Emergency and Disaster Interpreting in Turkey:
Ten Years of a Unique Endeavour

Aymil DOGAN*, Rana KAHRAMAN**

Abstract

Turkey is a country especially prone to earthquakes due to its geophysical position. After the strikes of the 1999 earthquakes, Turkish translation and interpretation departments launched training courses for the interpreters volunteering to provide services to the foreign search and rescue teams. To realize these courses, a non-governmental organization was founded in Turkey, bringing together the academia, government and a non-governmental association as signatories to a protocol among them. Civil Defence Directorate under Interior Ministry constituted the governmental foot of the tripod, the translation and interpretation departments of the universities the academia and Translation Association in Turkey the non-governmental organization. The basic training courses of the programme serving as a background encompass a large range of topics such as geophysical, geochemical, architectural, environmental, managerial, organizational, psychological, sociological aspects of a disaster case, carried out by the seminars given by the invited experts of these fields. In addition, courses provided by the civil defence, first aid, codes of conduct at the disaster site, terminology studies and interpreting activities developed on various scenarios constitute the main training. The abovementioned training is composed of a 100-hour programme, yet this, in time, proved to be hard to realize as volunteers attending these courses had to save time and energy out of their daily business; therefore, a one-day-training was developed targeting to train the volunteers at least at the familiarity level. In addition, there were also people who do not have any chance to attend any of the trainings but still want to appear in the list of volunteers in case of a devastating event; these people are included in the list of volunteers together with their contact information. Thus, the organization was developed into three types of participants, who will be acting in the tasks as appropriate to their training level for the sake of their lives and of the people in contact with them. Furthermore, the members of the organization participate in the drills held by certain search and rescue teams and civil defence organized regionwide in addition to the drills organized within the organization to keep the knowledge and skills lively and updated. This type of interpreting which aims to provide communication aid especially during the search and rescue operations is

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*   Assoc. Prof. Dr. Hacettepe University, Faculty of Letters, Translation and Interpretation Department, aymildogan@gmail.com

**   Dr. Istanbul University, Faculty of Letters, Department of Translation, ranakahraman@gmail.com

unique to Turkey. This paper, within the scientific frame of the relevant literature, describes the foundation, organization, training, accomplishments and weaknesses and future actions of this endeavour in its tenth anniversary, with an aim to be an example for the multilingual countries vulnerable to disasters, to inform them that aid will be provided in case they need it and guidance will be given to them if they want to establish such type of interpreting training organization in their own countries.

Keywords: voluntary community interpreting, emergency and disaster interpreting, relief interpreting

Öz

Türkiye, jeofiziksel konumu itibariyle özellikle depremlere maruz kalan bir ülkedir. 1999 depremlerinden sonra, Türkiye'deki mütercim tercümanlık bölümleri, gönüllü olarak yardıma gelen yabancı arama ve kurtarma ekiplerine görevleri sırasında çeviri hizmeti vermek üzere yetiştirilecek çevirmenler için eğitim kursları başlattı. Bu eğitimin gerçekleştirilebilmesi için akademi, hükümet ve bir sivil toplum örgütü üçlüsü bir araya gelerek bir protokol imzaladılar. Bu sacayağından hükümeti, İçişleri Bakanlığına bağlı Sivil Savunma Müdürlüğü, akademiyi, üniversitelerin mütercim tercümanlık bölümleri, sivil toplum örgütünü ise Türkiye'deki Çeviri Derneği oluşturuyordu. Programın artalanını oluşturan temel eğitim bölümü, afetin jeofiziksel, mimari, çevresel, yönetsel, örgütsel, psikolojik ve sosyolojik boyutlarının bu konularda uzman kişilerin davetli olarak çağrılması yoluyla düzenlenen seminerlerle gerçekleştirilmektedir. Bu konulara ek olarak, sivil savunma müdürlüğü tarafından gerçekleştirilen ve bu gruba özel olarak hazırlanmış kursları takiben, ilk yardım, afet alanında davranış biçimleri, terminoloji çalışmaları ve çeşitli senaryolar üzerinden gerçekleştirilen sözlü çeviri çalışmaları eğitimin asıl bölümünü oluşturmaktadır. Buraya kadar sözü edilen eğitim programı 100 saatlik bir programdı, ancak zamanla gerçekleştirilmesinde güçlükler olduğu ortaya çıktı çünkü katılımcıların programa katılmak için günlük yaşamlarından zaman ve enerji ayırmaları zor oluyordu. Bunun üzerine, gönüllülerde aşinalık düzeyi yaratma düzeyinde bir günlük eğitim programı geliştirildi. Bunun yanısıra, bu iki kursa da katılamayacak ama yıkıcı bir afet durumunda gereksinim duyulduğu takdirde gönüllü olabilecek kişilerin de listesi ve irtibat bilgileri alındı. Böylece, organizasyonun bünyesinde üç tür gönüllü katılımcı oluştu. Bu gönüllülerin, bir afet durumunda hem kendi yaşamları hem de onlarla irtibat halinde olanlarının yaşamlarının tehlikeye atılmaması için eğitimleri çerçevesinde görevler üstlenmeleri hedeflenmiştir. Bunlara ek olarak, belirli arama ve kurtarma ekiplerinin ya da sivil savunmanın düzenlediği bölgesel tatbikatlara katılım sağlanmakta ve kimi zaman da organizasyonun kendi içinde düzenlediği tatbikatlarla bilgiler canlı ve güncel tutulmaya çalışılmaktadır. Bu örgütlenme yapısıyla oluşturulan ve bir sivil toplum örgütü olan Afette Rehber Çevirmenlik Organizasyonunun, arama ve kurtarma operasyonları sırasında sunduğu bu tür sözlü çeviri hizmeti sadece Türkiye'de bulunmaktadır. Bu çalışmada bu sözlü çeviri hizmetinin Türkiye'de gerçekleştirilişinin onuncu yılında, kuruluşu, örgütlenmesi, eğitimi, başarabildikleri, zayıf yönleri ve geleceğe yönelik öngörüleri bilimsel yazın çerçevesinde ele alınmakta, böylelikle, gereksinim duyan çokdilli ülkelere örnek olma, yardımcı olma ve kendi ülkelerinde de böyle bir eğitim ve örgütlenme gerçekleştirmek istedikleri takdirde onlara rehberlik etme niyetinde olduğunu ifade etme amacı güdülmektedir.

Anahtar sözcükler: gönüllü toplum çevirmenliği, acil durum ve afet çevirmenliği, afet sonrası destek çevirmenliği

Introduction

Natural or man-made devastating disasters such as earthquakes, floods, tsunamis, terrorism, asylum have long been the concerns of man-kind, bringing forth a range of needs. In multicultural and multilingual areas translation and interpreting services are among the sine qua non needs as nothing can be achieved if there is no communication. Literature review shows that in such disaster cases the type of interpreting called relief interpreting was used to solve the communication problems (Edwards, 2001; Kurultay, Bulut and Kahraman, 2002; Bulut and Kahraman, 2003; Dogan, Bulut and Kahraman, 2005, Ezber and Kahraman, 2008). In this sort of interpreting, the interpreters take action during the distribution of the relief material; yet committing to provide interpreting service during the life and death moments is only unique to the sort of interpreting that has been launched in Turkey. As known, the geophysical position of the region is the determining factor in the formation of natural disasters. Turkey, being positioned on Northern Anatolian, Western Anatolian and Eastern Anatolian fault-lines has been undergoing dramatic earthquakes for ages. The two earthquakes having taken place on Aug. 17 and Nov 12, 1999 were the most devastating ones as they caused the death of more than 30.000 people and 250.000 injured, leaving many more homeless as these earthquakes occurred in Marmara region, a highly populated industry and commerce area.

This paper describes the foundation, organization, training, accomplishments and weaknesses and future actions of this endeavour unique to Turkey in its tenth anniversary, with an aim to be an example for the multilingual countries vulnerable to disasters, a provide aid in case they need it and guide them if they want to establish such type of interpreting training organization in their own countries.

Emergency and Disaster Interpreting

Foundation

Turkey was not sufficiently prepared to respond to those earthquakes having taken place in such highly populated regions of the country; therefore, support from the foreign search and rescue teams (SAR) was welcomed. For the activities of the SAR teams coming from abroad there was no organized team of interpreters; thus, anybody who could speak any foreign language was asked to help in communication, among whom were also injured students whose families were already under the debris. Thus, professors at Istanbul University, Translation Studies and Foreign Language Training Departments at that time, namely Turgay Kurultay and Alev Bulut launched a training program with a sense of professional responsibility but with a spirit of voluntary action for the training of voluntary interpreters for emergency situations. The group was founded under the name ARÇ (as an acronym for 'Afette Rehber Çevirmenlik' in Turkish, which can literally be translated as 'Guide-Interpreters at Disasters'), also used initially as IAD (as an acronym for 'Interpreters-in-Aid at Disasters' in English) in the related published studies (Bulut and Kurultay, 2001; Bulut, 2002; Bulut and Kahraman, 2003; Dogan, 2006).

However, the disasters such as wars and terrorism may also be caused by mankind, thus, the name was changed into a much more comprehensive one to encompass all, as Emergency and Disaster Interpreting; yet the acronym ARC is still used as it is adopted by its members heartily. As stated in the first article published, the ARC project aims to integrate interpreting into the disaster management process by transforming the existing form of community interpreting into a professionalized field of translation (Bulut and Kurultay, 2001, p.251).

During the late 20th century the "cultural turn" in Translation Studies created a model of translators and interpreters acting as the co-ordinator and negotiator of situations, meanings and inter-institutional relations. Such multidimensional voluntary actions brought about different layers of roles for the interpreters. The "linguistic conduit" role was regarding the interpreter as a "linguistic and cultural information provider"; and was making a new institutionalized communication necessary (Roy, 1989, p.102).

The pioneering attempts of ARC can be seen as a collective effort to achieve a certain status, to define the standards of best practices and controlled access to professional skills and knowledge of pre-disaster, disaster and post-disaster phases of social situations. These situations require a type professionalism for the sake of collective good through personal training and the implementation of ethical norms. It is prideworthy to say that ARC, in its tenth year, is now an organization bearing these qualities in itself.

Institutionalization Efforts

The institutional start of the voluntary efforts of ARC date back to the year 2000. The first meetings of volunteering translators/academicians/students of translation and interpreting and foreign language training departments have been launched in Istanbul. These meetings have been transformed into a non-governmental organizational structure with the initiatives of Istanbul University, Translation Studies Department under the roof of Translation Association. Finally, in March 2001 a Protocol was signed between Istanbul Governorship, Civil Defence Directorate and the Translation Association under the body of which ARC was established to preserve its non-governmental characteristic. Thus, a triad of academia, non-governmental organization and civil defence was established for the training of interpreters to act during emergency and disaster situations and also provided an institutionalized structure, which have been described from a sociological Bourdian perspective as follows;

> The process of institutionalisation of the IAD [ARC] project reveals us a lot about how a field gains symbolic capital during its formation. The fact that the IAD [ARC] Project has been initiated by the academia and supported by an NGO like Translation Association gives it a symbolic capital which grants its agents a high degree of respectability to the IAD [ARC] Interpreters. This symbolic capital has been extended by the protocol signed between the IAD [ARC] and Istanbul Civil Defence Directorate and Governorship of Istanbul. What this symbolic capital offered the IAD [ARC] is a considerable degree of professionalisation and sustainability. (Ezber and Kahraman, 2008).

During this time the structure and the name of civil defence has changed owing to the awareness raised as to Turkey's vulnerability towards earthquakes, especially the one estimated to occur in the Marmara Sea in 30 years, which may affect Istanbul and the industrialized area around. As a part of the preparedness programme new organizational structure was developed and civil defence was named as Disaster and Emergency Management Presidency (AFAD) in 2009. Having completed its 10th year, ARC is currently in the process of signing a protocol with UMKE (National Medical Rescue Teams) as well.

Interpreting as a Voluntary Action

Before going on any further, it is better to understand "voluntary help." As Batson (1998, p.273) states voluntary help can be provided in four affective dimensions: 1. Alturistic help, which is provided by one person to close people such as relatives or close friends; 2. Egoistic help, which is provided by one person to the people around; 3. Prosocial collectivism, which enables help provided by one person to a larger environment that is attributed a certain amount of value for some reason, such as a football team; 4. Prosocial principlism, which enables help by one person to any people in need without making any distinction, but as an outcome of social awareness, empathy and highly developed internal principles (Dogan, 2006, p.370).

Thus, among the four above, the voluntary action adopting prosocial principlism can only fulfil the requirements of such a commitment. The volunteering interpreters should be taking this endeavour as a principle, a part of their life philosophy and should be devoted to it. This is rather difficult for several reasons: First of all, training for most of the volunteers is bringing a sort of a burden to their lives as it is carried out during the time they save out of their daily programme. In addition, interpreting at emergency and disaster situations requires the sort of person immediately ready for action, which is only possible by ongoing training and acquired reflexive behaviour, which has proved to be very hard to realize. Furthermore, in other type of trainings, the person can start using the knowledge and skills acquired at a reasonable duration but here the interpreter is expected to keep the knowledge and skills acquired theoretically and experientially until the time they will be necessary at an unknown future, hoping to be not necessary ever. This fact can be discouraging for the members of ARC to keep their ties strong with the organization and trainings, if not for their willing hearts.

Training

The aim of the training is to provide interpreting and translation services primarily for the search and rescue teams in their communication with the related officials in the host country before and after their arrival and during their search and rescue activities; for the authorized organizations and institutions in their international communication; for the authorized units during the acceptance and distribution of the relief supplies; for the foreign medical staff etc. The international organizations include UN-INSARAG, UNDAC, UN-OCHA, UNDHA, FEMA, IFRC, VOSOCC, OSOCC.

The initial training of interpreters to act in emergency and disaster situations started with the students from Istanbul University, Translation Studies Department, then Hacettepe University, Translation and Interpretation Department from Ankara has been the first comrade in this 10-year marathon with its voluntary translators and interpreters. Okan University in Istanbul, Dokuz Eylul University in Izmir, Onsekiz Mart University in Canakkale, Sakarya University in Sakarya have been the followers of the pioneering volunteers. Thus, Istanbul (since 2000), Ankara (since 2001), Izmir (2003) and finally Canakkale (since 2005) have been involved in this non-governmental voluntary training.

ARC has organized two different types of training programmes. The first type is Basic ARC Training Programme, which has 100 hours of training modules covering topics such as geomorphological basis of earthquakes, architectural basis of buildings and their behaviour during the earthquake, formation of other disasters, disaster management and related regulations, psychological traumas related to disasters, communication as a part of disaster management, wireless radio communication training, international aids during disasters, international and national organizations dealing with disaster management, community interpreting, field knowledge and terminology; 18 hours of first aid and 30 hours of civil defence, followed by "Scenario Practices" in which all the basic terms, knowledge and skills were put to test and practised and on-site drills. The second type of training is Volunteers' Seminar, in which the voluntary interpreters may have shorter and general information about the training modules of Basic ARC Training Programme within only one day. During this time, approximately 400 volunteers were trained altogether.

The hardship encountered to integrate a voluntary training programme into the already busy programmes of volunteers brought about some other remedies to continue with the training. At Bogazici University in Istanbul, a shorter ARC training was provided under community interpreting course.

In the spring term of 2011 for the first time in Turkey a selective course was launched at Hacettepe University, named Emergency and Disaster Interpreting with 3 credits. Actually, during the foundation years of the Organization, the quality of "voluntariness" was the first principle that was considered; thus, this training did not start under the roof of a particular university but under Translation Association, a non-governmental organization. Yet, 10 years of experience has showed that it really is hard to carry out such an on-going programme as a one-man-band if there is no room in the curriculum; some years of obligatory interval in Ankara is a proof of this fact. This course provided a room in the curriculum so the students found it easier to attend. However, to keep its voluntariness quality, it was decided that during the school term the students would take the basic courses but if they wanted to get the certificate to be able to act during the disasters, they would also take the civil defence, first aid and scenario practices.

In addition to these training programmes, ARC has taken active roles in disaster preparation training programmes of Civil Defence with its interpreters such as K9 trainings in Greece and Turkey between 2007 and 2008, has attended some national and international simulated operations with governmental bodies and NGO's so as to experience search and rescue operations, relief operations, collaboration and coordination between different structures. In 2008-2009, interpreting for K9 training teams was a

significant example of adaptation to the changing situations, the importance of being experienced in disaster situations. In this example there was an experienced ARC member and two inexperienced but trained ARC members. During the process of interpreting, one of the inexperienced interpreters has recognized that she was afraid of dogs; thus, cold weather, stressful working conditions and uncollaborating team members have also been the obstacles for providing efficient interpretation service. In this sense, the scope of training has been planned in such a way to encompass all these aspects.

The feedback received from the interviews and open ended questionnaires given to the team leaders as to the performance of ARC interpreters are as follows: Civil defence SAR teams stated that they appreciated the sacrifices and the devoted work of the interpreters and felt honoured to be able to collaborate with such a group. However, they also stated that the terms used by the interpreters were not always in unity. Actually, what they meant was that in linguistic terms different referring expressions were used for the same referent. As emergency and disaster situations are closely related with maintaining the survival of human life and its physical and spiritual integrity, such differences in the use of terms may have vital adverse effects, creating misunderstandings when time is of vital importance. The team leaders also underscored that the interpreters needed more support for their disaster response terminology studies and technical knowledge. These shortcomings were overcome in time by the serious studies of ARC translators and interpreters. ARC accomplished this by translating the user guidelines of the technical equipment to be utilized by the SAR teams, which also helped them develop their terminology and technical knowledge. In return, ARC provided translation and interpretation support in the trainings given by the foreign trainers to the technical staff on the uses of these equipment.

In addition Wireless and Radio Amateurs Society (TRAC) also suggested cooperative work with ARC to maintain the common language during the communication. TRAC opened courses for ARC members and granted them the related certificates. Thus, a new module called "Emergency Communication in Disasters" was added to the basic training curriculum of ARC. Translation Association helped supply ARC with the related wireless equipment via the donations granted. From the outset, ARC Organization and TRAC have been in fruitful cooperation not only in Istanbul and Ankara but also in Izmir.

In the multifaceted communication drill conducted by the government in the Marmara region, ARC Organization played important role by participating in the wireless communication from the Ankara and Istanbul headquarters of one of the well-known SAR organizations in Turkey, namely AKA. The press members who gave feedback as to the interpreters' performances praised the work done.

Besides participating in training programmes and national/international simulated operations, ARC interpreters are called for duty by Civil Defence Forces and UMKE (National Medical Rescue Teams) and monitored the operations, followed foreign press and organizations (OSOCC and OCHA), translated reports and press releases and shared these with local NGO's of international disasters in the operations mentioned below;

1. Iran-Bam Earthquake (2003)
2. Banda Aceh Tsunami (2004)
3. Pakistan Earthquake (2005)
4. Greece Forest Fire (2007)
5. France National Simulated Operation (2008)
6. Greece K9 Trainings (2008)
7. Japanese Earthquake (2011)
8. Libyan Rescue Operations (2011)

The abovementioned topics and the terminology pertaining to such topics as geophysics, disaster management etc. are required to lay the ground for the training. The type of interpreting required in such situations differs according to the task the interpreter shoulders. Sometimes the interpreter may take the lead to establish communication with the concerned parties. For example, an ARC member navigating through the wireless radio frequencies may come across with an emergency call from the disaster zone. The interpreter then should know what to ask to the person on the other end and what to do afterwards, which authorities to inform of the call and the information received, what sort of an action plan to implement. The interpreters who have not received the 100-hour basic training provide service at the rear front, perhaps at the governorship; then they may also help with the translations. If the interpreters with basic training work at the on-site, then they behave according to the rules of disaster site and may again use their initiative to make a call to a casualty under the debris, in the linguistic terms, the casualty will best respond.

In a conference organized by HAMER (Disaster Research and Implementation Center) of Hacettepe University in Ankara on March 17th, 2011, a physician was telling about the experience UMKE he was a part of lived in Haiti earthquake. When they reached there, they realized that they needed an adaptor for the electrical appliances and also a forklift to carry down and up the heavy parcels. Actually ARC members receive training as to what sort of materials are likely to be needed in such situations; they have a checklist prepared beforehand which includes the materials to be asked about. If UMKE established the communication through ARC Organization, most probably they wouldn't have forgotten to take with them such important materials. Thus, they also serve as guides when they get into communication with parties. In this sense they are doing much more than they do in dialogue interpreting, which is the type of interpreting used in community interpreting.

The interpreter may come across with interlocutors from different linguistic and cultural backgrounds, thus, communication may be interlingual, intercultural and intersocial: *Interlingual*, as the communicating parties are of different linguistic communities, which makes an interpreter indispensable for communication; *intercultural*, in the sense that a community speaking a different language owns a different culture

and *intersocial*, in the sense that the interlocutors belong to different social classes or communities (Snelling, Martinsen, Mizuno, Russo, Strolz, Uckmar and Wadensjö, 1997, p.198). Therefore, as for the theoretical content, pragmatics and discourse analysis seems to help a lot to the interpreter to be aware of the pragmatic force of the utterance as described in Austin's "Speech Act Theory" (Coulthard, 1987, p.18; Hurford and Heasley, 1987, p.232) and interpret it in the way that corresponds to the same illocution in the other cultural community (Chernov, 2004, p.56). In conversations, the interlocutors express themselves mostly in indirect terms even without being aware that the hearer feels obliged to make a successful inference to fully understand what is being said as described in Grice's "Conversational Implicatures" (Coulthard, 1987, p.31; Hurford and Heasley, 1987, p.278; Chernov, 2004, p.71). Shared knowledge between the interlocutors as well as the interpreter in the intermediary position helps them infer the message in the implicature much easily. The interpreter should have shared knowledge with the parties involved for full understanding. Thus, training also includes pragmatic dimension and discourse analysis with specific reference to intercultural and interlingual aspects of communication.

Accomplishments

The most appealing development with the foundation of ARC is that it paved the way to raise awareness about not only in the public but also at the institutional level. During the trainings people started to learn more about disasters they have been encountering; they changed their misconceptions about the terminology such as the difference between "magnitude" and "intensity" of an earthquake, which also help them to develop a much more realistic and true perspective and jargon; they changed their wrongdoings and adopted new codes of conduct, for example, previously they had the misinformation that they were trying to secure themselves standing under the beams or under the tables during the earthquake, or they were preferring to go down the stairs as fast as they could, which are the behaviours that lead to death as beams and tables are not as strong as they are thought to be and the building can be buried under the earth so it is much better to run upstairs than downstairs. In addition, as ARC members started to increase their knowledge about these issues facilitating the foreign accumulated information, they conveyed these to the executives in the institutions, which made them aware of the resources they could make use of.

ARC was involved in a project (IAHEP/AHEP) launched by Kandilli Observatory in Istanbul after the 1999 earthquakes when it was taking its first steps. A comprehensive terminology study was carried out, and translation and interpretation service was provided. This project also enabled the members to receive the initial trainings on disaster management, which later helped establish the curriculum and be the trainers. As for the inter-institutional collaboration, this was deemed to be the first very important initiative.

The need for a better organized strive with the disasters came to the fore with the voiced attempts of ARC, which also served as a communication bridge between the non-

governmental and governmental bodies as well as academia. ARC interpreters joined some regional and institutional drills to gain experience. Their participation in the drill at the emergency department of Gulhane Military Medical Faculty (GATA) in Ankara paved the way for a collaboration with medical experts. In addition, their active participation in the disaster-related conferences enabled them to introduce ARC and express their goals, which also helped increase the scope of the network in the process of being set. Hacettepe University, Disaster Research and Implementation Center (HAMER) has recently been founded to conduct research studies, to provide information and consulting services to the community and the authorities, to contribute to the development and education/training of human resources, to develop and implement projects, to conduct public health studies in the topics regarding disaster medicine and health. ARC has been working cooperatively with this Center by providing seminars about how to establish collaborative work with the Organization and its interpreters and translators, and by receiving seminars about disaster-related medical interventions and the related terminology. Such a collaboration not only helps develop the knowledge and skills of the interpreters and translators in their preparation process but also contributes to the endeavours that will enable community interpreting studies and practices to flourish in Turkey.

ARC contributed to the development of Turkish disaster preparedness activities indirectly by making the institutions aware of the UN affiliated institutions during its contacts with the institutions and through the translations made. Field practices have increased so far, which may mean that in the future there may be more need for the interpreters to function in the field public service. A good example of ARC collaboration was seen during the latest Japanese Earthquake when ARC members worked very actively and efficiently. Two well-trained interpreters were waiting ready for the command to arrive at any hour. Apart from this, the translation team immediately got organized to search for the first-hand accurate news and translated this into Turkish to be published in the national information network without needing any call for action from the disaster-related institutions.

ARC Organization was granted "Kongre Journal Communication Special Award" by the Kongre Journal for its sacrificial work for the good of humanity. In addition, newspaper, radio and TV interviews were carried out by ARC members, which made the Organization a bit more visible in public (http://www.ceviridernegi.org/arc/temel/arcta-gezinti.htm).

Drawbacks

There have, nonetheless, been drawbacks and problems of a voluntary organisation model like ARC to tell about. We believe that these points will help set an example for similar civilian projects in the making.

The institutional relations and initiatives of ARC Organization have not been put into practice but remained at the state of emergency level because actually the organizations and institutions that ARC was to serve remained inactive at the state of emergency level waiting for action command from higher level institutions which directly intervene with

disaster situations such as Ministry of Health, Ministry of Interior, Red Crescent. ARC was rather in communication with civil defence and UMKE, which are at the secondary command position. The remedy for this drawback could be to sign new protocols with the institutions in charge during the disasters. However, there was a call for a protocol from Red Crescent during the Japanese earthquake. The most recent operation has taken place on the 5th of April, 2011. A ship of wounded victims from Libya arrived at Izmir Cesme Harbour. 2 trained ARC members from Izmir ARC Team have been in charge of finding and coordinating of 50 Arabic-Turkish interpreters for UMKE. ARC-Izmir interpreters and other volunteer interpreters provided interpreting service during the ambulance transfers to hospitals, at the hospitals and transportation of the Libyans to refugee shelters.

1. Post-training contacts and communication fail to a great extend. ARC members are composed of senior students of translation and interpretation departments of various universities and concerned extramural people from different institutions. After the training, the students get graduated and are dispersed to various cities in Turkey. To keep informed, each training group establishes a phone call chain among itself; however, in time the contact information of the members may be changed and forgotten to be renewed so it becomes more difficult to reach all people having received ARC training. It really proved hard to get into contact with a great number of ARC members for a survey to be conducted by Dogan in February 2011. Emails were sent to around 400 members and telephone calls were made one by one to 350 people; however, this pursuit resulted in 68 respondents, only 62 of which having informative responses that could be used as data for another study to be published.

2. Keeping all members attached to the topic and the organization is hard as they do not practise it in their lives very often. People feel very enthusiastic during the training period and actively participate in the courses overcoming many barriers in their private lives. However, after some years away from the same environment they feel detached and even forget what they have learnt. This is very well detected in the abovementioned research carried out by Dogan. Some members confessed that they lost their interest in the subject. Actually, this was why we attached great importance to affective characteristics of a person and the sine qua non feature of volunteerism, namely prosocial principlism.

3. Community interpreting in Turkey does not operate in an institutionalized manner. Interpreting for certain groups or persons of the community is carried out arbitrarily, and it is not called community interpreting either. However, some translation and interpretation departments are well-aware of this drawback and providing training for their students to be the future community interpreters. As for the academic studies only a few papers were published on community interpreting (Dogan, 2004; Tahir-Gurcaglar and Diriker, 2004) except for the abovementioned ones about ARC, and a

masters thesis on relief interpreting (Kahraman, 2003) and doctoral thesis on refugee interpreting (Kahraman, 2010). A very good development was the First Symposium on Community Interpreting in Turkey held by Bogazici University in March 2011. Thus, a lot needs to be done in Turkey to raise awareness for community interpreting, to establish legal contacts with the related institutions and to get organized altogether to be a remedy for the wounds of the society.

4. Institutions are not aware that if they want to get better, trustworthy and sustainable translation and interpreting services, this can only be provided by a well-organized voluntary system. Yet, there is a misconception about "voluntary" service; they fail to see the organizational merits which end up with quality service but they seem to prefer it as it does not demand any price for the work done. However, when there is no demand for a price, they think that the translations are not that good. This misconception should be changed.

5. ARC is not yet adequately visible as per its terminology studies. It could provide terminology supply to the related groups which have English-speaking members, such as search and rescue teams or medical staff.

6. The members of ARC consist of mostly university students. When they start their own lives, they may forget about their school year enthusiasms, and other responsibilities such as family and work overwhelm them. Perhaps it would be better to invest on elder people who volunteer consciously with a feeling of responsibility.

7. It is one of the principles of INSARAG that for the search and rescue teams the translator and the interpreter in the affected country should be arranged and the quality should be checked beforehand. Thus, there is a necessity of visibility on the part of ARC to enable the foreign search and rescue teams to get into touch with it when needed

    (www.ndmc.gov.za/LinkClick.aspx?fileticket=zHKdhG0E2lY%3D&tabi).

8. In addition, this invisibility of ARC prevails in the foreign diplomatic authorities. For example, in Japanese earthquake, the Embassy of Japan received interpreting service from a Japanese speaking hostess. It is very clear that the person to work on-site should be trained to get the necessary knowledge and skills to act correctly in such a hazardous and vulnerable place, let alone the knowledge of the related terminology. In such cases relay interpreting can be a good solution. For example; a Turkish emergency and disaster interpreter [from Turkish into English] - a Japanese emergency and disaster interpreter [from English into Japanese]. Since 2007 Japanese government started to make a list of voluntary interpreters to interpret for the foreign inhabitants during the disasters

    (http://www.pref.miyagi.jp/kokusai/en/volunteer_en.htm).

9. Translation Association is a roof to provide and preserve the non-governmental quality of ARC Organization; however, the Association is in connection with ARC only at the level of providing some equipment and lending its name. Invisibility problem can be better solved if ARC makes the Association get more involved in its activities. It would be much more feasible and ARC would be more eligible if the Association gets into action.

Remedial Considerations for Future Action

1. Contacts with the related institutions should be increased.

2. New protocols with the authorization bodies may be signed.

3. Contacts with the members should be kept alive. Better management is necessary.

4. Members should be made much more attached to the Organization.

5. The misconception on "voluntariness" should be changed from "free" or "payless" to "trustworthy" and "quality."

6. Terminology studies should be improved and awareness should be raised among the institutions that ARC has a terminology bank in various languages.

7. ARC should make national associations of translation and interpretation establish much closer bonds with it.

8. "Voluntariness" should be kept within the heart of the members; yet financial support should be provided through projects to be used for better service.

9. Training the Neighbourhood Disaster Volunteers (Mahalle Afet Gonulluleri, MAG, in Turkish) could be better than investing so much time and energy to students, who experience a big change in their lives after school and thus may lose their interest in such voluntary work while struggling to have an edge in the market or business life as well as raising a family.

10. This specific type of Community Interpreting with its search and rescue and first-aid based paramedic components needs to be linked with the international rescue and emergency networks such as UN-INSARAG (United Nations-International Search and Rescue Advisory Group) for better results and efficiency.

11. A transition is needed from "expert volunteers" to "voluntary experts." Rather than training the volunteers to be experts, it seems to be much feasible to choose the experts who are ready for voluntary work.

12. Translation Association should be made more involved in the activities of ARC to help provide the visibility of ARC. If the other institutions or

organizations get directly into contact with Translation Association rather than ARC Organization, which is functioning under the body of the Association, much more institutional visibility can be achieved. Translation Association in Turkey is an affiliate body of FIT (Federation of Interpreters and Translators). Thus, it can establish much more connections with many other Translation and/or Interpretation Associations throughout the world as well. Both governmental and non-governmental institutions and organizations may evaluate the validity of such an Association at a higher level. In return, the Association can gain much more vitality through the dynamic activities of ARC training and practices.

13. More empirical researches tapping different points of such sort of voluntary interpreting as emergency and disaster interpreting should be carried out and published to share the results with other people interested for further research. As Pöchhacker states "evolution of a profession implies systematic reflection and academic pursuit, so that 'profession' and 'research' are complementary" (2007, p.21). As seen above, non-professional interpreting is a professional task as far as the its features such as expertise, organized work for collective good, preparedness as mentioned above are concerned.

14. Interpreters should be made aware of the pragmatic features of a dialogue during their training period in addition to all their trainings; and deliberate practice should be recommended and /or provided to keep their knowledge and skills alive and ready for any emergency situation.

Concluding Remarks

Human kind is developing new technologies and changing the environment for better life conditions; however, unplanned, egoistic steps lacking multidimensional vision lead to worse living conditions in the world which trigger the ecological collapse and lead to devastating disasters. A person living in a safer zone which seems to be far away from the disasters can not turn a deaf ear to the events occurring in the world. Tornados were known to occur in Australia and US to Turkish people once but recently due to the ecological changes they started to occur in Turkey as well. Experts in Turkey are discussing the possible impacts of a tsunami, likely to occur in the aftermath of the earthquake expected to strike the Marmara region in 30 years' time. Preparedness activities are the most important parts of mitigation activities for emergency and disaster situations. Intentional, systematic and sustainable training with clear objectives for a well-organized and expertised action is a sine qua non for survival after such undesired events. ARC organization is an indispensable part of the preparedness activities and can also provide guidance for similar training efforts in the concerned countries which are susceptible to emergency and/or disaster situations.

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