



**Training and Retention of Health Professionals Project**  
**Language Training Program**

**EVALUATION AND RATING REPORT**  
**of**

***English-French Guide to Human Services Terminology /***  
***Guide français-anglais de la terminologie***  
***des services à la personne***

by the  
Lexicon Evaluation Committee

Prepared by Sue Harrison

November 2010

**ENGLISH-FRENCH GUIDE TO HUMAN SERVICES TERMINOLOGY / GUIDE FRANÇAIS-ANGLAIS DE LA TERMINOLOGIE DES SERVICES À LA PERSONNE,**

Denise Michelle Brend

Centre collégial de développement de matériel didactique (CCDMD), Montréal 2009

ISBN. 978-2-89470-242-0

24 x 17 cm paperback terminology guide of 590 pages offering a rich collection of words and expressions of interest to social workers, health service workers, lawyers, students and researchers. One half of the guide presents French terms in alphabetical order with their English equivalents; the other half provides English terms in alphabetical order with a French translation. Terms are associated with 4 broad categories (Practice Fields, Population, Vocabulary, Intervention) that cover 14 specific domains (e.g. crisis, health, Child and Adolescent, Socio-demographic, Slang, Theory, etc.) Suggested price \$68. Chenelière Éducation. To order: 1 800 565-5531 or [clientele@transcontinental.ca](mailto:clientele@transcontinental.ca).

**Committee members**

**Individual Review**

**Sarah Finlayson**

(Background in Social Work-elementary and secondary schools)

**Relevance (Application)**

- Highly relevant to the field of social services, especially to professionals and students living in Quebec
- Professional terminology well represented, also very complete in regard to expressions useful in direct intervention or as common terminology
- Inclusion of specific terminology related to provincial and federal government programs, associations and societies is particularly helpful for Quebec and Canadian practitioners; some terminology would be less relevant for those working in other provinces or countries

**Appropriateness or authenticity**

- Comprehensive, appropriate terminology for social services students and professionals reflects the diversity of intervention fields in the social services
- Authentic English terms; explanatory notes are included in cases where no English equivalent was found, for example, 'encadrement'
- Inclusive note at the end of the lexicon invites readers to submit content for the next edition. This reflects on the evolving nature of language and the social services and will ensure appropriate and culturally sensitive content for the future.

**Organization**

- Clearly organized on an alphabetical basis
- Well chosen phrases helpful for report writing and for interviewing, although somewhat difficult to locate due to the strict alphabetical format
- Key provided to indicate the usual context or domain for a term is especially relevant to distinguish slang words

**Recommendation (What are the general advantages/disadvantages?)**

- Advantages: comprehensive, highly relevant, culturally sensitive content for social services; inclusive of the wide range of intervention fields; alphabetical organization facilitates its use for report writing and for preparing for interventions.
- Disadvantage: not as straightforward if one is looking for a phrase as opposed to a single term

**ENGLISH-FRENCH GUIDE TO HUMAN SERVICES TERMINOLOGY / GUIDE FRANÇAIS-ANGLAIS DE LA TERMINOLOGIE DES SERVICES À LA PERSONNE,**  
 Denise Michelle Brend  
 Centre collégial de développement de matériel didactique (CCDMD), Montréal 2009  
 ISBN. 978-2-89470-242-0

<p><b>Sue Harrison</b></p> <p>(Background in FSL and ESL, Member of the Self-Study workbooks production team, TRHP)</p>	<p><b>Relevance (Application)</b></p> <ul style="list-style-type: none"> <li>• Well researched volume of current terms particularly useful to human services professionals</li> <li>• Colour-coded guide for each entry indicates its relevance to one or more fields. Also indicated are possible uses as clinical, theoretical or slang terms as well as the pertinent demographic group for a given term or expression.</li> </ul> <p><b>Appropriateness or authenticity</b></p> <ul style="list-style-type: none"> <li>• Terms are appropriate and include expressions to illustrate proper usage such as “body support system that is horizontally adjustable” along with full sentences such as “we are obliged to know the facts so that we can investigate the situation”</li> <li>• Italicized notes explain legal or administrative terms (“spouse”, “class” “CPE”), and derogatory words.</li> <li>• Numerous slang equivalents are provided in both languages.</li> </ul> <p><b>Organization</b></p> <ul style="list-style-type: none"> <li>• Clear demarcation between F-E and E-F sections</li> <li>• Helpful explanations at the beginning of each section about using the guide</li> <li>• Page footers repeat the identification code for each term as to practice fields, population, vocabulary and intervention.</li> <li>• Acronyms cross-referenced with their terms; e.g. VB: Volunteer Bureau also listed under Volunteer Bureau: VB</li> </ul> <p><b>Recommendation (What are the general advantages/disadvantages?)</b></p> <ul style="list-style-type: none"> <li>• Advantages: well organized reference tool for human service workers, social workers, lawyers, researchers, official agents, students and to a certain extent, health professionals; highly useful to professionals planning a family meeting or during a home visit</li> <li>• Disadvantage: Some readers may find the print rather small.</li> </ul>
<p><b>Donna Lisney</b></p> <p>(Background in ESL education and educational technology. Member of the Self-study workbooks Production team, TRHP)</p>	<p><b>Relevance (Application)</b></p> <ul style="list-style-type: none"> <li>• Welcome guide for experts working in a bilingual setting, as well as laypersons doing translation. Excellent tool for social and health service workers, lawyers, students, researchers, immigrants</li> <li>• Current terminology for immigration, culture, and religious practices in evidence</li> <li>• Respectful and tactful treatment of some terminology that may be easily misinterpreted; clear directives given as to correct use</li> </ul> <p><b>Appropriateness or authenticity</b></p> <ul style="list-style-type: none"> <li>• Very appropriate and useful lexicon for all intended users mentioned in the</li> </ul>

**ENGLISH-FRENCH GUIDE TO HUMAN SERVICES TERMINOLOGY / GUIDE FRANÇAIS-ANGLAIS DE LA TERMINOLOGIE DES SERVICES À LA PERSONNE,**

Denise Michelle Brend

Centre collégial de développement de matériel didactique (CCDMD), Montréal 2009

ISBN. 978-2-89470-242-0

foreword, although there is less emphasis on terminology for medical practitioners.

- Highly researched terminology by many levels of professionals assures the validity of the words and phrases
- Future editions will incorporate neologisms and will reflect new legislation as it comes to pass, maintaining the lexicon's quality and pertinence.
- Useful mention of derogatory or vulgar terms with the note that use should be limited to understanding rather than using the terms

**Organization**

- Practical format with half the book in French to English and the upside down version English to French.
- *How to use this guide* clearly indicates the manner in which the user should proceed.
- Practice with the colour-coded and abbreviations feature makes it easy to identify the appropriate domain or category for each term.
- Informative bibliography including an entire page listing web sites where more information may be accessed

**Recommendation (What are the general advantages/disadvantages?)**

- Advantages: an excellent contribution to the field which should be on library, school, institutional, hospital and clinic and community center shelves.
- Disadvantage: none

**Marion Standish**

(Background in Nursing, Nurse Management and ESL education)

**Relevance (Application)**

- Useful for medical and social fields, as well as for teachers and students
- Could be used in translation or in report writing

**Appropriateness or authenticity**

- Some lists are very complete, such as the one pertaining to rights.
- Includes many acronyms used in health and social fields along with their explanation, for example, FCABQ – Federation des centres d'action bénévole du Québec / Association of Volunteer Centres of Quebec.
- Helpful list of related websites for medical and social fields, as well as for teachers and students

**Organization**

- Alphabetical listing
- Interesting colour coding for each word or expression to indicate the population and age, the clinical field, the type of vocabulary and clinical application, as appropriate.
- Appropriate indications as to correct word usage

**ENGLISH-FRENCH GUIDE TO HUMAN SERVICES TERMINOLOGY / GUIDE FRANÇAIS-ANGLAIS DE LA TERMINOLOGIE DES SERVICES À LA PERSONNE,**  
 Denise Michelle Brend  
 Centre collégial de développement de matériel didactique (CCDMD), Montréal 2009  
 ISBN. 978-2-89470-242-0

**Recommendation (What are the general advantages/disadvantages?)**

- Advantages: easy to consult from either the English-French side of the book or the French-English side; exhaustive listing of some terms, such as “adoption-adoptive”; vocabulary better more complete for Social workers than for health care professionals
- Disadvantages: not useful as a quick reference in a clinical field; lacks descriptive terms for some clinical situations, such as types of pain, reference to sleep patterns

**Isabel Sullivan**  
 (Background in ESL education)

**Relevance (Application)**

- Helpful notes regarding correct usage of certain terms as well as warnings about strong language necessary for professionals to understand but not use when dealing with clients
- References to numerous cultural and spiritual groups along with organizations working with people having particular problems and needing support groups
- Useful for meetings as a simple straight forward alphabetical listing of terms.

**Appropriateness or authenticity**

- Result of a very broad consultation with contacts in the Montréal region.
- Acknowledges the various cultural communities including our aboriginal cultures.
- Includes the names of conditions and diseases but not their symptoms
- This guide would be useful to medical personnel in a limited way, as it includes the names of some conditions and diseases, e.g. Tourette’s syndrome and ADD.
- Includes websites in an informative bibliography.

**Organization**

- Helpful code to place words in broad categories to indicate context
- Appropriate comments about proper terms help the user avoid using pejorative terms like ‘handicapped’.

**Recommendation (What are the general advantages/disadvantages?)**

- Advantages: very useful tool for bilingual human service workers writing reports or preparing for meetings; useful reference for students; includes a system for future updates; especially pertinent to the services offered in Quebec
- Disadvantages: lacks vocabulary naming childhood diseases, distinguishing between the words grippe and flu and expressing temperature, weight and height using the two systems of measurements

## Conclusions

On October 27, 2010, the Lexicon Committee met by telephone conference to discuss each member's findings and to reach a final consensus in terms of rating the lexicon according to the agreed upon criteria. The *Guide français-anglais de la terminologie des services sociaux français-anglais à la personne* was rated on a scale of one to seven, with one being the lowest and seven being the highest.

**Consensus rating:            18.5 / 21**

### Evaluation:

#### **1. Authenticity/Current Usage**

**6.5 / 7**

This comprehensive collection of current, relevant terms and phrases is an excellent tool for its intended audience. Readers are encouraged to submit material for future editions in order to keep the Guide up to date.

#### **2. Organization**

**6 / 7**

The clear division by language into two alphabetized lists is enhanced by the codes which reveal the domain or category of each term.

#### **3. Examples in Use**

**6 / 7**

There are many phrases and sentences as well as informative notes using certain terms correctly.

#### **Comprehensiveness/Targeted Audience**

This lexicon successfully targets the groups mentioned in the foreword: social workers, health service workers, lawyers, students, researchers and those working with immigrants.

#### **Possible Use**

- **Professional:**

- How might the targeted professionals use this lexicon?*  
As a reference in preparing reports or meetings.

- **Teacher:**

- What might a teacher be able to do with this lexicon?*  
Teachers in one of the targeted fields could use this guide to verify the correct term to use in a particular context and in the appropriate language. Language teachers could use the guide as a resource for vocabulary building with language students at an intermediate or advance level.