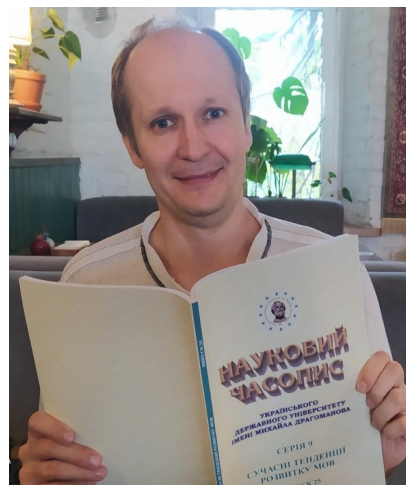# Pavlo Yu. Shopin

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DOCUMENT TRANSLATION FOR CHARITABLE ORGANIZATIONS ASSISTING UKRAINIAN REFUGEES: CHALLENGES AND STRATEGIES

Abstract

The Russian-Ukrainian war displaced millions of Ukrainians many of whom now rely on international and local organizations in their host countries for help with daily problems of integration. One such aspect of charitable work is providing translation services. This article analyses the challenges and strategies of English, Ukrainian, and Russian document translation for charitable organizations assisting Ukrainian refugees. Drawing on professional experience of collaboration with a charitable organization, the author discusses communication that ensures efficient management of translation projects, outlines the certification procedure that confirms the translator's responsibility for the accuracy of translation, and examines the types of documents that Ukrainian refugees commonly need to have translated. The author describes in detail the formatting of the translated documents that is required to make them accessible and easily comprehensible. The article delves into the challenges that the translator is faced with when working with the documents of Ukrainian refugees, focusing on such issues as illegible handwriting and stamps, the low quality of the images of the original documents, typographical errors, abbreviations and terms, formatting intricacies, temporal limitations, and confidentiality. Analysing the process of proofreading that improves the quality of translation, the author argues that translation is a social activity that requires collaboration between the translator, fellow professionals, legal experts, clients, local actors and stakeholders. Finally, this article explores the tools and strategies that enable translators to work consistently and efficiently. It examines how the translator can use machine translators, online corpus dictionaries, document translation templates, guidelines, and other aids to provide reliable, timely, accurate, and helpful translation services to Ukrainian refugees.

Keywords: document translation, translation from Ukrainian to English, written translation, translation tools, translation strategies, document translation templates.

1. Introduction.

The Russian-Ukrainian war displaced millions of Ukrainians many of whom now rely on international and local organizations in their host countries for help with daily problems of integration. One such aspect of charitable work is providing translation services for Ukrainian refugees. Because the demand for Ukrainian translation has risen dramatically in such countries as Poland, Germany, Italy, the United States, Canada, Spain, Belgium, the United Kingdom, and many others, organizations in these countries sometimes outsource translation work to professionals in Ukraine. This is how I have come in contact with one such charitable organization in an English-speaking country. This organization provides free professional translation support to migrants, translating documents to help displaced persons access vital resources. While the translation service provided by the organization is free to migrants, the translators are paid for their work. The organization assists refugees from different countries, including Ukraine, and offers document translation services in many languages, such as Arabic, Chinese, Dari/Persian, English, French, German, Greek, Haitian Creole, Kurdish, Pashto, Portuguese, Russian, Spanish, Swedish, Turkish, Ukrainian, and Urdu. It acts as an intermediary between migrants from around the world and local organizations, authorities, and individuals with whom the migrants interact. Having translated various documents into English, as well as Ukrainian and Russian, for this charitable organization, I would like to share my professional experience, focusing on the first seven months since November 2022 when I started my document translation work. To protect the confidentiality of its clients, I will not give the name of the organization for which I have been providing translation services and with which I continue to collaborate. However, I will discuss in detail the kind of documents I translated during the first months of my work and will summarize my observations on the crucial strategies and challenges of document translation for charitable organizations assisting Ukrainian refugees.

2. Literature Review.

In my 2019 popular article "Bureaucracy as secular spirituality," I argued that when people migrate to a different country, they need to register with local authorities, whose bureaucratic procedures empower migrants to "connect to local networks of support," as well as access vital resources and services. I asserted that "bureaucratic practices can help establish connection to complex social structures" (Shopin, 2019). However, the absence of the relevant documents or of their translation in the language of the host country can lead to the exclusion and disenfranchisement of migrants. Ukrainian refugees, fleeing the Russian aggression, can also face this problem since Ukrainian-language documents, such as cards of preventive vaccinations, birth and marriage certificates, education certificates, medical records, and driving licenses, can be unacceptable to the local authorities, schools, and hospitals in the host country since they are inaccessible due to the language barrier. This issue can be either mitigated or overcome through translation, which should be seen as a practice that facilitates inclusion and integration since it helps migrants to have the documents from their home country recognized by the local authorities, social service providers, and other actors in their host countries.

Academic studies across disciplines have recently come to understand translation as a means for social inclusion. Lack of translation is now considered to be a potential barrier to accessing vital resources. For example, Wine Tesseur (2021) provides guidance on linking the policies of international non-government organizations to values of linguistic inclusiveness and emphasizes the need for interpreting and translation from and into local languages. Outlining ways to facilitate continued participation of Ukrainian refugees in clinical trials, Bloswick et al. (2022) point out the sponsors' obligations related to translation. In their recent article for *Nature*, Velez et al. (2023) also find that expenses on consent

document translation can hinder inclusive clinical trial enrolment. People with limited English language proficiency thus might be excluded from the medical research that could benefit them in the long run. Translation can help mitigate this limitation and break the barriers to help Ukrainians abroad who do not speak local languages access essential resources and services.

In their insightful article "The craft of translation: documentary practices within immigration advocacy in the United States" (2023), Susan Bibler Coutin and Véronique Fortin adopt an anthropological approach to explore the craft of document translation in contexts of immigration legal advocacy. They observe that distrust and resource scarcity poison the climate in this field as immigrants face steep challenges, including the requirement that all documents must be translated into English. Through their ethnographic perspective on immigration document translation and extensive fieldwork in a nonprofit organization providing legal services to low-income Spanish-speaking immigrants, Coutin and Fortin (2023, p. 24) come to the conclusion that translation is "a craft that involves exercising discretion." As I will try to show in this article, in my professional practice I am acutely aware of the importance of exercising discretion. I also agree with Coutin and Fortin that careful translation can help counter the alienating aspects of bureaucracy. Moreover, translation enables Ukrainian refugees and other vulnerable groups gain visibility and inclusion. Having their home country documents translated into English, Ukrainian refugees can improve their access to such vital resources as medical care, social services, education, and employment opportunities. In his essay "Is translation possible?", the English writer and literary critic Anthony Burgess (1984, p. 4) made a sensitive observation that "translation is not a matter of words only: it is a matter of making intelligible a whole culture." To translate a document from one language to another in this case means to integrate the information in the document into a new cultural environment and help the holder of the document establish new social connections. This goal requires not only accurate translation, but also an inclusive approach that aspires to make the document accessible and helpful. Therefore, the focus of this article is practical and procedural, since I analyze document translation as a professional practice, dwelling on its key challenges and describing the strategies that can help overcome them.

3. Aim and Objectives.

This article is aimed at analysing the challenges and strategies of English, Ukrainian, and Russian document translation for charitable organizations assisting Ukrainian refugees in their interaction with the local authorities and other actors and stakeholders in host countries. Drawing on my professional experience of collaboration with one such charitable organization, I will first discuss the ways I communicate with its staff to manage translation projects efficiently and briefly outline the certification procedure that confirms the translator's responsibility for the accuracy of translation, then I will categorize the types of documents I translated in the first seven months of my work since November 2022. Afterwards, I intend to discuss the formatting of the translated documents that is required to make them accessible and easy to understand. The next objective of this article is to study the challenges that the translator is faced with when working with the documents of Ukrainian refugees, focusing on such issues as illegible handwriting and stamps, the low quality of the images of the original documents, typographical errors and mistakes, abbreviations and specific terms, formatting intricacies, temporal limitations, and confidentiality. Another objective of this article is to discuss the process of proofreading that improves the quality of the translation. I will argue that translation is a social activity that requires collaboration between the translator, fellow professionals, legal experts, clients and local actors and stakeholders. Finally, this article explores the tools and strategies that enable translators to

work consistently and efficiently. It will examine how the translator can use machine translators, online corpus dictionaries, document translation templates, guidelines, and other aids to provide reliable, timely, accurate, and helpful translation services to Ukrainian refugees.

4. Results and Discussion.
4.1. Communication.

Efficient and reliable communication between the translator and the charitable organization for the purpose of assisting Ukrainian refugees is of paramount importance. Since I have never been in direct contact with the clients of the organization, I have to discuss any translation issues that arise with its staff. While I communicate with the management of the charitable organization exclusively by e-mail, SMS and WhatsApp messages, as well as phone calls, can also be used by other translators. The expectation is that within three hours during normal business hours (from Monday to Friday, 9am – 6pm) in the host country, after receiving the message from the organization, the translator should reply back, if only to acknowledge the receipt of the task and confirm they can accomplish it. Since I communicate with the organization exclusively via e-mail messages, I sometimes use my smartphone to give the initial reply. During the e-mail correspondence, it is highly recommended to reply to the message directly, within the same thread, without starting new ones. The deadline is usually within two to four days, but sometimes I have a week or two to perform the translation task, depending on the word count. On some occasions, I need to do the translation as soon as it is possible because there is an urgent need in having the document translated into English. In this case, I have to focus on the task immediately. At the weekend, there is no communication between the translator and the organization.

4.2. Certification.

The charitable organization provides a certificate of translation, which the translator signs digitally and sends back as a Word or PDF document to confirm their responsibility for the quality of the translation. The recognition of the translation thus depends on the authority of the charitable organization in the host country as well as the professional credentials of the translator. The autonomy of public and private institutions in the host country enables them to recognize the authority of the charitable organization and the qualification of the translator, which makes it possible for a Ukrainian translator without a local professional license to provide translation services to Ukrainian refugees abroad. Sometimes partner organizations can ask the translator to fill in and sign their own certificate of translation.

4.3. Types of Documents.

Now it is reasonable to review the types of documents that are commonly translated to assist Ukrainian refugees abroad. While my professional experience is neither comprehensive nor representative, it can be educational and helpful in understanding what skills translators need to acquire to help Ukrainian refugees access vital services in host countries and thus improve their living conditions there.

From November 2022 to May 2023, I performed 93 translations of documents, ranging from 60 to 3000 words in length, for a charitable organization assisting Ukrainian refugees in an English-speaking country. Among the 81 documents that I translated into English, there were several distinct types, namely 32 **medical records** (8 cards of preventive vaccinations, a few extracts from outpatient cards, records of medical examinations, PT and MRI scan results, blood tests, advisory conclusions of specialist doctors, etc.), 21 **identification documents** (16 driving licenses, 3 pension certificates, 2 internal

Ukrainian passports, and 1 international Ukrainian passport, even though the latter displays the English translation I was asked to translate it into English – I assume the local authorities wanted to make sure that the Ukrainian text was identical to the English version found in the Ukrainian passport), 9 **certificates of civil status** (7 birth and 2 marriage certificates), 8 **employment and work-related documents** (1 document outlining the tasks and key indicators of effectiveness, efficiency and quality of professional activity of a civil servant, 2 recommendation letters from colleagues, 5 popular articles describing the work and political engagement of the refugees who could be persecuted by the Russian occupiers), 5 **financial documents** (utility bills, receipts, bank transactions, and account balance reports), 3 **property documents** (1 real estate lease/rent agreement, 1 apartment purchase and sale agreement, 1 extract from the State Register of Property Rights to Immovable Property on the registration of the right of ownership), 3 **education certificates** (1 school certificate, 2 university diplomas). Since May 2023, I have also translated into English several divorce certificates, military registration documents, military summons, Wikipedia pages, and different kinds of medical records.

Furthermore, in the first seven months of my work, I performed twelve translations of English-language documents into Ukrainian and Russian for other charitable organizations that intended to provide help to Ukrainian refugees and wanted to interact with them in their preferred language. To this end, these organizations contacted the organization for which I provided translation services. There were 6 Ukrainian and an equal number of Russian translations since I was asked to translate each document in both languages. These were **client questionnaires** and **application forms**, among them an intake form, an authorization to release information, a client rights and grievance policy. Besides, I translated several **e-mail messages** from English to Ukrainian and Russian to facilitate the communication between the charitable organization and the refugees. English to Ukrainian and Russian translations comprised a minor part of my work, but they indicated that local actors intended to reach out to Ukrainian refugees, accommodating their language preferences. While I usually receive the original Ukrainian documents for translation into English as image files or PDF documents, the English documents for translation into Ukrainian and Russian were sent to me as Word documents, and it was easier to work with them in terms of formatting.

4.4. Formatting.

The translator receives copies of original documents as JPEG and PDF files, as well as Word files, thus dealing with both images and text documents. Translations are saved as Word documents. The name of the translation file should include the original file name and additionally indicate the language into which the document has been translated. If the initial file name is image1.jpeg, it is important to send back its English translation as a Word document entitled image1.English.docx. The charitable organization deals with documents in many different languages, and not everyone (staff, attorneys and staff at partner organizations, clients) has language competency in the target language, so the best way to understand which translations correspond to which original documents is by the file name.

The translation should have the same number of pages as the original document. To this end, the translator can change the font size and alter the margins to some extent, i.e., the font should be possible to read if the document is printed and the margins should not be smaller than a certain minimum width. If it is still impossible to fit all the text from one page of the original into one page in the translation, then the excess text can go on a second page, but no other text should be on the second page, and the next page in the original should go on a new page in the translation. If there are page numbers in the original document, then there should be page numbers in the translation. The translator may use text boxes and tables to

replicate text placement in the original. The indentations in the translation document should be similar to the ones in the original.

The translator should pay attention to font style and size. If a serif font is used in the original document, the translator should also use a serif font. A sans serif font should be used in the translation when it appears in the original document. If text is capitalized in the original, then it should also be capitalized in the translation. If text is bold in the original, then it should be bold in the translation. If text is italicized in the original, then it should be italicized in the translation. The translator should also italicize handwritten text, which can help the reader identify the handwritten parts of the source text. If text is underlined in the original, it should also be underlined in the translation. Font size in the translation should correspond roughly with the font size in the original. The exact font size is not as important as the relative font size. If one piece of text is noticeably smaller than another piece of text in the original, then this should be reflected in the translation.

To avoid ambiguity or misunderstanding, the translator should write down all the dates spelling out the name of the month. Thus, if the date in the original document says *23/10/2001*, the translator can change it to *23 October 2001* or *October 23, 2001*. Another notable formatting difference is that in some English-speaking countries the decimal place is indicated by a period, whereas a comma is used for this purpose in the Ukrainian language. The decimal separator, also known as the radix character, is different in the source and target texts. Thus, when the translator sees *0,5 мм* in the original Ukrainian document, they should write down this measurement as *0.5 mm* in the English translation. In English, commas are sometimes used to separate groups of thousands, while in Ukrainian a space is used instead. If the original Ukrainian document indicates the number *5 356 200*, the translator might write it down as *5,356,200* in the English document.

Translating the name of an organization from Ukrainian to English, the translator should first consult online resources (the official website of the organization, state registers of enterprises and organizations, etc.) to ascertain if the Ukrainian organization has an English name already in use. It is better use the pre-existing and recognizable name of the organization. If it does not have an established name in English, the translator should render the name into the target language. As for personal names, in Ukrainian documents it is common to indicate first the surname and then the first name (*Павленко Петро Іванович*), whereas in English it is more natural to give the first name before the surname (*Petro Ivanovych Pavlenko*). To transliterate Ukrainian personal names in Latin script, I consult the officially approved Ukrainian standards and use the government website https://czo.gov.ua/translit as an online tool to perform transliteration from Ukrainian into English automatically. Sometimes the personal documents that I work with contain the Ukrainian name in Latin script, in which case I use the Latin transliteration of the name as it is written down in the existing document. It is not always the case that the Latin transliteration of the Ukrainian name that I find in an official document is consistent with the government-approved standards, in which case I still use the transliteration indicated in the already issued document because it is vital for people to have a recognizable and consistent spelling of their name in English regardless of the standards of transliteration, which have changed several times in the last few decades in Ukraine.

Since Ukrainian and English alphabets are distinctly different, in cases of transliteration (e.g., document series) from Ukrainian to English, Ukrainian letters should be replaced with the closest English letters in appearance (e.g., the Ukrainian letter *Р* can be written down as the identical-looking English letter *P*), but this is sometimes impossible because there is no similarity, in which case the translator can focus on the way the letters are pronounced, hence I can transliterate *Ю* as *U*.

When translating an address from Ukrainian to English, the translator should keep in mind that the English version of the address that they provide could be used to send correspondence to Ukraine. There is no need to translate the words *вулиця*, *будинок*, *квартира*. Thus, Ukrainian addresses should be transliterated to Latin script. For example, *вул. Михайла Грушевського, буд. 35, кв. 24, м. Київ, 02222, Україна* should be written down as *vul. Mykhaila Hrushevskoho, bud. 35, kv. 24, m. Kyiv, 02222, Ukraine*. At the same time, there is no need to transliterate English-language addresses into Ukrainian when translating documents from Ukrainian to English because a non-Latin script cannot be used to send correspondence to countries that use Latin script. Thus, there is no need to either translate or transliterate addresses from English into Ukrainian since it could make it difficult to send correspondence to an English-speaking country.

When I translate Ukrainian abbreviations into English or English abbreviations into Ukrainian or Russian, I always spell out them in full. For example, *ЄДРПОУ* is rendered as *Unified State Register of Enterprises and Organizations of Ukraine* and not *USREOU* or *EDRPOU* since such transliterations of a Ukrainian abbreviation cannot help an English speaker understand the translation. For this reason, I translate all abbreviations by spelling them out in the target language, which makes formatting somewhat more difficult because such translations take more space on the page.

Square brackets can be used to indicate logos, stamps and signatures in the translation. Some documents contain logos that include text or are text-based. The translator should translate the text in the logo after indicating the logo by typing [Logo:]. If the logo does not contain text, the translator should simply indicate it by typing [Logo] where it appears in the original text. Many Ukrainian documents contain stamps. If the stamp contains legible text, the translator should translate the text after indicating the stamp by typing [Stamp:]. If the stamp does not contain text, the translator should indicate the stamp by typing [Stamp]. If the stamp is illegible, the translator can indicate it by typing [Illegible Stamp]. (In some cases, it is possible to reconstruct the text in the stamp by consulting the relevant online resources, such as the Unified State Register of Legal Entities and Entrepreneurs.) Signatures should be indicated as [*Signature*] or [*Illegible Signature*]. The words *Signature* and *Illegible Signature* are italicized because signatures are always handwritten. Square brackets can also be used to indicate that the text is illegible or cut off. If some text is illegible or cut off, the translator should indicate this by typing [illegible] or [cut off] in the appropriate place.

If there is a profile photo in the original document, the translator could indicate it with the word [Photo] in square brackets inside a box in the relevant place on the page of the translation. If there is a coat of arms in the original document, the translator can apply the same strategy to rendering it in the target text. For example, if there is the coat of arms of Ukraine in the original document, the translator can create a single-celled table (a box) in which they can write down the words [The Coat of Arms of Ukraine].

4.5. Challenges.

Illegible or barely legible handwriting is one of the most common challenges when translating Ukrainian documents into English. To solve this issue, the translator should find the information about the relevant topic, institution, organization, or person in order to understand the context. Online resources can be invaluable to the translator at this stage. Later they can compare different parts of the document or different documents filled in by the same official to understand the idiosyncrasies of their handwriting, identifying specific letters and mannerisms of the writer. The issue of illegible handwriting is often compounded by **the low quality of the images of the original documents**. Some parts of the document

can be blurred or even cut off. In some cases, the translator should request an image of the original document of better quality to avoid misunderstanding. **Illegible stamps** are a common problem due not only to the low quality of some of the images but mostly because many Ukrainian stamps are faint and leave a barely legible mark on the original document. In this case, it is possible to find the information about the stamp online since the stamps provide standard data about organizations and enterprises in Ukraine. This is possible only if one can at least identify some of the key features and information in the stamp.

Sometimes **the names and the data in the original document can contain typographical errors or mistakes**, in which case the translator should make sure they provide the clearest interpretation of the information. If the same surname is spelt differently in different parts of the same document or in two different documents, then the translator can write a note to those who have requested the translation, explaining that it must have been an automatic mistake. The data should be rendered so that such mistakes are either corrected or clearly understood as such. Sometimes it can be hard to judge such cases, and the translator should use their professional knowledge and exercise discretion to address these thorny issues and resolve them successfully so that clients can access the relevant resources. This is also a matter of the translator's agency. Here I agree with Coutin and Fortin (2023, p. 35) that "translators exert agency through the decisions they make about word choice, format, and translation philosophy."

In the first few months of my work, I found that it was crucial **to name the documents correctly and to organize them in folders**. Since the staff of the charitable organization do not speak Ukrainian or Russian, it is helpful to name the documents so that they can be easily related by the organization to the relevant original files.

Abbreviations and specific terms can be hard to translate into the target language, and the translator should look up the relevant information online or in dictionaries, manuals, and research articles. Once the translator has obtained a tentative translation of the term in question, they should make sure this term is used the same way in the target language. To this end, I google the relevant term in the target language using quotation marks (e.g., "general blood test" for *загальний аналіз крові*), which allows me to check the usage of the term in context. As I have already pointed out and would like to emphasize once again, abbreviations should be rendered by spelling them out in full because this makes the translation more readily understandable.

The tables, fonts, and indentations in the original document can be difficult to render in the target text. The translator should learn how to use tables and various formatting tools in Word documents. Sometimes the original document has **misplaced handwritten data outside the relevant table cells or columns**, in which case the translator should decide whether to keep this idiosyncrasy or adjust the translation according to the desired format. It is better to mostly preserve the original formatting and appearance of the document so that the reader of the translation can easily check it against the source document.

Time is another challenge that the translator should take into account. First, there is a time difference between Ukraine and the host country, and hence communication between the charitable organization and the translator takes place during different times of the day and immediate replies cannot be expected. The time difference of several hours does not present any critical challenges but it has an impact on communication. Secondly, **some translations are urgent and need to be done within a short period of time**. This temporal challenge is much more difficult and requires hard and efficient work and the ability to manage time.

Finally, **confidentiality** is essential because the translator deals with personal data that is often protected by local and international law. Thus, **the translator should not**

disclose personal information about the clients to any third parties or the public. Therefore, in this article I do not indicate the name and location of the charitable organization for which I provide translation services in order to protect the refugees and displaced persons who turn to it for help. I also do not give the names of anyone in the organization since they deal with sensitive issues that impact Ukrainian refugees and other vulnerable groups seeking their assistance.

4.6. Proofreading.

While the translator is ultimately responsible for the final translation of the document, all translations are also carefully proofread by the project manager (a professional translator themselves but working with different languages), checked by the lawyer of the organization, the client, and the organization which has requested the translation from the client.

Mistakes can be identified and corrected at various stages of the proofreading process. First, sometimes I identify mistakes at the stage of re-reading the translation after its completion. It is critically important to carefully read the completed translation to make sure that there are no typographical errors or automatic mistakes. Secondly, the manager of the charitable organization, who is a professional translator, albeit not of Ukrainian, sometimes corrects my English translation. For example, I rendered *розіграш подарунків* as *a lottery of gifts*, but my colleague and supervisor changed my translation to *a gift raffle*. While my translation could have been understandable, its corrected version is in line with common usage in the host country. My fellow translator regularly notices minor issues with my English translations and corrects them with my permission, since they are a native English speaker and know well how to format the translation documents. Because they are not fluent in Ukrainian or Russian, my translations into Ukrainian and Russian cannot be proofread at this stage. Third, the attorney of the charitable organization carefully compares the original document with the translation and can identify any points missing from the latter. Once the attorney found that I had missed a clause in a real estate lease and rent agreement. They managed to identify this omission because I diligently numbered all the clauses as they are numbered in the original document. As a result of this careful attention to numbers, the attorney noticed that clause 6.3.1 (*Наймодавець не надає наймачу право зареєструватися (прописатися) за адресою об'єкта нерухомості / The Landlord does not give the right to the Tenant to register under the address of the Real Estate Object*) was clearly missing as clause 6.3 was immediately followed by clause 6.4. It is important to carefully check all the figures in the original documents and write them down correctly in the translation. Fourth, the client can notice a mistake in the translation before submitting it for consideration to the local authorities and return the translation to the translator asking them to correct the mistake. I once erroneously translated the Russian handwritten job abbreviation *пред-ль* as teacher, mistaking *предприниматель* (entrepreneur) for *преподаватель* (teacher). The client noticed this mistake in the translation, and I corrected it after having another look at the handwritten text. For over five hours, I had been deciphering the difficult handwritten doctor's records in the card of preventive vaccinations and misinterpreted the final words about the profession of one of the parents. Fortunately, this very parent noticed the mistake and informed the charitable organization that contacted me, and I recognized my mistake and introduced the necessary correction before the translation was seen by the local doctors who requested the document as children are required to have all the necessary vaccinations to be allowed to attend school in that English-speaking country. Finally, the local authorities, organizations or individuals who request translation versions of the refugees' documents might complain about the mistake or omission that the translator might have committed. This has not happened in my translation practice, but once there was a misunderstanding and I had to write a clarification that the information requested by the

authorities was clearly indicated in the translation. It seemed to be wilful misunderstanding on their part, as even the manager of the charitable organization with which I collaborate acknowledged that this information was clearly indicated in the translation. Once again it is important that local authorities trust the translation and read the documents to help refugees and not to exclude them from available resources and opportunities.

4.7. Tools and Strategies.

While machine translation has been developing rapidly in the last few years and there are constant efforts to achieve consistent and reliable document-level machine translation (see, for example, Kang et al., 2021; Maruf et al., 2021; Nayak et al., 2022; Yu et al., 2020), this tool should be used cautiously because it can introduce subtle or even serious mistakes in the target text. Translating documents between English, Ukrainian, and Russian, I regularly use **machine translation**: if the text is clear to me and I have written it down first in the source language, I can use the DeepL Translator (https://www.deepl.com/en/translator), which is a neural machine translation service. Having used this tool to translate some of the text, I then carefully check it and look up the usage of relevant collocations, by **searching online specific collocations and terms to see how and whether they are used in the same context as in the original document**. To translate individual words and to see their different possible versions of translation, I sometimes turn to the Glosbe English-Ukrainian **corpus dictionary** (https://glosbe.com/en/uk). Studying the examples of previous translations, I can better understand which target language unit better works for the term or collocation in the source text. Previous translations are an invaluable source for successful and efficient work of a professional translator.

To see if a certain term is accepted in professional jargon, I can check **Wikipedia pages**. For example, the DeepL Translator translated the Ukrainian medical term *турецьке сідло* as *the Turkish saddle* in English, but when I checked Wikipedia by first visiting the Ukrainian page for *турецьке сідло* and then switched to the English Wikipedia article about the same concept, I found that in English it is known as *the sella turcica* (even though the article mentions that the name comes from Latin and stands for "Turkish saddle"). The use of such terms should also be checked in **online research articles, covering the relevant field of knowledge**.

Furthermore, I regularly use **online monolingual dictionaries**, such as Cambridge Dictionary (https://dictionary.cambridge.org/) and Merriam-Webster Dictionary (https://www.merriam-webster.com/), to consult the definitions of unfamiliar words.

Another tool that can assist the translator is a **translator guide** produced by the professional community or an organization that ensures the quality of translation. I have received such a guide from the charitable organization for which I provide translation services. In this article, I have described in detail the guidelines that I use in my work when examining the formatting of the documents.

A useful strategy when translating longer documents that the translator receives as image files is to **first write down the source text** in part or in full. Having the text version of the original document instead of an image facilitates the process of translation and enables the translator to use machine translation tools. This strategy also allows to first carefully engage with the source text and understand it better while writing it down before the translator proceeds to render it into the target language.

Finally, the translator who helps Ukrainian refugees regularly translates the same types of documents, such as birth certificates, marriage and divorce certificates, education certificates, passports, and driving licenses. To save time and preserve constistency the translator can use **document translation templates**, which are highly useful tools as they streamline the translation process and make it more efficient and consistent. These templates,

which can be designed by a professional translator using certain guiding principles and later improved if the principles change, contain common phrases, terms, and formatting specific to a particular document, aiding translators in producing accurate and cohesive translations. Translation templates reduce repetitive tasks and ensure uniformity, thus enhancing efficiency and helping maintain high-quality translations. **All the names and personal data used in the document translation templates are fictional** to protect the identity of the clients – I enter the relevant data according to each new translation request, replacing the fictional information used as a placeholder. One limitation to the use of translation templates is that the same type of document can be formatted differently at different times and by different local authorities in Ukraine. For example, this is the case with driving licenses. While there are certain distinctive characteristics, the formatting can vary depending on which local Ukrainian authority issues the license. Nevertheless, translation templates save time, streamline the work, and make it efficient.

5. Conclusions.

This article demonstrates that the important task of document translation for charitable organizations assisting Ukrainian refugees abroad goes beyond abstract linguistic endeavors. Document translation for the purpose of helping people access vital resources and services sheds light on the intricacies inherent in this process and has helped me as an educator see that the students, who are training to become professional translators, should learn skills through practical work, engaging concrete and complex tasks that present immediate challenges in need of resolution. Another important observation is that meticulous attention must be given to numbering and quantitative indicators in the source text to ensure accuracy of translation. Furthermore, online resources emerge as indispensable aids. Online dictionaries, machine translation services, and various other supportive tools facilitate efficiency and accuracy of translation. Another advice that I can give to translators dealing with such translation tasks is that caution should be exercised in case the original document contains information that might be flawed or imprecise, underscoring the translator's role as a facilitator of communication and interaction between people from different cultures. Beyond the formal aspects specific to the professional field of translation, the act of translation itself becomes an act of humanitarian assistance, aiding Ukrainian refugees abroad. The translator's effective work depends on a network of support, involving professional assistance from colleagues, feedback from clients, proofreading by legal experts, and careful examination of the final translation by local stakeholders. Collaboration with these parties is essential for successful translation-mediated communication. Ultimately, document translation for Ukrainian refugees and asylum seekers has a tangible impact on these individuals and contributes to the vital process of cross-cultural understanding. By studying professional translation practice, both university professors and students can improve their skills and gain valuable insights into this complex process which not only crosses linguistic boundaries but also embodies the power of collaboration for the purpose of fostering effective communication and support for those Ukrainians who are in need of language assistance abroad because of the Russian-Ukrainian war that has forced millions of people to leave their home.

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Анотація

Російсько-українська війна призвела до вимушеного переміщення мільйонів українців, багато з яких тепер звертаються до міжнародних та місцевих організацій в країнах, де вони перебувають, по допомогу у вирішенні щоденних проблем інтеграції. Одним із таких аспектів благодійної діяльності є надання перекладацьких послуг. У цій статті проаналізовано виклики та стратегії перекладу документів англійською, українською та російською мовами для благодійних організацій, які допомагають українським біженцям. Спираючись на професійний досвід співпраці з однією з таких благодійних організацій, автор розглядає питання комунікації, що забезпечує ефективне управління перекладацькими проєктами, окреслює процедуру сертифікації, яка засвідчує відповідальність перекладача за точність перекладу, а також аналізує типи документів, переклади яких найчастіше потрібні українським біженцям. Автор детально описує форматування перекладених документів, необхідне для того, щоб зробити їх доступними та зрозумілими. У статті розглянуто проблеми, з якими стикається перекладач під час роботи з документами українських біженців. Увагу зосереджено на таких проблемах, як нерозбірливий почерк і печатки, низька якість зображень оригіналів документів, друкарські помилки, абревіатури, скорочення і терміни, тонкощі форматування, часові обмеження і конфіденційність. Аналізуючи процес редагування готового перекладу для поліпшення його якості, автор стверджує, що переклад – це суспільно значима діяльність, яка вимагає співпраці перекладача з колегами-професіоналами, правниками, клієнтами та місцевими акторами і зацікавленими сторонами. Нарешті, у статті розглянуто інструменти та стратегії, які допомагають перекладачам працювати послідовно та ефективно: використання машинних перекладачів, корпусних онлайнових словників, шаблонів для перекладу документів, інструкцій та інших допоміжних засобів для надання надійних, своєчасних, точних і корисних перекладацьких послуг українським біженцям.

Ключові слова: переклад документів, переклад з української на англійську мову, письмовий переклад, перекладацькі інструменти, перекладацькі стратегії, шаблони для перекладу документів.