the translation of important government information for Samoan-speaking communities in Aotearoa New Zealand and Australia during the COVID-19 crisis* (Hoy Neng Wong Soon and Ineke Crezee)
23. *Localised terminology for COVID-19 communication: use of vaccine-related terminology in Arabic-speaking countries* (Sonia Halimi, Razieh Azari, and Mariem Harbaoui)
24. *Omission and addition during crisis interpreting: a study on the Rohingya displacement* (Mohammad Harun Or Rashid)
25. *Women's crises and gender-aware ethical practices in simultaneous conference interpreting* (Gabriela Yañez)
26. *Challenging the shortcomings of traditional translation in migration contexts: a translanguistic proposal for professionals in the humanitarian sector* (Renato Tomei and Max Pardeilhan)
27. *Risk communication: experimenting with automatic speech recognition as the first step of a combined speech-to-text and machine translation tool for risk reduction during pilot-controller communications* (Bettina Bajaj)

Amongst other things, this part examines the translation choices made when conveying messages to minority groups, often requiring creative solutions to translate terms and concepts that lack equivalents in other languages. It also scrutinises the strategies and choices made by interpreters when conveying crisis-related messages and explores alternative language strategies that can aid communication in crisis settings, as discussed in Part I, such as translanguaging practices. Finally, it also covers language-based technological solutions that can assist in crisis communication. In particular, the last chapter in this part discusses the potential use of automatic speech technology in crisis contexts, examining its deployment to facilitate communication in high-pressure situations where accurate translation is essential.

The chapter by **Hoy Neng Wong Soon** and **Ineke Crezee** reports on an analysis of the translation of COVID-19-related information into Samoan for the Samoan-speaking communities in Aotearoa (the Māori language name for New Zealand) and Australia. The study focuses on challenges in translation when communicating health terminology in a language that lacks medical vocabulary. The authors highlight the need for unpacking and simplifying complex health terminology to ensure cultural and linguistic appropriateness and acceptability for the Samoan reader, who may have limited health literacy. The data sample consists of English source texts



and Samoan target texts of translations published online by authorities from early 2020 to March 2022. The analysis focuses on pragmatic equivalence, cultural appropriateness, ambiguities, and features specific to the Samoan language. The findings show that crisis translation requires a collaborative approach, including working with (health) authorities, expert translators, and members of the target readership, and that translators need to be very health literate. The contribution also highlights the need to seek the most efficient and effective manner of disseminating health information to the Samoan-speaking communities.

In their chapter, **Sonia Halimi**, **Razieh Azari**, and **Mariem Harbaoui** also focus on COVID-19-related terminology. Their study compares the Arabic terminology used by the World Health Organization (WHO) across its official website with the Arabic terminology used on selected Arab Health Ministry websites and social media accounts in Qatar, Saudi Arabia, Tunisia, and the United Arab Emirates. This contribution aims to analyse the consistency of the local Arabic terminology with that of the WHO, but it also considers localisation and regional variations. The study's objective is to determine to what extent the WHO's COVID-19 vaccination terminology has been incorporated into the vaccination campaigns of the selected countries. The findings reveal that 53% of the WHO's Arabic terminology overlapped with country-level terminology, while 47% involved terminological variations. The variations suggest that attempts at localisation through distinct local strategies also apply to vaccine campaign communication. These include paraphrasing, explanation by word addition, word substitution, and the use of common words, all of which aim to increase the clarity and accessibility of health information in the context of the COVID-19 crisis.

**Mohammad Harun Or Rashid's** chapter delves into the interpreting strategies in humanitarian settings concerning the Rohingya displacement crisis. The Rohingya is a Muslim minority group originally from Burma's Arakan state, currently known as Myanmar's Rakhine state. Due to persecution, violence, and brutality, the Rohingyas were forced to flee to Bangladesh. The NGOs responded to the crisis by recruiting interpreters from the local host community in Bangladesh in order to aid communication. By conducting semi-structured interviews with 23 interpreters, including sixteen professionals and seven ad hoc interpreters, the study documents the types of omission and addition during interpreter-mediated encounters in the Rohingya camps and explores the reasons for, and motivations behind, these strategies. The study finds that the interpreters routinely omitted and added words, phrases, metaphors, and contextually sensitive information during interpreting tasks.

**Gabriela Yañez's** chapter aims to revisit ethical practices in simultaneous conference interpreting concerning women's crises. By analysing the use of gender-aware language in a case study of a session about Ukrainian women and transwomen refugees at the European Parliament Committee on Women's Rights and Gender Equality, this work aims to identify gender-specific ethical practices in interpreting. The study explores the interpreter's distinct voice in discourse and considers the ethical considerations that arise in a European gender-sensitive framework. Using a micro-textual analysis, it shows that interpreters use various gender-wise language operations, including additions, compensations, and emphasis, based on institutional linguistic-specific guidelines and personal discourses. Interpreters actively construct and recreate source texts in a gender-wise manner, emphasising the social role and ethical responsibilities involved in interpreting women's crises in international conference settings.

**Renato Tomei** and **Max Pardeilhan** examine the language and communication practices between refugees/asylum seekers and professionals in Italian reception centres and migration-related institutions. The authors argue that the normative frameworks based on Translation, which institutions provide for their workers in multilingual environments, have inherent weaknesses

that can lead to miscommunication. This miscommunication can harm the relationship between refugees/asylum seekers and the hosting of the country's social infrastructure. Within the framework of Translanguaging, they suggest the creation of new literature, educational materials, and shared protocols for humanitarian professionals. They argue that these tools will help mitigate communication failures and tackle communicative challenges effectively, especially during critical moments. They collected interactional data from 115 participants (97 refugees/asylum seekers and eighteen Italian professionals), mainly from Emergency Reception Centres in Italy (Centri di Accoglienza Straordinaria, CAS) and associations supporting the accommodation system. Their study highlights the fact that traditional theoretical tools and approaches based on Translation may sometimes struggle to address the complex reality of communication in circumstances of humanitarian emergency. It underscores the benefits of a translinguistic approach to communication crises. The authors argue that this approach can provide alternative, pragmatic solutions where traditional translation may lead to potentially critical failures.

Finally, **Bettina Bajaj** conducted a study to assess the effectiveness of an on-device commercial automatic speech recognition (ASR) tool in reducing the risk of miscommunication during pilot-controller communications in flight operations. The study includes testing the ASR tool in three separate scenarios: two actual flights, four simulator sessions, and two re-enactments of an accident flight. The Word Error Rate metric was used to evaluate the tool's performance. Despite its limitations, the author observes near-instantaneous real-time transcription capabilities throughout the experiments, suggesting the potential for real-world applications, including other risk and crisis communication contexts. To facilitate effective communication in different crisis scenarios, the tool's real-time transcription capabilities could be leveraged to provide real-time transcripts on various media platforms, which could then be translated if necessary. The author puts forward the idea that using open-source ASR toolkits trained on large datasets, incorporating large custom vocabularies, and robust speaker separation capabilities could improve accuracy and reduce risk in aviation and other contexts.

## **Conclusion**

The case studies presented in this handbook offer diverse research perspectives on how to approach translation, interpreting, and crisis. Each case study provides a detailed account of a specific crisis and its challenges. By examining these, we can identify general trends or topics concerning translation, interpreting, and crisis.

Examples of major themes in the discourse about language barriers during crises include the severe impact on Culturally and Linguistically Diverse (CALD) communities, such as limited access to humanitarian aid, diminished trust and involvement of affected individuals in relief efforts, and susceptibility to misinformation and misunderstanding. Furthermore, crisis communication policies should take into account the importance of assessing policies and practices in relation to catering to the needs of CALD communities as well as establishing accessibility to information. In addition to developing effective policies and initiatives to address language barriers in crises, it is equally important to measure their impact, as shown in different chapters throughout this book.

The professionalisation of interpreting and translation in crisis contexts is another crucial topic addressed in this handbook. To achieve this, several aspects are taken into account, including the role perception of interpreters in crisis settings, which, amongst other things, has been measured through interviews or focus group discussions with various stakeholders. The implications of these



perceptions for training are also addressed, as training can be considered an important aspect of professionalisation. Additionally, the embedding of translation and interpreting in the broader context of humanitarian response is examined in various chapters, where the role that translation and interpreting can play within this context is explored. Language-related issues are also analysed here, particularly the choices made during translation and interpreting and their implications.

It is important to note that the topics are not exhaustive. This is because it was designed as an open invitation to contributions rather than suggesting specific themes to authors, as previously mentioned. As a result, some existing or emerging topics related to translation, interpreting, and crisis may not have been explicitly addressed or have received only limited attention.

For instance, one such topic that deserves more attention is the exploration of technological applications for crisis communication. Although there is only one chapter that explicitly focuses on language technology and its potential use in crises (cf. the chapter by Bettina Bajaj), we acknowledge that this area of research is rapidly evolving and will gain more interest in the future. In particular, the recent advancements in generative artificial intelligence applications, such as chatbots and technologies that convert natural language text into speech, images, or videos, will offer new opportunities for effective communication with communities affected by crises.

With the personal backgrounds and affiliations of authors adding to the geographical spread of the content comprised in this volume, the handbook covers nearly 40 countries in all five continents. Under a third relates to Europe with the geographical spread shared equally among Asian countries. Africa and South America only have three countries in the collection. Whereas it makes sense for Oceania to be represented by two countries, the same number is not wholly representative for North America. A future, subsequent collection should therefore focus even more on Africa and Central America in terms of geographical representation. However, as mentioned earlier on in the introduction, crises know no borders.

### Notes

- 1 A third aspect is a type of crisis that is hardly covered at all, that is to say, slower, more hidden crises, tangible though they are for those involved; in this case the situation faced by the Kurdish people in the affected area.
- 2 For more info: <https://humanitarianaction.info/overview/2023>

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## Introduction

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Inghilleri, Moira and Sue-Ann Harding (Eds.). 2010. Translation and violent conflict (Special Issue: The Translator: Studies in Intercultural Communication). London and New York: Routledge.

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## Translation, interpreting, language, and foreignness in crisis communication policy

Béland, Daniel , Michael Howlett , and Ishani Mukherjee . 2018. 'Instrument constituencies and public policy-making: An introduction'. Policy and Society, 37 (1): 1–13.

This article provides a highly accessible entry point to understanding the role of policy in society—in general, not just in crisis—and especially the interaction between varied actors about the problems and solutions that policy-making is supposed to tackle.

United Nations . 2015. Sendai Framework for Disaster Risk Reduction 2015–2030. PDF File. [www.preventionweb.net/files/43291\\_sendaiframeworkfordrren.pdf](http://www.preventionweb.net/files/43291_sendaiframeworkfordrren.pdf).

The Sendai Framework for Disaster Risk Reduction 2015–2030 is essential reading for anyone who wants to understand more about the general principles that guide the work of governments, NGOs, international organisations, and many other stakeholders in crisis-related matters. While language and culture are not the focus, the document provides a blueprint that can help guide crisis translation and interpreting policy-making and practice.

Kikuchi, Akiyoshi . 2020. 'Bōsai seisaku ni okeru saigaiji tagengo jōhō teikyō no jikkōsei ni kansuru kōsatsu'. Saigai jōhō. 18 (2): 235–245.

For those who read Japanese, this article provides a detailed and locally specific examination of efforts in Japan to support foreign nationals in times of crisis and disaster. This work comes out of a close collaboration between academic and non-academic partners and has a useful focus on local authorities, one of the most important crisis stakeholders in a Japanese context.

O'Brien, Sharon , Federico M. Federici , Patrick Cadwell , Jay Marlowe , and Brian Gerber . 2018. 'Language translation during disaster: A comparative analysis of five national approaches'. International Journal of Disaster Risk Reduction, 31: 627–636.

This article is useful for understanding how crisis translation and interpreting policy can be evaluated and critiqued at a national level using a comprehensive and robust analytical framework.

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O'Brien, Sharon , and Federico M. Federici (Eds.) 2022. *Translating crises*. London: Bloomsbury Publishing. This edited volume explores the challenges in translating crises and provides solutions and recommendations, covering a diverse range of situations from around the globe and including not only academic voices but also frontline experience.

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## Accessible government crisis communication

Kuran, Christian Henrik Alexander , Claudia Morsut , Bjørn Ivar Kruke , Marco Krüger , Lisa Segnestam , Kati Orru , Tor Olav Nævestad , Merja Airola , Jaana Keränen , Friedrich Gabel , Sten Hansson , and Sten Torpan . 2020. 'Vulnerability and vulnerable groups from an intersectionality perspective'. *International Journal of Disaster Risk Reduction*, 50 : 101826. <https://doi.org/10.1016/j.ijdr.2020.101826>.

In this article, the authors argue for the adoption of an intersectional perspective on vulnerable groups and vulnerability. In doing so, they define the notion of communication vulnerability and discuss how intersectionality should be a key principle in risk and crisis management.

O'Brien, Sharon , Patrick Cadwell , and Alicja Zajdel . 2021. 'Communicating COVID-19: Translation and trust in Ireland's response to the pandemic'. Project Report. Dublin City University Educational Trust through the DCU COVID-19 Research and Innovation Hub. <https://doras.dcu.ie/25345/>.

In this report, the authors report on the results of a rapid response research project on the maturity level of translation as risk communication during the early phase of the COVID-19 outbreak in Ireland.

Piller, Ingrid , Jie Zhang , and Jia Li . 2020. 'Linguistic diversity in a time of crisis: Language challenges of the COVID-19 pandemic'. *Multilingua*, 39 (5): 503–515. <https://doi.org/10.1515/multi-2020-0136>.

This article is the editorial of a special issue of the journal *Multilingua* in which several case studies on multilingual communication and translation on COVID-19 across the world were grouped. In this editorial article, the authors discuss the challenges multilingual COVID-19 crisis communication has posed for linguistic minorities.

Vandenbroucke, Mieke , Nina Reviers , Gert Vercauteren , Bonnie Geerinck , Anna Jankowska , Lien Vermeire , Anne-Mieke Vandamme , Karin Hannes , Maria-Cornelia Wermuth , Pieter Thyssen , Daniëlle Wopereis , Heleen Van Opstal , Tristan Van Hoeck , Isabelle Aujoulat , Dominique Doumont , Hélène Lambert , Océane Le Boulengé , Marijke Lemal , Wessel van de Veerdonk , and Sarah Talboom . 2021. 'Final report: Towards an inclusive Covid-19 crisis communication policy in Belgium'. ICC project (Inclusive COVID-19 Crisis Communication). [www.uantwerpen.be/en/projects/towards-an-inclusive-crisis-communication-policy/project-results/](http://www.uantwerpen.be/en/projects/towards-an-inclusive-crisis-communication-policy/project-results/).

This report is the full ICC project report that this chapter provides a brief summary of. The reader is invited to consult this report should they be interested in more information about the project and/or its results.

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The organisations included in the advisory board were, alphabetically ordered:  
 Agentschap Binnenlands Bestuur–Afdeling Gelijke Kansen, Integratie en Inburgering; Agentschap Integratie en Inburgering; AHOSA vzw–Anders HOREN Samen Aanpakken; asbl Aidants Proches; Arendsblik vzw, Association Belge du Syndrome de Marfan (ABSM) asbl; Atlas, integratie & inburgering; AVIQ; Aya asbl; CAB tolkenbureau–vzw Vlaams Communiceer Assistentie Bureau voor Doven; CAW Groep; City of Antwerp; City of Charleroi–Espace citoyen de Marchienne Docherie & Porte Ouest (CPAS Charleroi); City of Genk; City of Ghent; City of Hasselt; City of Verviers; Cultures&Santé; vzw Divers Leuven; Doof Vlaanderen; Eleven Ways bv; ella vzw–Kenniscentrum gender en etniciteit; Entr'aide Marolles; L'Escale asbl; Expert-by-experience Nico De Rechter; Expert-by-experience Benoît Ramakers; Fédération Francophone des Sourds de Belgique asbl; Fondation I see; Gemeenschappelijke Gemeenschapscommissie (GGC); de Gentse Wijkgezondheidscentra (VWGC); HoorCoach Regina Bijl; IN-Gent, Integratie & Inburgering Gent; Inter Expertisecentrum toegankelijkheid; Kortom vzw; Ligo, Centrum voor Basiseducatie Antwerpen; Ligo, Centrum voor Basiseducatie Brugge-Oostende-Westhoek; Ligo, Centrum voor Basiseducatie Midden–en Zuid-West-Vlaanderen; Ligo, Centrum voor Basiseducatie Limburg Midden-Noord; La Lumière asbl; National Crisis Centre (NCCN); Netwerk Tegen Armoede; Onder Ons vzw, Orbit vzw; dienst ervaringsdeskundigen, POD Maatschappelijke Integratie; Proforal; RAQ for Fédération des Services Sociaux Bicommunautaire et asbl Les Pissenlits; SAAMO Antwerpen vzw; SAAMO Gent vzw; SeTIS Bruxelles; SIMA asbl; Steunpunt Mens en Samenleving (SAM vzw); Steunpunt tot bestrijding van armoede, bestaansonzekerheid en sociale uitsluiting; Strategisch Plan Geletterdheid (Vocvo vzw); Symfoon–Vlaams blinden–en slechtziendenplatform; vzw TolBO; Unia; VeBeS vzw–Vereniging voor Blinden en Slechtzienden; Visual Box vzw; Vlaams Instituut Gezond Leven; Vlaamse Gemeenschapscommissie (VGC); Vlaamse Logo's; Vrienden der Blinden vzw; VRT; Wabliëft/Vocvo vzw; De Zuidpoort vzw.

See also: [www.uantwerpen.be/en/projects/towards-an-inclusive-crisis-communication-policy/advisory-board/](http://www.uantwerpen.be/en/projects/towards-an-inclusive-crisis-communication-policy/advisory-board/).

## Communicating Covid-19

Burga, Manuel , Felipe Portocarrero , and Aldo Panfichi (Eds.). 2020. *Por una nueva convivencia. La sociedad peruana en tiempos del COVID-19. Escenarios, propuestas de política y acción pública*. Lima: Fondo Editorial PUCP. PDF File. [www.clacso.org/wp-content/uploads/2020/05/Por-una-Nueva-Convivencia.pdf](http://www.clacso.org/wp-content/uploads/2020/05/Por-una-Nueva-Convivencia.pdf).

This project was coordinated by the Social Sciences Thematic Group of the Peruvian Ministry of Health. Its aim was to identify proposals that can help mitigate the effects of the COVID-19 pandemic on the most vulnerable groups in Peru (immigrants, gig economy workers, women and girls, the young and the elderly, prisoners and indigenous peoples). The collected essays provide a comprehensive overview of the effects of the health crisis.

Cherofsky, Jess . 2020. 'Abandoned by government, Peru's indigenous peoples lead powerful COVID-19 response'. Website. [www.cultural Survival.org/news/abandoned-government-perus-indigenous-peoples-lead-powerful-COVID-19-response](http://www.cultural Survival.org/news/abandoned-government-perus-indigenous-peoples-lead-powerful-COVID-19-response).

This report, available in Spanish and English, provides a snapshot of the situation in the Amazonian region of Ucayali at the start of the pandemic. It is based on interviews with relevant actors and presents information about the government's risk-mitigation measures and also grassroots initiatives.

García, Gerardo M ., Marleen Haboud , Rosaleen Howard , Antonia Manresa , and Julieta Zurita . 2020. 'Miscommunication in the COVID-19 era'. *Bulletin of Latin American Research*, 39 (1): 39–46.

This article addresses State-sponsored cross-cultural communication strategies in Bolivia, Ecuador and Peru during the COVID-19 pandemic. It focuses on the importance of cultural appropriateness, beyond the translation of verbal texts, to ensure adequate reach and to protect vulnerable groups.

de Pedro Rico, Raquel , and Luis Andrade Ciudad . 2020. 'Translation and interpreting in the indigenous languages of Peru'. In *The Oxford handbook of translation and social practices*, edited by Meng Ji and Sara Laviosa , 129–148. Oxford: Oxford University Press.

This chapter engages with Peru's language policy and its implementation before the COVID-19 pandemic, based on observation, interviews and fieldwork. It provides useful background information to understand and contextualise the developments during the health crisis.

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This collection of essays addresses the links between race (and racism) and language in contemporary Peru. It touches on issues such as linguistic ideologies, linguistic essentialism, indigenous identities, marginalisation and inequality, as well as on the impact that social media have.

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## **Translation and interpreting as a guarantee for language access and linguistic rights for migrants in Brazil in the context of crisis intensified by the pandemic**

Silva-Reis, Dennys . 2021. '[Trans]missão & cura[tivo] em tempos de COVID-19: contribuição para uma História Imediata da Tradução no Brasil'. In *Traduzir a Pandemia*, edited by Sabine Gorovitz , Ângela Maria Erazo Munoz , and Andrea Cristiane Kahmann , 116–139. Porto Alegre: Cadernos de Tradução, Instituto de Letras–UFRGS. Available at <https://seer.ufrgs.br/index.php/cadernosdetraducao/article/view/107419/61723>. Besides proposing other analyses, such as reflections on methodological issues about the Immediate History of Translation, as well as on affected agents and consumption habits of translated materials modified by the pandemic, Silva-Reis's paper operates as an excellent survey of some of the many initiatives developed in Brazil in 2020 that relate translation to the pandemic.

Albres, Neiva de Aquino , and Michelle Duarte da Silva Schlemper . 2021. 'Tradução em período de pandemia: distanciamento de crianças surdas na escola e literatura como linguagem viva'. In *Traduzir a Pandemia*, edited by Sabine Gorovitz , Ângela Maria Erazo Munoz , and Andrea Cristiane Kahmann ,

159–181. Porto Alegre: Cadernos de Tradução, Instituto de Letras–UFRGS. Available at <https://seer.ufrgs.br/index.php/cadernosdetraducao/article/view/105900/61724>.

In social distance, deaf children, who have the school as their main space for learning sign language, have suffered perhaps more than other children the delay in language acquisition. The authors in this article mention several projects developed for multimodal videos proposing reading and textual production activities for these children.

Gabriel, Maria et al. 2021. 'Traduções simbólicas em contexto migratório: (re)existência e democratização da informação'. In Traduzir a Pandemia, edited by Sabine Gorovitz , Ângela Maria Erazo Munoz , and Andrea Cristiane Kahmann , 83–104. Porto Alegre: Cadernos de Tradução, Instituto de Letras–UFRGS. Available at <https://seer.ufrgs.br/index.php/cadernosdetraducao/article/view/106060/61719>.

The authors mention the University Extension Project-Brazilian Portuguese for Humanitarian Migration of the Federal University of Paraná (PBMH-UFRPR) that develops materials from a “symbolic translation” as a way to support the exercise of citizenship and facilitate the access of migrant and/or refugee communities to information related to health, economic, and social situations aggravated by the pandemic.

Altenhofen, Cléo Vilson . 2013. 'Migrações e contatos linguísticos na perspectiva da geolinguística pluridimensional e contatual'. Revista de Letras Norte@mentos, 6 (12): 31–52.

Bizon, Ana Cecilia Cossi . 2020. 'Acolhimento e solidariedade em contexto de pandemia: a experiência do banco de tradutores e intérpretes da Unicamp'. In Migrações Internacionais e a Pandemia da COVID-19, edited by Rosana Baeninger , Luís Renato Vedovato and Shallen Nandy , 584–608. Campinas: Núcleo de Estudos de População “Elza Berquó” – Nepo/Unicamp.

Gorovitz, Sabine , Teresa Dias Carneiro , and Marcia Martins . 2023. 'A interpretação comunitária como garantia de direitos: qual formação para qual atuação no Brasil?'. Revista Belas Infêis, 12 (1): 1–33.

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[https://portaldeimigracao.mj.gov.br/images/dados/relatorio-anual/2020/Resumo%20Executivo%20\\_Relat%C3%B3rio%20Anual.pdf](https://portaldeimigracao.mj.gov.br/images/dados/relatorio-anual/2020/Resumo%20Executivo%20_Relat%C3%B3rio%20Anual.pdf).

Pöchhacker, Franz . 2008. 'Interpreting as mediation'. In Crossing borders in community interpreting, 9–26. Amsterdam: John Benjamins.

## Multilingual Crisis Communication, Language Access, and Linguistic Rights in Sierra Leone

Cadag, Jake Rom . 2022. 'Decolonising disasters'. Disasters, 46 (4): 1121–1126. <https://doi.org/10.1111/disa.12550>.

This short manifesto must be read by anybody concerned with multilingual communication in crises with a perspective on equality. It introduces a Disasters special issue on new ways of conducting disaster research that increases access to local knowledge and affected people to disaster knowledge and summarises key limitations in a field where cultures and languages continue to be read from afar.

Chmutina, Ksenia , Neil Sadler , Jason von Meding , and Amer Hamad Issa Abukhalaf . 2021. 'Lost (and found?) in translation: key terminology in disaster studies'. Disaster Prevention and Management: An International Journal, 30 (2): 149–162.

This article focuses on how the English-language terminology around disasters is neither easy to access nor easy to translate. It epitomises the rationale for translating the United Nations Disaster Risk Reduction Terminology as a priority for disaster managers, local NGOs, and multilingual communities in Sierra Leone.

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This article summarises the operation context of the international humanitarian response to the Ebola epidemic in Sierra Leone. It contextualises the socio-political motivation for a better multilingual crisis communication strategy, supported by increased language capacity that underpins the case study discussed in this chapter.

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## Interpreting in humanitarian negotiation

CCHN . 2021. Negotiating with interpreters and interpreting during negotiations. Website. <https://frontline-negotiations.org/wp-content/uploads/2021/05/2021-05-Listening-Tour-on-Negotiating-with-Interpreters.pdf>. This report explores and compares the views of negotiators and interpreters about their working relationships and challenges and best practices when working together.

CCHN . (n.d.). Interpreting in humanitarian negotiations. A guide for humanitarian negotiators and interpreters. <https://frontline-negotiations.org/wp-content/uploads/2021/12/2021-Interpreting-in-humanitarian-negotiations-A-guide-for-humanitarian-negotiators-and-interpreters.pdf>.

This guide provides practical advice for humanitarian negotiators and interpreters on how to best work together and achieve a satisfactory outcome in the negotiations. The advice presented in this guide is the result of interviews conducted by the CCHN with humanitarian experts, experiences shared by members of the CCHN and the collaboration with Prof. Lucía Ruiz Rosendo from the Interpreting Department at the University of Geneva.

Delgado Luchner, Carmen , and Leila Kherbiche . 2018. 'Without fear or favour? The positionality of ICRC and UNHCR interpreters in the humanitarian field'. *Target*, 30 (3): 408–429.

Drawing on their experiences in training interpreters for the ICRC and the UNHCR, the authors of this article develop a positionality-based understanding of the concept of "humanitarian interpreting" and define this new analytical category. Based on two paradigmatic profiles of humanitarian interpreters, they present a comparative analysis of the intrinsic and relational factors shaping the positionality of ICRC and UNHCR interpreters in the humanitarian field and describe some of the ethical dilemmas these interpreters face.

Ruiz Rosendo, Lucía . 2020. 'Translating and interpreting in conflict'. In *The Oxford handbook of translation and social practices*, edited by Ji Meng Ji and Sara Laviosa , 45–65. Oxford: Oxford University Press.

This chapter describes the study of translation and interpreting in conflict and provides a survey of its history and characteristics, a summary of the research carried out so far and a description of the current state of the field. It focuses on the interpreter's positionality as an essential notion. A range of issues—such as unfamiliar locations; legal, psychological and ethical considerations and security—complicate the work undertaken by translators and interpreters in such settings.

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## The ideal conflict zone interpreter

Thomas, Roy . 1995. 'U.N. military observer interpreters in Sarajevo'. *Language International*, 7 (1): 8–13. One of the rare contributions by a military officer on the use of interpreters in Bosnia-Herzegovina. It provides examples of the complex situations his interpreters had to work in and of good military personnel-interpreter collaboration.

Baker, C . 2019. 'Interviewing for research on languages and war'. In *The Palgrave handbook of languages and conflict*, edited by Michael Kelly , Hilary Footitt , and Myriam Salama-Carr , 157–179. Cham: Springer International Publishing.

Discusses the benefits and disadvantages of using interviews for research in languages and conflict and on the different methodological approaches to qualitative interviews analysis.

Persaud, Clementina . 2016. *Interpreting at war: A case study on EUFOR BIH Althea* [PhD Thesis]. Seville: University of Seville.

An interesting PhD dissertation that uses interviews and questionnaires to investigate the training received by the European Union Force (EUFOR) Althea interpreters and areas of training to be improved considering both interpreters' and service users' perspectives.

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## Reinventing themselves— conflict zone interpreters from Afghanistan as interpreters for asylum seekers in Spain

Todorova, Marija , and Lucía Ruiz Rosendo (Eds.). 2021. *Interpreting conflict: A comparative framework*. London: Palgrave Macmillan.

This book brings together a series of international and intercultural studies focused on the role of interpreters in conflict situations. The authors examine relevant notions of interpreting in conflict-related scenarios, including positionality, emotional and ethical implications, training and power.

Martin, Anne, and María Gómez-Amich. 2021. 'Ideology, positionality and war. Local interpreters in Afghanistan.' *Interpreting*, 23 (2): 269–295.

This article explores how ideology is part of conflict situations and may condition the interpreter's role. Drawing on the narratives of five local interpreters from Afghanistan, the authors examine how ideology is reflected in the interpreter's perception of their role.

Jiménez-Ivars, Amparo . 2020. 'Impartiality and accuracy as a case point while interpreting in a refugee context'. *FORUM*, 18 (2): 150–178.

This article pays special attention to the difficulties of implementing two of the core principles of codes of ethics for interpreting in a refugee context: impartiality and accuracy. The author explores the interpreter's appreciation of these principles and their self-identification with them versus actual observance in refugee settings.

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## Widening The Scope Of Interpreting In Conflict Settings

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*Analysis of narratives by local interpreters in Afghanistan, with a focus on their self-perception about their role and professional boundaries.*

Inghilleri, Moira , and Sue-Ann Jane Harding (Eds.). 2010. *Translation and violent conflict* . Special Issue of *The Translator*, 16 (2).

The special issue includes key contributions by Moira Inghilleri and Mona Baker.

Moreno Bello, Yolanda . 2017. *Aplicación de estudios sobre el lenguaje en zonas en conflicto. El caso del intérprete de Guerra*. Alcalá de Henares: Universidad de Alcalá.

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Ruiz Rosendo, Lucía, and Manuel Barea Muñoz. 2017. 'Towards a typology of interpreters in war-related scenarios in the Middle East'. *Translation Spaces*, 6 (2): 182–208.

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## Interpreting Ethics in Crisis in the Conflict Zones

Dean, Robyn K ., and Robert Q. Pollard . 2022. 'Improving interpreters' normative ethics discourse by imparting principled-reasoning through case analysis'. *Interpreting and Society*, 2 (1): 55–72. <https://doi.org/10.1177/27523810211068449>.

This article reports on a case study of the need to introduce a functional middle-ground (intermediate ethical concepts) that may bridge the disconnection between descriptive ethics and normative ethics practised by the community interpreters. The reflective discussion is not only beneficial to community interpreters, but also meaningful to interpreter educators and interpreting researchers.

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This article is concerned with how personal emotions (positive and negative) and prior life experience of interpreters working in conflict zones could have an impact on their interpreting behaviours and practices. Research into this area helps understand why some interpreters behave one way while others behave the other way and inform the interpreter training based on their specific circumstances and needs.

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## The crisis of the translator

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## Interpreters as catalysts for translation in refugee crises

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## Agents and collaboration in humanitarian interpreting/translation

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## **Interpreting and positionality in conflict-affected societies of Rakhine State, Myanmar**

Mullet, Diana R . 2018. 'A general critical discourse analysis framework for educational research.' *Journal of Advanced Academics*, 29 (2): 116–142.

This article introduces researchers to general Critical Discourse Analysis (CDA) frameworks. The explanation is divided into the methodological characteristics, philosophical underpinnings, and key principles and concepts of CDA.

Cromwell, Alexander, and Margarita Tadevosyan. 2021. 'Deconstructing positionality in conflict resolution: Reflections from first-person action research in Pakistan and the South Caucasus'. *Action Research*, 19 (1): 37–55.

This article investigates the role of first-person action research in uncovering how positionality influences conflict resolution practice. The authors argue that first-person action research highlights the fluidity of positionality and the benefits of building insider relationships.

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This book examines language change and documentation during the First World War. Discussing all aspects of communication during a transnational war including languages at the front line, interpretation, and parallels between languages.

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This article looks at various aspects of the role and positioning of translators and interpreters in war and how they themselves participate in elaborating the range of public narratives of conflict that are invisible, subtle, but significant.

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This chapter delves into the issue of trust during health crises and how it affects people's ability to follow public health rules and guidelines. It also includes a discussion of trust at the micro, meso and macro levels, and includes examples in Europe during the COVID-19 pandemic.

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# Exploring the accuracy and appropriateness of the translation of important government information for Samoan-speaking communities in Aotearoa New Zealand and Australia during the COVID-19 crisis

Crezee, Ineke , and Hoy Neng Wong Soon . 2023. 'Speak my language! The importance role of community translation in the promotion of health literacy'. In *Current issues in community translation*, edited by Erika Gonzalez , Katarzyna Stachowiak-Szymczak , and Despina Amanatidou , 101–141. London and New York: Routledge. <https://dx.doi.org/10.4324/978103247333-6>

This book chapter explores some of the issues involved in community translation of health information, together with recommendations for practice.

Crezee, Ineke , and Mele Tupou Gordon . 2019. 'Cross-cultural and cross-linguistic access to the healthcare system: Case studies from Seattle and Auckland'. In *Multicultural health translation, interpreting and communication*, edited by Meng Ji , Mustapha Taibi , and Ineke Crezee , 3–24. London and New York: Routledge.

This book chapter describes language and culture-concordant health initiatives among the Tongan-speaking community in Auckland, New Zealand, and Somali and Spanish-speaking families at Seattle Children's Hospital in the US.

Crezee, Ineke , and Cynthia E. Roat . 2019. 'Bilingual patient navigator or healthcare interpreter: What's the difference and why does it matter?' *Cogent Medicine*, 6 (1): 181087776.

This study describes the Bilingual Patient Navigator Program at Seattle Children's Hospital, comparing the Navigator's role to that of the professional interpreters also provided by the hospital. Critical differences were found to be the navigator's freedom to build trust with a patient's family over time, to point out missed inferences, to restate physician speech into plain language, among others.

Taibi, Mustapha , and Uldis Ozolins . 2016. *Community translation*. London: Bloomsbury Publishing.

This book discusses the specific context, characteristics and needs of translation in and for communities. Traditional classifications in the fields of discourse and genre are of limited use to the field of translation studies, as they overlook the social functions of translation. Instead, this book argues for a classification that cuts across traditional lines, based on the social dimensions of translation and the relationships between text producers and audiences.

Taibi, Mustapha , Pranee Liamputtong , and Michael Polonsky . 2019. 'Impact of translated health information on CALD older people's health literacy: A pilot study'. In *Multicultural health translation, interpreting and communication*, 138–158. London and New York: Routledge.

Effective dissemination of healthcare knowledge is essential for enhanced health literacy, especially for older members of the migrant communities who bear increasing health burdens. The pilot study described here suggests that the revised community-based translation communicated knowledge and enhanced intentions to act better than the existing translation. The audio version of information increased knowledge and had a similar effect on intentions to act as the written revised translation.

Abdel-Latif, Mohamed M. M. 2020. 'The enigma of health literacy and COVID-19 pandemic'. *Public Health*, 185: 95–96.

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Burn, Jo Anna , and Ineke H. M. Crezee . 2020. 'Tell us about that'. In *Interpreting in legal and healthcare settings: Perspectives on research and training*, edited by Eva N. S. Ng and Ineke H. M. Crezee , 46–62. Amsterdam/Philadelphia: John Benjamins.

Burn, Jo Anna , and Hoy Neng Wong Soon . 2020. 'Interview with Samoan-English specialist mental health interpreter Hoy Neng Wong Soon'. *International Journal of Interpreter Education*, 12 (2): 8.

Burn, Jo Anna , Ineke Crezee , K. Hastwell , E. Brugh , and R. Harison . 2014. "‘I study long, long time in my language, so I never forget it’": Reading and first language maintenance'. *Intercultural Education*, 25 (5): 377–390.

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## Localised terminology for COVID-19 communication

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## Omission and addition during crisis interpreting

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This handbook covers a significant advancement in the fields of refugee and migration studies in India, delving into the myriad sociocultural challenges pertinent to the Indian subcontinent. Especially, part seven of this volume contains ten dedicated chapters relating to Rohingya refugees which provide a solid history-political account of Rohingya migrations.

Federici, Federico M ., and Sharon O'Brien (Eds.). 2020. Translation in cascading crises. London and New York: Routledge.

This volume gathers empirical discussion to analyse the roles of translation and interpreting in multilingual crisis settings. This book might be used as an evidential reference for the readers of crisis-management and risk-mitigations disciplines.

Todorova, Marija , and Lucía Ruiz Rosendo (Eds.). 2021. Interpreting conflict: A comparative framework. Cham: Palgrave Macmillan.

This book contains several real-time case studies focusing on the role of interpreters in recent conflict and crisis zones. This collection documents interpreters' positionality, ethics, emotion, and security in varied conflict situations which might be an integral part of crisis-conflict interpreting and war-peace studies.

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# Women's crises and gender-aware ethical practices in simultaneous conference interpreting

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## Challenging the shortcomings of traditional translation in migration contexts

Baynham, M ., and Lee, T. K. 2019. Translation and translanguaging. London: Routledge.

It is the first and so far only monograph in the field of translation studies revisiting the traditional approach to translation with analytical insights from translanguaging theories and practices. The volume features a rich corpus of examples—including several varieties of English, Spanish, Chinese, Japanese, Czech and Lingala. García, O ., and Wei, L . 2014. Translanguaging. Language, bilingualism and education. London: Palgrave Macmillan.

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These two publications provide a comprehensive framework for translanguaging, addressing the theoretical foundations and perspectives of this approach, and its applications in different fields, primarily education.

The co-authored volume, in particular, focuses on/challenges traditional concepts such as second language acquisition, bilingualism, multilingualism and plurilingualism, exploring the relationship between translanguaging and pedagogy, and showing how this dynamic lens is able to capture the fluidity of language. Wei's article develops on this, and aims at establishing translanguaging as a theory of language, elaborating on the related concepts of translanguaging space and translanguaging instinct, and filling the existing gap between the "so-called socio-cultural and the cognitive approaches to Translanguaging practices".

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These two publications account for the extensive research made by the author on the specific subject of cognitive and communicative processes occurring in situations of interaction between refugees/asylum seekers and humanitarian operators and institutional representatives in Italy, demonstrating how communication failures are often the result of misunderstandings related to pragma-linguistic elements and interpretative strategies. In particular, the first monograph (2008) investigates variation and change in ELF, and the second (2018) examines power dynamics and different experiences and narrations of "trauma" across languages and cultures, through the voices of West-African refugees/asylum seekers.

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## Risk communication

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Reason, James . 2009. Human error. First published 1990. 20th printing. Cambridge: Cambridge University Press.

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