

NOTE TO SELF: CONNECT YOUR MEMORY!

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Special thanks: Mary Esteves

**Note Taking as
The Intermediary Language
between your Long and
Short Term Memories**

February 18, 2021

TONIGHT'S OBJECTIVES

- Understand how note taking helps the interpretation process when used as the language between your STM & LTM
- Recognize there are several methods to enhance your note taking
- Develop and study your meaningful note taking language

2 ways to do the practice tonight:
- With the text
- Without the text

WHY NOTE TAKING HELPS INTERPRETATION

- The dilemma (for some):
- Do I **take notes** or **pay attention**?
 - Are they mutually exclusive?
 - As an interpreter, you have already learned the need to multi-task

If used properly, note taking actually bridges listening and delivery

WHY THE RESISTANCE?

- Unless you are a human tape recorder, you need a point of reference
- Notes are so helpful... ***but only if you can properly use them!***

REMEMBER:

We are not stenographers – we do not reproduce every word.
We are listening for meaning – jotting down our understanding of the main ideas.

WHAT ARE HELPFUL NOTES?

- Meaningful (to you)
- Memorable (instant recall)

Your notes are a **language** you create

This language is an **intermediary**
between your long & short-term memory

SHORT TERM MEMORY

- Your capacity for holding, **but not manipulating**, a small amount of information in mind in an active, readily available state for a short period of time.
- Limited capacity: 6 to 600 seconds (yes, 600! 10 minutes) or 7 items*
- Affected negatively by distraction factors
- Therefore, there is a limited number of items that humans are capable of keeping in mind at any given time

*How you compartmentalize these 7 items is up to you

For further research into the 7-item rule:

See "The Magical Number Seven, Plus or Minus Two: Some Limits on Our Capacity for Processing Information" by **George A. Miller** 1956

LONG TERM MEMORY

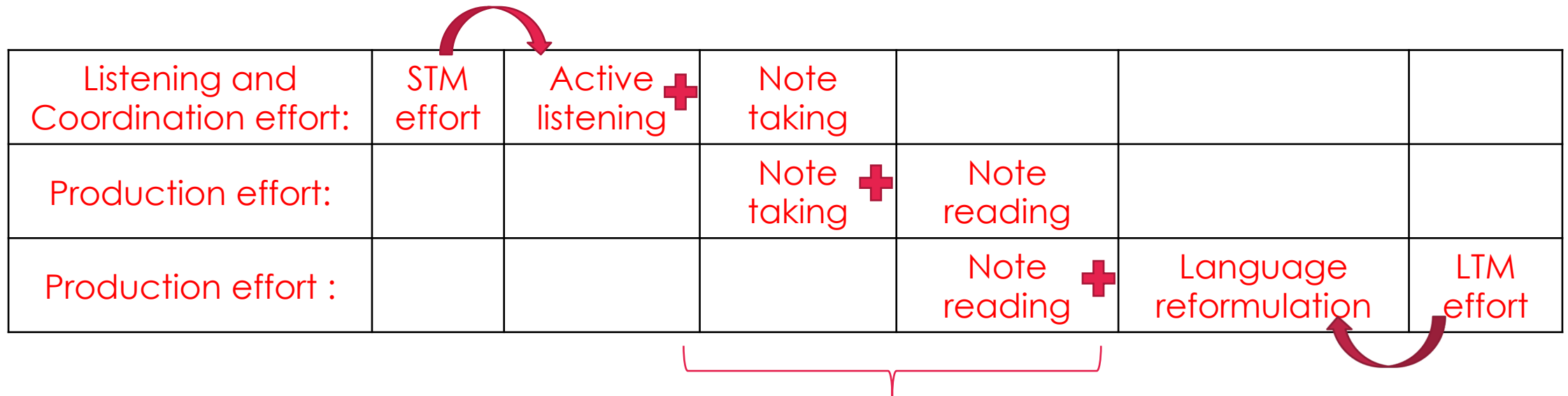
- Where informative knowledge is held indefinitely
- Virtually limitless storage capacity (we can *always* learn more)
- Memories that are frequently accessed become stronger and easier to recall (concept of familiarity)
- This is where your language knowledge and abilities reside
 - Explicit
 - All memories that are consciously available to you
 - Implicit
 - Your ability to use objects / move your body (as in driving, dancing)
 - hold a pencil or type (as in taking notes)

**Not all
long-term
memories
are
created
equal!**

WRITING/TYPING & KEEPING SYMBOLS (STM)
+
LANGUAGE COMPREHENSION & ABILITY (LTM)
=
THE LANGUAGE OF NOTE-TAKING

GILE'S EFFORT-BASED CONCEPTS

- Listening, production and coordination efforts need the note taking



- Note taking and reading is the intermediary between STM and LTM

SEVERAL METHODS FOR TAKING NOTES

- A few examples:
 - Cornell (theme-based with 3-part page division)
 - Gillies (speech analysis, comparison, reference)
 - Mapping (graphic representation of speech content)
 - Nolan (Universal Lexical concepts and figurative language):
Idiom/parody/euphemism/hyperbole/proverb/metaphor etc

Can we draw from all of them?

AS WITH ANY LANGUAGE... YOU BEGIN WITH THE BASICS

- Yes / No
- Good/ Bad
- Mother / Father
- Day / Night
- Before/ After
- Again / Never
- A lot / a little
- Hello / Goodbye
- Love / Hate
- Hot / Cold
- Basic colours
- Numbers
- More / Less (than)
- First / Last

Animals, weather
patterns, places,
people's place in
society

THOSE WORDS WERE EASY FOR US...

WHAT ABOUT THE NEXT LEVEL?

- Teacher
- Police officer
- Firefighter
- Doctor
- Lawyer
- Office assistant
- CEO
- CFO

This is where culture and society starts to differ/vary

AND THEN WE HAVE INTERPRETER LEVEL (HOW DO YOU NOTE THESE WORDS?)

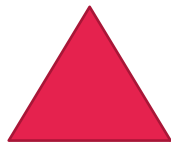
- Certified Nurse (related- charge nurse, crash cart, outpatient, code blue)
- Social Worker (Ontario Works, custody, access, CAS, school board)
- Counsellor (therapy, anger management, sessions, intake worker)
- Crown Attorney (charges, allegations, bail hearing, appeals resolution officer)
- Justice of the Peace (surety, bond, recognizance, forms, court clerk)
- Occupational Therapist (wobble board, exercise bands, ACL, rotator cuff)

Are **symbols**
or **abbreviations**
better for you?

JP?
+ ?
OT?

PREPARATION

- **Our brains think in concepts** – make that work for you in note-taking
- Research the field & terms where you will be interpreting on that day
- Find the keywords in a sentence
- Build your language glossary, and your note taking symbols too
 - Simple pictures
 - Abbreviations
 - Acronyms
- Practice your notes before you go (unless it's a last-minute booking) by using the internet for related materials (especially videos)



THE RULE OF 7

- Group the concepts in the message
- Find the right rhythm and flow

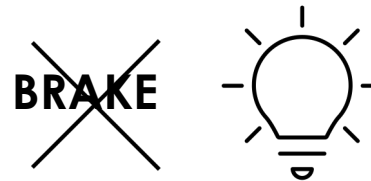
**Ideally, you can have about
7 key points or main ideas in
your notes before you start
interpreting**

WHAT ARE KEY POINTS?

- The main idea in a sentence is usually the subject and its related adjectives.
 - There was a lot of black ice on the roads that day, and Mr. Jones was unable to brake for the red light.

BL. ICE → RD

Jones



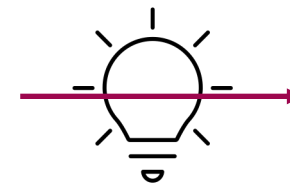
KEY POINTS – CONT'D

- The roads were dry and visibility was excellent, there is no excuse why Mr. Jones ran through the red light.

DRY RD.



~~XQS~~



Jones

WHAT ARE THE 7 KEY POINTS IN THIS TEXT?

Good morning, Mr. Jones, I wanted to be very clear on your conditions as a surety.

The equity you have in your house is about 500,000 dollars.

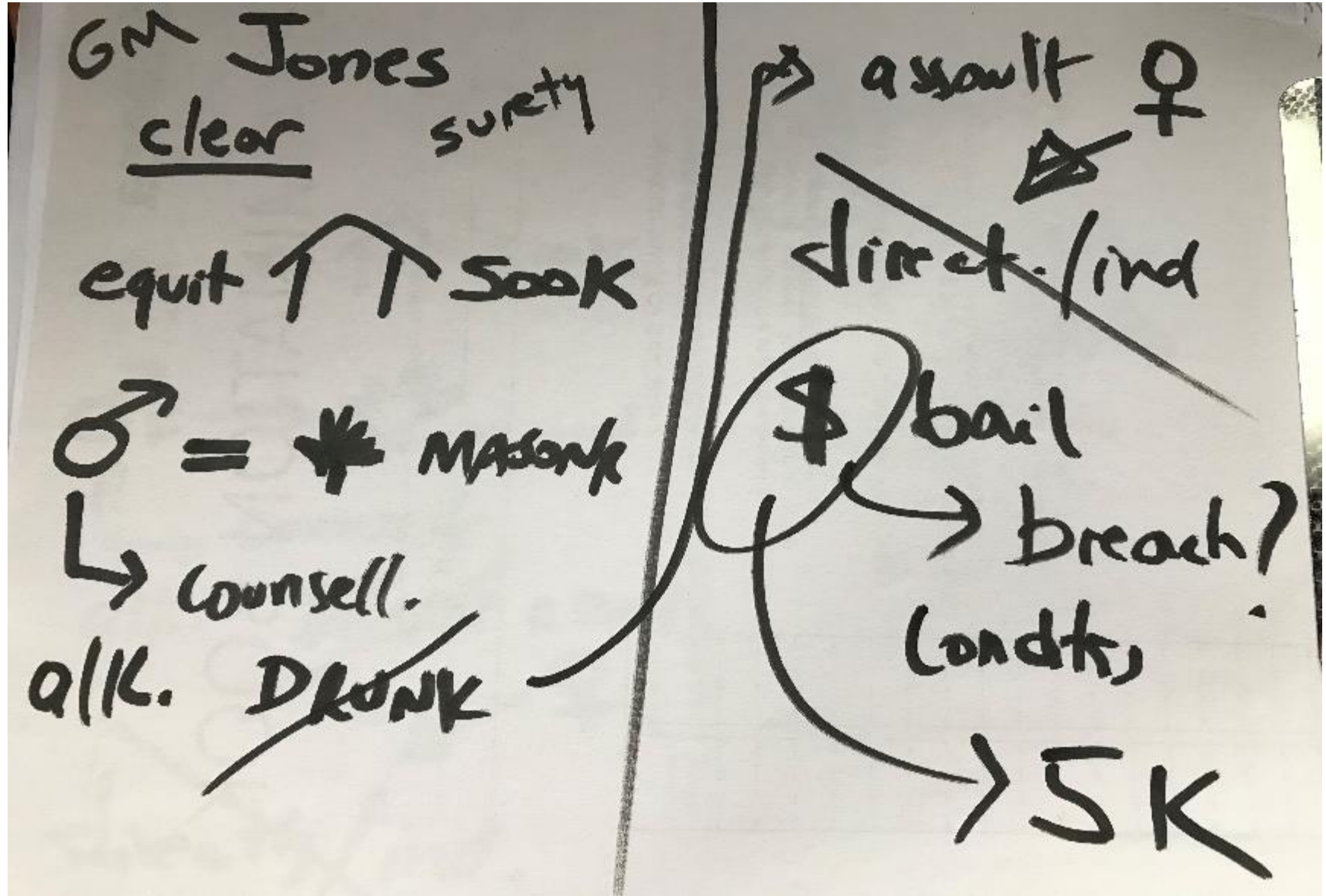
You work in the same company as your father, Maple Leaf masonry.

Your father will attend counselling for alcohol issues; with the understanding that being drunk is NOT an excuse to commit assault on a spouse

Tell your mom that your father cannot contact her directly or indirectly.

You understand what will happen to the money you have posted for the bail, the 5,000 dollars, if your father breaches these conditions, right?

SAMPLE NOTES



THE KEY POINTS

GM Jones
clear surety

equit ↑↑ Sook

♂ = * MASONK

↳ Counsell.
all. ~~DRUNK~~

→ assault ♀

~~direct. / ind~~

\$ bail
→ breach?
condit,
→ 5K

THINK AHEAD

- Ask for the nature of the assignment
 - Physiotherapy – what part of the body?
 - Imaging – what is the condition?
 - Bail hearing – what is the charge?
 - WSIB – any details that I can learn ahead? (What did claimant work with, what was the injury?)
 - You can always inquire if you are early for the appointment: precious (and very much worth it) 5 minutes

In preparation for note taking case scenarios...

METHODS - CONTINUED

- Some symbols are suggested
 - But familiarize yourself with them before you use them
 - And/or, use only those you are already familiar with
 - The fewer strokes, the better
- Remember you are utilizing an intermediary language to help you, not distract you
- Abbreviations work well if you recall them correctly:
 - Apt. vs Appt
 - Math symbols are awesome because they describe relations (recall we think in concepts)

< > , + - = ≠

SYMBOLS YOU MAY RECOGNIZE

- Here are some sample symbols I use

< > , + - = ≠ √ ♥ ♀ ♂ ☺ @ \$ 1/8 ← → ↑ ↓ □ α [] △
I N O C Ca Mg Mn Li F Na K Ba Cl Cu Zn Fe Au Ag
emphasis ~~lack of, absence~~ re-using the word

* plus, your target language symbols

HOW DO WE DISTINGUISH KEY POINTS

- Verbal 'signaling': Speakers will stress important information with phrases like: "There are four main aspects", "This is important..." or "To sum up".
- Repetition. Important points will often be repeated in a conversation.
- Phonological cues (voice emphasis, change in volume, speed, emotion and emphasis)

TIME TO CONNECT LTM & STM

- When you hear a key word or concept, what is the first image that comes to your mind? What about abbreviation?



CONNECTING - CONTINUED

- What about **Return-to-work modifications?**

RTW ▲

- What about **Low levels of iron in the blood?**

↓ Fe bl

- What about **You must keep the peace and be of good behavior?**

☮ cmport

- What about **You need to take anger management counseling?**

😞 mngmt

STUDY WHAT WORKS FOR YOU

- Source language or target language?
- Diagrams or abbreviations? (Both are good)
- Symbols – you need to be familiar with them
- Keep it simple: Fewest pen strokes necessary.
- Spontaneous symbol development (Example - “if you see things are beginning to spiral out of control”)



THE POWER OF IMAGERY

- Drawing what the mental health patient is describing:
 - The "U" of depression
 - The train tracks of suicidal ideation
 - The heavy stone and the balloon of anxiety
 - The snowballing of paranoia

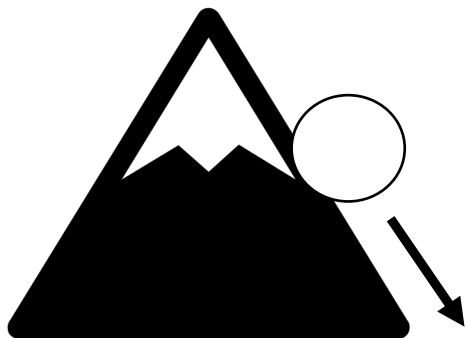
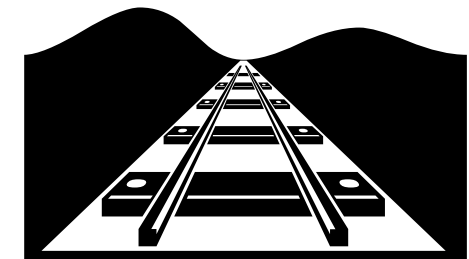



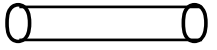



Photo courtesy of M.Esteves



CASE SCENARIO: MRI

- Research hospital forms and information online
- Build your language glossary

- Examples:

- Image = img
- Magnetic field = (())
- Tunnel = 
- Bed = 
- Loud thumping noise =   !!
- MRI

- Develop and practice your note taking language

- brain, chest, abdomen, bones, joints, spine

 **chst abs**  **jnt spn**

- tumors, bleeding, injury, blood vessel diseases and infection

 **bleedn inj. DZ infxn**

- Change into a hospital gown

 →  **gown**



MRI stands for magnetic resonance imaging.

This test can be used to examine the brain, chest, abdomen, bones, joints and spine.

It can show us tumours, bleeding, injury, blood vessel diseases and infection.

This test will take approximately one to two hours, including time to prepare.

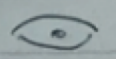
Please use the East elevators to room E-582 (5th floor)

Once you are checked-in, Our staff will assess your clothing to determine if you need to change into a hospital gown. You will be asked to remove the following: your watch, jewelry, wallet including coins.

Once inside, you will lay down on a bed that will slide into a 5-foot long tunnel, where the magnet is located. You'll hear loud thumping noises, but that is normal. You will be given ear plugs for that.

MRI = _____

Test



Br.
Chest
Abd
Braz
Jts
Spn

△ Trans
Bleedg
lij^y
BT. v. dis. + inf^c

~1-2 hrs incl prep

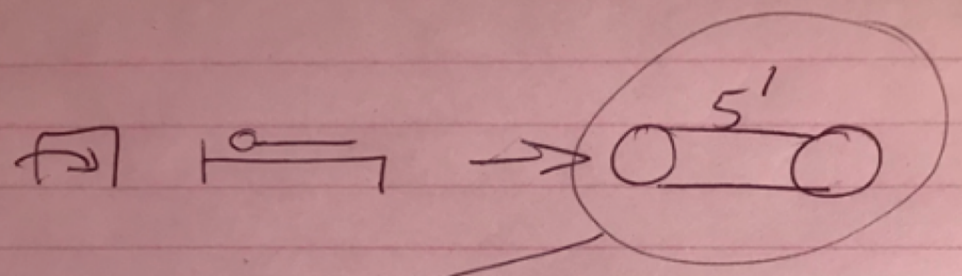
↘ E. elev. → E582 5th Flr

√ in staff ○ ☰

△ ↘ gww?

x ○ ○ wallt inc. Ⓢ

MARY'S NOTES



(())

! → Nrm |

□ () □

MRI =

(S), chest, Abs,
↳ joint, spine

(T), bleed., inj., inf.
↳ DZ

~ 1-2 hr
incl prep.

Pls → E elev.

Rm E-582

5th fl.

✓ - in

↳ cloth. if

Δ → gown

~~water~~ ~~jew.~~ ~~walker~~

MRI =

☞, chest, Abs,
☞ joint, spine

Ⓟ, bleed., inj., inf.
→ DZ

~ 1-2 hr
incl prep.

Pls → E elev.

Rm E-582

5th fl.

✓ - in





→ cloth. if

△ → gown

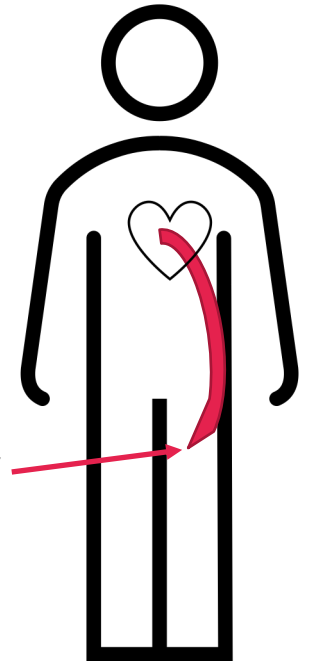
~~Wata jaw. walker~~

CASE SCENARIO: ANGIOGRAM

Name of patient:
Smith

- You are called to interpret for an angiogram
- What resources would you search online?
- After you watch an instructional video:
 - Key words and specific terminology
 - Frequently asked questions (frequent patient questions)
 - X-ray X-R
 - Blood vessels *BV* or 
 - Plaque (*is there a shorter version in your language?*)
 - Blood clots °°°
 - Narrow tube / catheter 
 - Heart attack 
 - contrast **dye** 

Femoral artery





Mr. Smith, you'll be having an angiogram today - it's an X-ray of your blood vessels.

You've already signed the consent form but I always like to review the main points with my patients.

We believe there is plaque that has built up on one of your arteries.

We are going to insert a catheter (a narrow tube) through a small cut in the skin and it will go into your femoral artery.

That artery goes all the way to your heart.

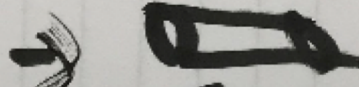

We will inject a contrast dye through the catheter and take X-ray images of the blood vessels.

You will not feel pain but maybe a small burning sensation due to the dye.

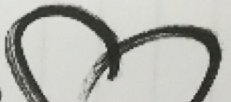
Smith Angiogr.

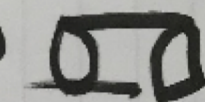
X-ray B.V. ←

Sign correct ✓ but
review pts

Plac → 
Cath. →  SKi

fem. B.V.


Raj. Contr



X-ray BV

~~Path~~

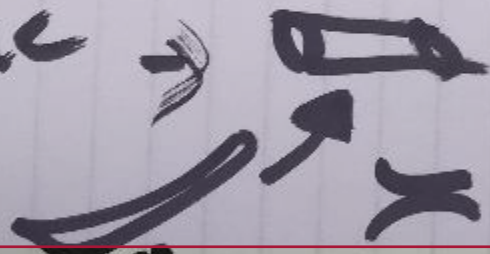
Burn

Smith Angiogr.

X-ray B.V.

Sign correct ✓ but
review pts

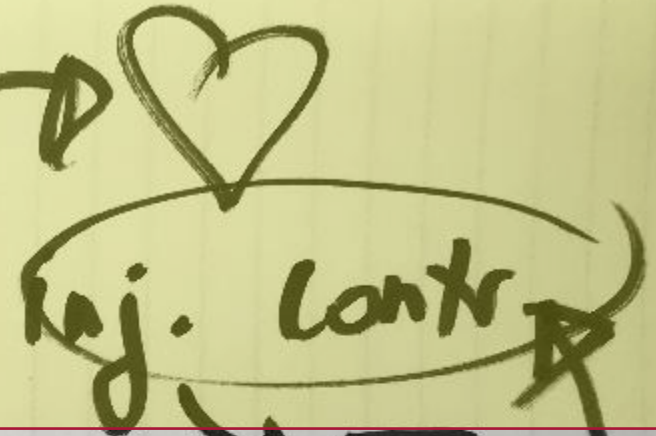
Plac →



SKIN

Cath.

fem. B.V.



X-ray BV


~~Pain~~

Burn

CASE SCENARIO: BAIL HEARING

- You are called to interpret for a bail hearing
- There is a *pattern* in the nature of the questions
 - The accused and/or surety's place of residence
 - Their place of work
 - Their hours
 - Whether the location is close to an alcohol-serving establishment
 - Proximity to victim/place of offense
 - Weapons
 - Ammunition

Jane Doe

- 
- Okay, Ms. Doe, where do you live?
 - 225 Rocky Road.
 - Is that a house or an apartment? Do you have a unit number?
 - It's my house.
 - And you share this house with your son, the accused? - Yes.
 - And you're currently working as an office assistant at Joe's Masonry?
 - I work there Monday to Thursday from 8am to 4pm.
 - Is it true that this office is within 300 metres of the place where the victim lives?
 - I believe she has moved away.
 - Make sure your son has no access to weapons or ammunition on him. That's a breach.
 - I will call the police if he does that.

Doe → live?

225 Rocky Rd

(11) or apt? unit?



share

♂
S

(Y)

work → Secretary.

Joe's Mosy

Mon-Thurs 8-16

300m → VI?

moved

Arma, bala
Branch

Cops →

CASE SCENARIOS: WSIB

- You are called to interpret for a discovery
- How do you do your research?
 - Ask your agency whether they can provide any further information on the nature of this encounter
 - Is it by video or over the phone? (Usually there's a specific issue to be ironed out)
 - If in person: *arrive early* so as to determine particular terms: machinery, physical condition of claimant, any other specific vocabulary (let parties know what you are doing) – and *jot it down*






CASE SCENARIOS: WSIB

- POSSIBLE VOCABULARY (from my experience):
- CONSTRUCTION: tractors, cement trucks with the concrete mixer, tools like a wrench and screwdrivers, a wheelbarrow, a backhoe, crane, hammer (or the electrical ones, jackhammers), forklifts, diggers, construction cones, hazardous materials
- Nature of the injury: did they have to be admitted to a hospital, what did they break, or sprain or twist, medication they took, are they taking cortisone injections, cleaning materials (and here's the vocabulary - a mop, a broom, a pail) - did they slip and fall on wet floor, did they do imaging, did they get into a car accident, did they spill an acid, or alkaline substance (base)
- Rotator cuff injuries, anterior cross ligament (ACL)
- Conveyor belt, mounting rods, guiding clamps, drive shaft, cardboard box

FROM OTHER INTERPRETER'S EXPERIENCES:

- Restaurants and injuries in the kitchen (bakeries included)
- Automobile accidents, maintenance, custodial work (cleaning)
- Heavy equipment injury, agricultural work, packing in factories of dish detergent, construction, falling from scaffolding, industrial cleaning
- Truck drivers (includes long term driving-related injuries – excessive sitting)
- Work-related injuries, loss of income

These are from your colleagues' experiences. Great ideas to develop vocabulary (as I developed for construction in previous slides)

- NOISE-INDUCED HEARING LOSS CLAIM  clm 
- WORKPLACE **W pl.**
- APPROPRIATE MEASURES **med. Apr.**
- HEALTHY ENVIRONMENT **H. env't**
- EAR PROTECTION []
- CONCRETE SAW **conc.** 
- JACKHAMMER **J.** 
- AUDIOLOGIST **audioL**
- SUSTAIN DAMAGES **sof. dan**
- TYMPANIC MEMBRANE **Tymp.**

Name of claimant: John Roe



Good morning.

I am here representing Mr. Roe on his Noise-induced hearing loss claim.

All workplaces should take the appropriate measures to maintain a relatively healthy environment for their workers.

Sadly Mr. Roe was never given the appropriate ear protection while working with machines such as concrete saw and jackhammer.

The audiologist's report has been submitted and the summary confirms that my client did indeed sustain damages to his tympanic membrane.

I promise you those are all the challenging terms you will hear today, but they are important in order for us to be all on the same page.

GM

rep. sr Roe

~~clm~~ <= ::

audited. Rep.

submt.

Wpl -> med. Apr.

Keep H. env't
-> Ws

SUM -> Y Sof
dom.

TYMP.

;- X [@]

W -> Con J. P

Promiss -> Chall. Ts

impartal! -> Sam
pg

FINAL CONSIDERATIONS

- Use a decent pen. It needs to glide smoothly.
- Spiral note pads are recommended but not necessary.
- Size matters (for your field of view). Not too small, not too big.
- Ensure you can take notes sitting & standing (thus note pad should not bend) – **and also while on a zoom call!** (Clipboard might help)
- Have the key words (with their translation) written ahead of time
- Review your notes after the assignment. You may have created new vocabulary for your language.
- Study and practice abbreviations and symbols that work for you!



DON'T FORGET THE MANY ONLINE RESOURCES AVAILABLE

Here are just a few:

- Note Taking Scenario in Court:
www.youtube.com/watch?v=fBMhJDjkS2c
- Andy Gillies discusses Note Taking
www.youtube.com/watch?v=tFvXuZfkx8o
- Virginia Valencia Tutorial on Note Taking:
www.youtu.be/EZ_6-xHaxHY
- Termium - Canadian abbreviations:
www.btb.termiumplus.gc.ca/tcdnstyl-chap?lang=eng&lettr=chapsect1&info0=1

Also worth checking out –
Units of measures
Medical abbreviations
Legal abbreviations

FROM THE Q & A AND THE CHAT

Tatiana, could you please share the name of your headset?

Of course. Logitech Stereo USB Headset (H390). I bought it 7 years ago when creating my online health care interpreting course for Glendon School of Translation. It has never let me down. Definitely worth the \$60.

Can we have the abbreviations made by Tatiana later?

Sure, all my abbreviations are here. Only the symbols and icons from the Power Point app have been removed from the slides for copyright reasons. All recent versions of Power Point have them, but let me know if there's a particular one you wanted.

The hardest is when we are interpreting in mental health settings. Patients speak with no interruption and many times it makes no sense. Note taking is difficult in these situations.

The 7-item rule only applies to coherent speech. In these cases, the LITP manual suggests verbatim simultaneous. Just let the service provider know ahead of time that, should this situation arise, that is your fall back.

If the interpreter misses something, be assertive and ask for repetition or clarification. This should always be the last resort.

I agree. We are only humans. Not stenographers... or cats 😊