



## INTRODUCTION



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### How to cite this article? / ¿Cómo citar este artículo?

Alcalde Peñalver, E. (2022). Introduction. *FITISPos International Journal*, 9(1), 4-6.  
<https://doi.10.37536/FITISPos-IJ.2023.1.9.337>

The pandemic has caused significant changes in society and an increase in the demand for translation and interpreting services in specific fields. From the beginning, translators and interpreters have been adapting to new circumstances and to new ways of providing services, collaborating, training and conducting research. In the public sector, this demand for translation and interpretation services has been growing as governments needed to quickly and accurately inform citizens about the social and economic impact of pandemics, public health guidelines, and updates on global events.

In this situation of urgency, transformation and increase in services, translators and interpreters in public services have played a fundamental role, as evidenced by the articles included in this volume of *FITISPos International Journal*.

In the feature article of this number, entitled “The impact of the COVID-19 pandemic on Public Service Interpreting and Translation (PSIT) and its future developments”, Carmen Valero-Garcés and Samantha Cayron review the literature published to date on this topic in different parts of the world with the aim of answering the question about what this new situation has entailed and if it has favoured new developments in this field.

In the articles section the first one that can be found is the one entitled “No booth, no problem. Distance training in interpretation during COVID-19 with *Collaborate*, *Skype* and *Google Meet*”, in which the author Paola Nieto García conducts a study of free tools for the practice of online interpretation. She combines them with platforms for teaching purposes at the university level to recreate a training environment with virtual booths. In the following article, entitled “The impact of the COVID-19 pandemic on medical interpreters/cultural mediators in Italy”, Bernardi and Gnani assess the impact of the pandemic on access to telephone interpreting and cultural mediation services in Italy. In Sultanić's article, “Interpreting in pediatric therapy settings during the COVID-19 pandemic: benefits and limitations of remote communication technologies and their effect on turn-taking and role boundary”, the author explores both the challenges and benefits of remote interpreting in pediatric therapy settings, in the specific areas of speech therapy, physical therapy, and occupational therapy. In the following article, “Out of the frying pan into the fire: the impact of the pandemic on the listening environment of public service interpreters in Finland as experienced by interpreters themselves”, Viljanmaa focuses on the impact of the pandemic on the working environment of interpreters for public services in Finland from a listening-oriented perspective. In the article by Tatjana R. Felberg, “Crisis communication and linguistic diversity in Norway during the COVID-19 pandemic: focus on interpreting and translation services”, the author analyzes the situation of translation and interpretation in Norway during the first year and a half of the pandemic, specifically in terms of availability, accessibility, acceptability and adaptability. Finally, in Délizée's article, entitled “Mission humanitaire médicale en situation de crise COVID-19: l'agentivité du médiateur interculturel”, the author carries out an ethnographic field study with the aim of improving the understanding of the activities of the intercultural mediator, the factors that trigger them and the social effects that they entail.

In the interview for this issue, we can read the opinions of Bart Defrancq, president of CIUTI and associate professor of Translation and Interpreting at the University of Ghent. Defrancq shares his insights on the main challenges translators and interpreters face today, job prospects, the role of technology and how to raise awareness of the profession in public services.

In the following section we include five reviews of some of the most significant editorial novelties published over the last year in the field of Translation and Interpreting.

In the Researcher's Corner section, Cedillo Corrochano presents the latest scientific and academic advances on PSIT.

Finally, in the Working Papers section, Sanchez Tafur and Garcia Chinchay, in their article entitled “The implementation of the center of interpreting and translation in indigenous languages in Peru during the COVID-19 pandemic”, analyze the experience of the Centre of Interpreting and Translation in Indigenous Languages in Peru, which was created out of the need to provide translation and interpretation services in indigenous languages, especially in health services, as a result of COVID-19. Laura Monguilod in her article “Hipotensión vs low blood

pressure: the presence of explanations and errors in the translations of informed consents in Spain” conducts a study of the informed consents given to patients and focuses on the explanations and errors in their translations. In the article by Andreu Gerard, Alba Grau, Cristina Pérez and Gabriela Speller, entitled "Guaranteeing a fair trial in court interpreting: a proposal of recommendations for judicial officers", the authors present a series of results and observations from surveys carried out on the perception of the role of the interpreter and in which participated court interpreters, judicial operators and lawyers. In the article by Chwalczuk and Benayoun, “La crise sanitaire et la reorganization des activités de traduction: le cas d’une agence parisienne”, the authors analyze a corpus of data from the ISM Interprétariat association from two complementary perspectives. Finally, Damianova Radeva presents in her article, entitled "Mental Health Interpreting in Spain: The interpreter’s intervention in the therapeutic dyad", the results obtained from surveys of Spanish psychologists on the knowledge they have about the work with interpreters. She proposes an action protocol for the field of mental health.

We hope that all the articles in this issue will allow readers to reflect and learn about the content included in them and to continue progressing towards the recognition of the work of translators and interpreters and the fundamental role that this profession has in public services.