



18th Annual Educational Conference

Unbuilding Walls

Conference Program

March 2 - 3, 2018



Hilton

IRVINE/ORANGE COUNTY AIRPORT

18800 MacArthur Blvd
Irvine, CA 92612

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The Health Care Interpreter Network (www.hcin.org) has been supporting the interpreter community in California since 2005:

- **HCIN** is a nonprofit organization led by former hospital executives and technologists with a long-standing commitment to culturally and linguistically appropriate health care.
- **HCIN** created the first video interpreter services for health care, relying on hospital-based staff interpreters shared throughout the country to improve patient access to qualified interpreters.
- **HCIN** offers affordable online training and continuing education opportunities for interpreters via our learning platform, HCIN Learn (<https://hcinlearn.org>).

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Join us Friday at 5:30 p.m.
in the Monarch Ballroom for an
Introduction to Court Interpreting



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OF CALIFORNIA
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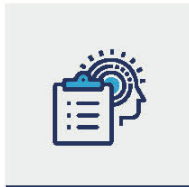
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921 11th St., Ste. 1100

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Gold Sponsor



The Health Care Interpreter Network has been supporting the interpreter community in California since 2005:

- HCIN is a nonprofit organization led by former hospital executives and technologists with a long-standing commitment to culturally- and linguistically-appropriate health care.
- HCIN created the first video interpreter services for health care, relying on hospital-based staff interpreters shared throughout the country to improve patient access to qualified interpreters;
- HCIN offers affordable online training and continuing education opportunities for interpreters via our learning platform **HCIN Learn** (<https://hcinlearn.org>). Offerings include self-paced courses for individuals as well as live webinars (*Courses are free to interpreters in HCIN member hospital systems*). (<http://hcin.org>)

Silver Sponsors



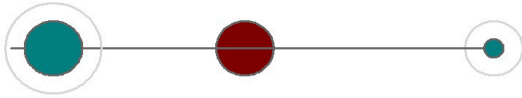
The California Court Interpreter Program strives to ensure access to the courts for persons with limited English proficiency or those who are deaf or hard-of-hearing, by developing programs and practices that enhance the quality of interpretation and increase the availability of qualified interpreters in the courts.

<http://www.courts.ca.gov/programsinterpreters.htm>



The **National Certification Commission for Healthcare Interpreters** is a non-profit, 501(c)(6) organization founded in 2009, whose mission is to develop and administer a comprehensive national certification program for healthcare interpreters in all languages. CCHI brings together stakeholders from across the healthcare interpreting industry and profession. CCHI offer two national certifications: CoreCHI – a professional knowledge certification, and CHI – a language-specific performance certification in Arabic, Mandarin and Spanish. CCHI also administers the Continuing Education Accreditation Program. <http://www.cchicertification.org>

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Fluency Inc., located in Carmichael, California is the leader in the field of Internet interpreter scheduling and management solutions for language service providers. Fluency licenses the Internet Interpreter Scheduling System (I2S2) as Software as a Service (SaaS). Harnessing the range of I2S2 features, language service managers are empowered with efficient, reliable, secure, and cost-effective tools to track, manage, and deploy Interpreters from anywhere with an Internet connection, computer, tablet pc, or smart phone.

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<http://www.courts.ca.gov/programs-interpreters.htm>

Exhibitors

[Cross Cultural Communications](#)

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[Stratus Video](#)

[International Medical Interpreters Association](#)

[LanguageLine Solutions](#)

[National Council on Interpreting in Healthcare](#)

[Texas Association of Healthcare Interpreters and Translators](#)

[VoicesAcademy](#)

Aura Bar & Grill and Room Service Hours of Operation



Breakfast:	6A - 10:30A Mon-Fri / Sat & Sun 6:30A-11A
Lunch:	11A - 2P
Dinner:	2P - 10P
Room Service:	6A - 11P
Bar:	11A - 12A



RESTAURANT DIRECTORY

ALL AMERICAN

				aprx. miles
Bistango	19100 Von Karman	Irvine	949-752-5222	0.5
Bosscat Kitchen & Libations	4647 MacArthur Blvd	Newport Beach	949-333-0917	0.5
Eureka!	4143 Campus Dr.	Irvine	949-596-8881	2.8
Red Robin	1307 W. Sunflower Ave.	Santa Ana	714-432-1111	3.2
Claim Jumper	South Coast Plaza	Costa Mesa	714-434-8479	3.2
Ruby's Diner	3333 Bear St. Suite 120	Costa Mesa	714-662-7829	3.5
Paul Martin's American Grill	Irvine Spectrum	Irvine	949-453-114	7.9
Seasons 52	South Coast Plaza	Costa Mesa	714-437-5252	4
Newport Rib Company	2196 Harbor Blvd.	Costa Mesa	949-631-2110	5.8
The Yard House	1875 Newport Blvd.	Costa Mesa	949-642-0090	6
Cheesecake Factory	Irvine Spectrum	Irvine	949-788-9998	7.9

THAI/JAPANESE/CHINESE/INDIAN

Benihana	4250 Birch St.	Newport Beach	949-955-0822	1.1
Ten Asian Bistro	4547 MacArthur Blvd	Newport Beach	949-660-1010	
RA Sushi	2401 Park Ave.	Tustin	714-566-1700	3.1
Royal Khyber	1621 W. Sunflower Ave.	Santa Ana	714-436-1010	4
Sushi Wasabi	14460 Newport Ave.	Tustin	714-505-3496	5.1
AnQi	3333 Bristol St.	Costa Mesa	714-557-5679	3.2
PF Chang's	1145 Newport Center Dr.	Newport Beach	949-759-9007	5.8
Niki's Indian Food	2031 E. 1st. St.	Santa Ana	714-542-2669	6.5

ITALIAN

Prego Ristorante	18420 Von Karmen Ave.	Irvine	949-553-1333	1
Il Fornaio	18051 Von Karmen Ave.	Irvine	949-261-1444	1.7
Maggiano's Little Italy	South Coast Plaza	Costa Mesa	714-546-9550	4
Antonello Ristorante	3800 South Plaza Drive	Santa Ana	714-751-7153	4

PIZZA

California Pizza Kitchen	3333 Bear St. #316	Costa Mesa	714-557-1279	1.2
Nick's Pizza Ristorante	2300 Harbor Blvd.	Costa Mesa	949-722-7566	5.9
BJ'S Pizza	13130 Jamboree Rd.	Irvine	714-665-8595	6.6

STEAKHOUSE

Houston's	2991 Michelson Dr.	Irvine	949-833-0977	1.1
Gullivers	18482 MacArthur Blvd	Irvine	949-833-8411	0.4
Capital Grille	3333 Bristol St #3802	Costa Mesa	714-432-1140	3.2
Agora Brazilian Steakhouse	1830 Maint St.	Irvine	949-222-9910	1.1
Ruth's Chris' Steak House	2961-A1 Michelson Dr.	Irvine	949-252-8848	1.2
Mastro's Steakhouse	633 Anton Blvd.	Costa Mesa	714-546-7405	2.8
Morton's of Chicago	South Coast Village	Santa Ana	714-444-4834	4.1

Mexican

El Torito	18512 MacArthur Blvd.	Irvine	949-833-8230	0.3
Javier's	Irvine Spectrum	Irvine	949-872-2101	7.9
Z'atejas	3333 Bristol St	Costa Mesa	714-979-7469	3.2
El Torito Grill	1910 Main St.	Irvine	949-975-1220	0.9
Tapas	4253 Martingale Way	Newport Beach	949-756-8194	1.1

SEAFOOD

McCormick and Schmick	2000 Main St.	Irvine	949-756-0505	1.1
Scotts Seafood	3300 Bristol St.	Costa Mesa	714-979-2400	3
Bluewater Grill	2409 Park Ave.	Tustin	714-258-3474	3.7
Billy's at th Beach	2801 Pacific Coast Hwy.	Newport Beach	949-722-1100	8
The Cannery	3010 Lafayette Rd.	Newport Beach	949-566-0060	8.3
Rusty Pelican	2735 Pacific Coast Hwy.	Newport Beach	949-642-3431	8.1
Wildfish Seafood Grille	1370 Bison Ave	Newport Beach	949-720-9925	3.4
Crab Cooker	2200 Newport Blvd.	Newport Beach	949-673-0100	8.7

FRENCH

Marche Moderne	South Coast Plaza	Costa Mesa	714-434-7900	3.2
Vie de France	South Coast Plaza	Costa Mesa	714-557-1734	4

CAFES/DELI'S

Jerry's famous Deli	3210 Park Center Dr.	Costa Mesa	714-662-3354	3.1
Champagne Bakery & Café	3333 Bear St. #151	Costa Mesa	714-429-1502	4
Boudin Sourdough Bakery	901 South Coast Dr.	Costa Mesa	714-557-1849	4.1

BREWERY

Classic Q	4250 Martingale Way	Newport Beach	949-261-9458	1.1
The Auld Dubliner	2497 Park Ave.	Tustin	714-259-1562	3.7
Karl Strauss Brewery	901 S Coast Dr. #A	Costa Mesa	714-546-2739	4
Yard House	Triangle Square	Costa Mesa	949-642-0090	6
BJ'S Pizza	13130 Jamboree Rd.	Irvine	714-665-8595	6.6

BREAKFAST

IHOP	18542 MacArthur Blvd.	Irvine	949-474-4467	0.3
Old Vine Café	2937 Bristol St.	Costa Mesa	714-545-1411	3.2
Plums Café	369 E. 17th St.	Costa Mesa	949-722-7586	7.1



18th Annual Educational Conference

Unbuilding Walls

Friday, March 2, 2018

Dear Conference Attendees, Event Partners, and Colleagues,

On behalf of CHIA's Board of Directors and staff, I would like to welcome you to the 18th Annual Educational Conference, *Unbuilding Walls*.

The CHIA Conference could not be possible without the generous support from our event partners, presenters, attendees, and volunteers. I would like to thank, and recognize all event partners, starting with our Gold Sponsor: the Health Care Interpreter Network; the Silver Sponsors: California Court Interpreter Program, the Certification Commission for Healthcare Interpreters, Certified Languages International, Fluency, Interlingva Inc., Language World Services, and MasterWord; the Ambassador Sponsors: AccessOnTime, the California Court Interpreter Program, ISI Translation Services, LanguageLine Solutions, and VoicesACADEMY; the Exhibitors: Cross Cultural Communications, CulturaLink, LiNKS, SOSi, and STRATUS video interpreting; and the Promo Tables: the International Medical Interpreters Association, LanguageLine Solutions, the National Council for Interpreting in Health Care, and VoicesACADEMY.

Unbuilding Walls is a testament of our mission statement: "Healthcare interpreters and providers working together to overcome linguistic barriers to high-quality care." Healthcare interpreters do not build walls; we tear down language or communication barriers, and we build bridges culturally, and linguistically.

During the 18th Annual Educational Conference you will have the opportunity to learn from the skills-building workshops, and presentations in six different areas: Interpreting Skills, Medical Terminology, Professionalism, Ethics, Technology, and Management. Whether you are a CHI, CMI, or ASL interpreter, you can earn CEUs when attending most of the 28 sessions during the conference.

I hope you enjoy the conference while networking with your peers, friends, and event partners.

Make the best of it while learning!

Sincerely,
José García
CHIA President

Conference Program

CEU Information

Attending the 18th Annual Educational Conference will allow you to earn continuing education credits from the ATA, CCHI, IMIA and RID. Please see your program for the complete list of accredited sessions and additional information.

Presentation Level Description

- Level I: Beginner, an interpreter with less than one year of experience/practice
 Level II: Intermediate, an interpreter with up to three years of experience/practice
 Level III: Advanced, an interpreter with more than three years of experience/practice
 Level N/A: Presentation not exclusive to interpreters

Thursday, March 1, 2018

5pm–7pm	Board Dinner	
7pm–9pm	Exhibit Set up	CRYSTAL FOYER
7pm–10pm	Board Working Meeting	SAN CLEMENTE
8pm–8:30pm	Volunteer Orientation	SAN CLEMENTE

Friday, March 2, 2018

8am–4pm	Registration Open	IRVINE FOYER
8am–9am	Exhibit Set up	CRYSTAL FOYER
9am–4:30pm	Exhibits Open	CRYSTAL FOYER
9am–9:30am	Opening Ceremony	CRYSTAL BALLROOM
9:30am–10am	Networking with Exhibitors / Coffee Break	CRYSTAL FOYER
	<i>Sponsored by CCHI</i>	
10am–12pm		
	A. 1996 to Today: The Making of the CHIA Standards Publication and the Professionalization of Healthcare Interpreters , Beverly Treumann <i>Professionalism - Level II</i>	MONARCH 3 & 4
	B. What to Expect in an Oncology Session , Jesus Oliva and Jacqueline Oliva <i>Language Specific: SPANISH</i> <i>Medical Terminology, Interpreting Skills - Level I</i>	IRVINE 1
	C. Strategies for Medical Note-Taking , Gloria M. Rivera <i>Interpreting Skills – Level I & II</i>	MONARCH 1 & 2
	D. Mastering Simultaneous Interpreting in Healthcare Settings , Natalya Mytareva <i>Interpreting Skill – Level I, II & III</i>	IRVINE 2
12pm–1:30pm	Lunch On Your Own (See the Restaurant Directory in your program, there are many restaurants within walking or driving distance)	

1:30pm–2:30pm Breakout Sessions		
A. Interpreting for C-Sections: Adapting Protocol for a Non-Conforming Encounter, Michelle Scott		MONARCH 3 & 4
<i>Interpreting Skills - Level I, II & III</i>		
B. LSP Approach to Vendor Management: What Do Contractors Need to Know?		MONARCH 1 & 2
Markhabo El Nasser		
<i>Management - Level N/A</i>		
C. Equivalences and Relay, Two Barriers for Indigenous Interpreters, Victor Sosa		IRVINE 1
<i>Interpreting Skills - Level II & III</i>		
D. Legal Issues and Reporting Requirements for Staff Healthcare Interpreters,		IRVINE 2
Elena Morrow		
<i>Interpreting Skills, Professionalism, Ethics – Level I, II & III</i>		
2:30pm–3pm Networking with Exhibitors / Coffee Break		
<i>Sponsored by Language World Services</i>		
CRYSTAL FOYER		
3pm-4pm Breakout Sessions		
E. Results from the 2nd National Job Analysis for the Medical Interpreting Profession: The Future of National Certification for Medical/Healthcare Interpreters, Carlos Martinez-Morales		MONARCH 1 & 2
<i>Professionalism, Interpreting Skills - Level I, II & III</i>		
F. Preparing to Respond to Interpreting and Translation Needs During a Disaster: Best Practices and Lessons Learned From the 2017 North Bay Fires , Julie Burns		MONARCH 3 & 4
<i>Professionalism, Interpreting Skills – Level I, II, & III</i>		
G. A Short-Course Trainer’s Guide to Overcoming Challenges for Indigenous Interpreter Training, Katharine Allen		IRVINE 1
<i>Interpreting Skills, Ethics – Level N/A</i>		
D. Vicarious Trauma, Self-Care, and Demand-Control Schema: What do They Have in Common?, Danilo Formolo		IRVINE 2
<i>Interpreting Skills, Professionalism – Level II</i>		
4:15pm–5:15pm Breakout Sessions		
A. Cooperative Transitioning: Virtual and On-Site Interpreters Working Together, Sandra Roche’		MONARCH 3 & 4
<i>Interpreting Skills - Level I, II & III</i>		
B. How to Build a Successful Career as a Freelance Interpreter, Judit Marin		MONARCH 1 & 2
<i>Professionalism – Level I & II</i>		
C. National Certification and Interpreters of Languages of Lesser Diffusion: What Next?, Margarita Bekker and Natalya Mytareva		IRVINE 1
<i>Professionalism – Level II & III</i>		
D. The Technologies of Video Interpreting, Melinda Paras		IRVINE 2
<i>Technology – Level I, II & III</i>		
5:15pm–7pm	Dinner On Your Own (See the Restaurant Directory in your program, there are many restaurants within walking or driving distance)	
5:30pm - 7pm	Court Interpreter’s Program presentation, sponsored by the Judicial Council of California	MONARCH 1 & 2

7pm-8pm	Poster Presentations & Networking Reception <i>Sponsored by HCIN</i>	CRYSTAL BALLROOM
8pm-8:30pm	Djembe Fusion African Drum Ensemble	CRYSTAL BALLROOM
8:30pm-11:30pm	Dance Party	CRYSTAL BALLROOM

Saturday, March 3, 2018

8am-10am	Registration Open	IRVINE FOYER
8am-9 am	Networking Breakfast <i>Sponsored by Certified Languages International</i>	CRYSTAL BALLROOM
9am-3pm	Exhibits Open	CRYSTAL FOYER
9am-10am	Breakout Sessions	
	A. Tips and Tools for Enhancing One's Performance as a Remote Interpreter: Practical Suggestions for Self-Assessment and Improvement, Eliana Lobo <i>Professionalism, Interpreting Skills, Ethics – Level I, II & III</i>	MONARCH 3 & 4
	B. It's Not Like Brain Surgery! But it Might Be!, Megan Lawry <i>Language Specific: SPANISH</i> <i>Medical Terminology – Level I</i>	MONARCH 1 & 2
	C. Tenets of Intercultural Communication, Clarissa Laguardia <i>Professionalism – Level I, II & III</i>	IRVINE 1
	D. Mode Switching: The Important Interpreting Skill You've Never Heard Of, Katharine Allen <i>Interpreting Skills, Ethics – Level II & III</i>	IRVINE 2
10am-11am	Poster Presentations & Networking with Exhibitors	CRYSTAL FOYER & CRYSTAL BALLROOM
11am-1pm	Keynote: Keynote Speaker: William Glasser <i>Language Access and Social Justice – A Framework for Interpreters in the Time of Division, Demonization, and Despair</i> Lunch – Sponsored by MasterWord CHIA Awards Presentation - Sponsored by Interlingva	CRYSTAL BALLROOM
1:15pm-2:15pm	Breakout Sessions	
	A. Interpreting for Chemical Dependency Patients, Judit Marin <i>Language Specific: SPANISH</i> <i>Medical Terminology, Interpreting Skills – Level I, II, & III</i>	MONARCH 1 & 2
	B. Interpreting for the Grandparents: Strategies to Assist the Elderly Patient, Nora Goodfriend-Koven <i>Medical terminology, Interpreting Skills, Ethics – Level I</i>	MONARCH 3 & 4
	C. Sign Me Up-Working With Sign Language Interpreters, Sandra Roche' <i>Managing the Encounter – Level N/A</i>	IRVINE 1
	D. Interpreting for Transgender Patients: Reducing Health Disparities, Stephanie Wiley and Marge Curtis <i>Interpreting Skills, Ethics – Level II & III</i>	IRVINE 2

2:15pm–2:45pm	Networking with Exhibitors / Coffee Break <i>Sponsored by Fluency</i>	CRYSTAL FOYER
2:45pm–3:45pm	Breakout Sessions	
A.	Ouch! The Basics of Pain , Gloria M. Rivera <i>Medical Terminology – Level I & II</i>	MONARCH 1 & 2
B.	U.S. Health Care Coverage 101 for Interpreters: An Overview of Government Funded Programs and Key Terminology , Gissel Nevarez-Grubbs <i>Medical Terminology – Level I, II & III</i>	MONARCH 3 & 4
C.	False Cognates and How to Avoid Them During an Interpreting Session , Claudia Lindgren Language Specific: SPANISH <i>Interpreting Skills - Level I, II & III</i>	IRVINE 1
D.	The Art of Advocacy – Unveiling Conundrums and Solutions , Julie Burns and Rosanna Balistreri <i>Ethics – Level I, II & III</i>	IRVINE 2
3pm–4pm	Exhibit Breakdown	
4pm–5pm	Raffle & Closing Ceremony <i>Sponsored by CA Court Interpreter Program</i>	CRYSTAL BALLROOM

Poster Presentations

(CRYSTAL BALLROOM)

Title	Presenter
Medical Terminology of Pregnancy and Cultural Differences in Post-Partum Care - Language Specific: MANDARIN	Jin Yan
Vicarious Trauma and Professional Interpreters	Ludmila “Mila” Golovine
Language Access: Effecting Change With Individual Action	Gabriela Siebach



Friday 10a.m. – 12p.m.

**1996 to Today: The Making of the CHIA Standards
Publication and the Professionalization of
Healthcare Interpreters**

Monarch 3 & 4 Room

Beverly Treumann, CHITM, CMI
Professionalism - Level II

Communication assistance for limited English speakers was at one time provided mostly on an ad hoc basis--if at all. Today, there is broad agreement in the profession about best practices, language proficiency, interpreting skills, and the need to be trained and tested before employment in the field. How did that happen in twenty years?

CHIA's founding and the writing and publishing of the California Standards for Healthcare Interpreters - Ethical Principles, Protocols, and Guidance on Roles & Interventions - or the CHIA Standards is part of the answer. Also important is the work of other interpreters and their organizations, federal and state laws, new regulations, survey tools, new details in contracts, and certain key concepts in health care such as "effective communication," "patient safety," and "the patient experience" that help advance our profession.

Ms. Treumann works in collaboration with language access program managers at HCIN's many member healthcare systems across the country to set and maintain standards for sharing interpreter services over an automated video and voice call routing network. She helps set protocols for video remote interpreting in the Network and develops continuing education content for HCIN Learn at <http://learn.hcin.org>. Prior to her work with HCIN, she worked ten years as a Spanish medical interpreter in both small clinics and large teaching medical centers and four years for a large public health plan teaching a 40-hour course on healthcare interpreting. She is a founding member of the California Healthcare Interpreting Association. She served as its President from 2001- 2005 and worked closely with the committee members who authored and disseminated the CHIA Standards. She served as a CHIA Board Member again from 2011 to 2016. She remains active in the CHIA Education Committee. Ms. Treumann's international experience includes having worked in Mexico and Central America.

What to Expect in an Oncology Session

Irvine 1 Room

Language Specific: SPANISH

Jesús Oliva, M.D. CHITM, & Jacqueline S. Oliva Sierra, B.A.
Medical Terminology, Interpreting Skills - Level I

What to expect in Oncology sessions, techniques, benefits and risks, as well as the cultural aspects and fears of patients in oncology, and the most commonly used medical terms. You will also have some simultaneous and consecutive interpreting scenarios to enhance your interpreting skills and apply your interpreting roles.



Friday 10a.m. – 12p.m.

Jesús Oliva is a Medical Doctor with Postgraduate Studies in Anesthesia by Universidad de Guadalajara México; Healthcare Leadership Fellowship by UCSF.

Practiced in various public and private hospitals in México where he retired as a Medical Doctor. Jesús taught several health courses from Middle School to University Level in Mexico and in the U.S. Curriculum development, coordinator, co-author and instructor of the Healthcare Interpreting Program at Mt. SAC (2001-2007).

Language Consultant with SIERRA Language Health Training Center, simultaneous interpreter for Global Health Institute, CAMEL Conference for Loma Linda University Medical Center and teaches Medical Interpreting, and Spanish for Health Professionals.

Strategies for Medical Note-Taking

Monarch 1 & 2 Room

Gloria M. Rivera, CMI, CHITM

Interpreting Skills – Level I & II

As interpreters, we rely on our short-term memory, our general knowledge of the subject matter, and note-taking skills. Unfortunately, people focus more on developing their short-term memory and learning new terminology and shy away from note-taking.

Why? Because people think that note-taking is just shorthand or that it is not a skill that can be learned or developed. This could not be further from the truth.

During this 2-hour language neutral workshop participants will familiarize with their own learning style and how it improves their note taking. Also, they will learn about Rozan's 7 Principles, and how to take notes effectively. They will leave the workshop with basic knowledge of note-taking, medical symbols and abbreviations, and even develop some of their own!

Dr. Gloria M. Rivera, CMI, CHITM, is a certified English/Spanish medical interpreter, conference interpreter, translator, and instructor.

She is a physician/surgeon who obtained her degree from Universidad San Martín de Porres (Lima, Peru). She holds a Professional Certificate of Translation and Interpretation from UCSD Extension and has also taught for said Professional Certificate Program. Dr. Rivera is Core Faculty and curriculum developer at the National Center for Interpretation (University of Arizona).

She is also the brains and sense of humor behind Blue Urpi, a company focused on providing translations and medically accurate training and interpreting skill for aspiring and certified medical interpreters and translators.



**Mastering Simultaneous Interpreting in
Healthcare Settings**

Irvine 2 Room

Natalya Mytareva, M.A., CoreCHI™
Interpreting Skill – Level I, II & III

Situations when simultaneous interpreting is used in healthcare settings define communicative intent and speech patterns of the person whose message the interpreter is rendering in simultaneous mode. In these healthcare situations, speakers engage in various types of discourse that are often different from those of other settings (legal, educational, business). Healthcare interpreters may be expected to simultaneously interpret disfluent speech of a psychotic patient, or instructions of a trauma ER team, or an educational session for diabetic patients. Unlike in other settings, healthcare interpreters may need “just to repeat the words” in some cases rather than interpret the speaker’s intended meaning.

The interpreter faces not only linguistic challenges but also those related to managing the encounter and their role as a care team member. Presenter will engage participants to identify the subskills needed to perform simultaneous interpreting. Presenter will offer specific tips on how to develop and improve these subskills.

Natalya Mytareva, M.A., CoreCHI™, is Executive Director of the Certification Commission for Healthcare Interpreters (CCHI) and one of its founding Commissioners. In 2000-2013, Natalya was Communications Director at the International Institute of Akron, a non-profit refugee resettlement agency in Ohio. She developed and taught several courses for healthcare and court interpreters, with the focus on languages of lesser diffusion. Natalya is a Russian interpreter/translator, and started her career as instructor of interpretation/translation courses at Volgograd State University (Russia) in 1991. She holds a combined BA/MA degree from VSU in Philology & Teaching English as a Foreign Language.



Friday 1:30 – 2:30p.m.

**Interpreting for C-Sections: Adapting Protocol
for a Non-Conforming Encounter**

Monarch 3 & 4 Room

Michelle Scott, RN

Interpreting Skills - Level I, II & III

Interpreting for a C-section (caesarean/surgical birth) encounter presents challenges in psychosocial dynamics with the patient/family, as well as practical challenges due to the pace, space limitations, personal protective equipment, technology and more. An interpreter who is prepared in advance for the sights, sounds and smells of the surgical procedure will be an asset to the medical team. Self-care techniques are important in order to assure adequate mental and physical stamina. Critical thinking is necessary in order to problem-solve various challenges, so that interpreting protocols can be adapted to properly facilitate communication while staying within the framework of accepted ethics and standards of practice.

Michelle Scott is a bilingual (Spanish) Registered Nurse and founder of Voices For Health, Inc. She has experience in medical interpreting, medical translation project management, interpreter training (over 15 years), curriculum development, multilingual research coordination and film production. She is the content development lead for VoicesAcademy.com, a virtual conference experience providing an online community for medical interpreters to earn continuing education credit. She has bachelor's degrees in Spanish and Nursing and a master's degree in Medical Sociology, all from Michigan State University. She joined the board of the California Healthcare Interpreting Association in 2015 and currently serves as Vice President.

**LSP Approach to Vendor Management:
What Do Contractors Need to Know?**

Monarch 1 & 2 Room

Markhabo El Naser

Management - Level N/A

This presentation will provide attendees a thorough introduction to vendor selection and management process of LSPs active in worker's compensation (WC) and other insurance fields. Interpreters who are looking to freelance will learn tips for success in becoming partners with LSPs in this arena. In addition, we will discuss concepts like managed care, MPN and educate interpreters about pricing strategies for WC field. Interpreters will be shared the extensive steps LSPs take to become an approved provider. The speaker will provide an overview of performance monitoring process for vendors.

Markhabo El Nasser is the Language Services Manager at AccessOnTime. She oversees the delivery of language services to organizations active in Workers' Compensation, Case Management and other fields. She works with interpreters and language service providers across the nation to meet the needs of the insurance carriers, third-party



Friday 1:30 – 2:30p.m.

administrators, as well as other related organizations. She collaborates with representatives of these entities to coordinate language access.

Ms. El Nasser's professional career includes interpreting for Russian and Uzbek languages for over 10 years. Prior to coming to AccessOnTime, Ms. El Nasser worked for a national auto and home insurer in a management capacity, which allowed her to have a solid understanding of the insurance client's need. She strives to use her knowledge to improve language service access in the claims process and to contribute to the growth of the language industry overall. She earned her MBA from Saint Leo

Equivalences and Relay, Two Barriers for Indigenous Interpreters

Irvine 1 Room

Victor Sosa

Interpreting Skills - Level II & III

While the interpreting profession has had indigenous language interpreters for many years these individuals often have had few options for training and development to succeed in the profession. At times requested services for courts systems, community as well as healthcare providers often have had difficulties in supporting the success of these interpreters having unrealistic expectations of the indigenous interpreter. Two barriers that interpreters have to overcome are lack of equivalencies of westernized terms and concepts that are not found in their mother tongue and difficulties in working with other interpreters when called on to perform relay interpreting. Often time neither the indigenous interpreter nor the court or healthcare interpreter have had training on performing relay interpreting in consecutive or simultaneous. This presentation will aid in presenting and discussing possible tools and approaches to overcome these barriers.

Victor Sosa has served as the Interpreter Services manager at Natividad Medical Center since 2010 and is the Co-Founder of Indigenous Interpreting+ as well as the Director from 2014-2016. He was the recipient of the prestigious 2013 National Council on Interpreting in Health Care Language Access Champion. Victor is a Certified Court and Medical Interpreter. As a trainer, Victor has delivered the 40-hour healthcare interpreting training since 2011. He has collaborated in the development and piloting of the Indigenous Interpreting+ 60 hours training for indigenous interpreters.



Friday 1:30 – 2:30p.m.

**Legal Issues and Reporting Requirements for
Staff Healthcare Interpreters**

Irvine 2 Room

Elena Morrow

Interpreting Skills, Professionalism, Ethics – Level I, II & III

The legal side of healthcare interpreting is getting more complex every year, with new laws passing through legislature in California on a regular basis. In 2016 alone, four new federal and state laws related to healthcare interpreting took effect in California. Hospital administrators make changes to existing processes to accommodate for the new legal provisions. This workshop will explore in detail each of the new laws & its effect on hospital operation, with specific examples from UC Health. It will also explore the role of a staff healthcare interpreter as an integral part of the care team, and as a mandated reporter. Specific examples will include interpreting for consents, signing forms as a witness, reporting violations, acting as an advocate, etc.

Elena Morrow is currently working on her Master's degree in Public Policy & Administration at Sacramento State. She has 20+ years of experience working as an interpreter, translator, rater, trainer, and administrator. She manages Medical Interpreting Services at UC Davis Health. She holds national certifications as a written translator and as a Medical Interpreter; in 2010 she received the "Trainer of the Year" CHIA award. Elena presents to the nursing programs in the Sacramento area, conducts trainings for CHIA, serves as the ATA rater, and was recently appointed to serve as a member of the Sacramento County Voter Registration & Elections Language Accessibility Advisory Committee.



Friday 3 – 4p.m.

Results From the 2nd National Job Task Analysis **Monarch 1 & 2 Room**
For the Medical Interpreting Profession: The Future
Of National Certification for Medical/Healthcare Interpreters
Carlos Martinez-Morales, CMI-Spanish
Professionalism, Interpreting Skills - Level I, II & III

The National Board of Certification for Medical Interpreters conducted their 2nd National Job Analysis in the summer of 2017, to survey the profession throughout the USA and identify the current state of the profession, including the essential tasks being performed by medical/health care interpreters, and the significant knowledge and skills required of certified interpreters. This presentation will discuss the findings of the analysis conducted, and discuss how these will be used to influence future requirements and test content for national certification.

Carlos Martinez-Morales is the Language Services and Cultural Competence Manager for Intermountain Healthcare, where he has worked since 2010, and has over 15 years of experience with Interpretation in the Law enforcement and medical settings. Carlos has a degree in Biology from the University of Utah, and is a Certified Medical Interpreter (CMI-Spanish). Carlos is the Chair of the National Board of Certification for Medical Interpreters, a member of the Utah Translators and Interpreters Association (UTIA), and the International Medical Interpreters Association (IMIA). Carlos is also a Bridging the Gap instructor. At Intermountain Healthcare, Carlos participates in the Diversity Council, the BioEthics Committee, the Strategic Patient Education Team, and the Corporate Patient Communications and Language Services Council. He is passionate about ensuring everyone has equal access to healthcare in a culturally competent manner.

Preparing to Respond to Interpreting and Translation **Monarch 3 & 4 Room**
Needs During a Disaster: Best Practices and Lessons
Learned From the 2017 North Bay Fires
Julie Burns
Professionalism, Interpreting Skills – Level I, II, & III

The disastrous 2017 North Bay Fires leveled entire neighborhoods, destroyed thousands of homes and businesses, forced the evacuation and displacement of thousands of residents and burned over 140, 000 acres. This event presented enormous challenges for disseminating timely and accurate information to Sonoma and Napa County's large, predominantly Hispanic, non-English speaking population. This presentation will share some of the challenges faced when trying to provide these services during a sudden crisis. It will also discuss lessons learned and best practices to prepare for a community's linguistic needs before a disaster strikes, as well as the importance of integrating language access into disaster response efforts. This topic is of vital importance in our current



Friday 3 – 4p.m.

environmental state of extreme climate events including wildfires, flooding, and earthquakes.

Miss Burns is a veteran interpreter trainer, CCHI Certified Spanish interpreter and ATA certified translator. She holds an M.Ed. in Adult education. She is former director of Bridging the Gap Interpreter Training Program, and has trained thousands of interpreters. Julie has served as board member of NCIHC and CHIA and has 20 years' experience in health care interpreting and translation, as well as extensive experience in health education and training in Latin America and the U.S.

A Short-Course Trainer's Guide to Overcoming Challenges for Indigenous Interpreter Training

Irvine 1 Room

Katharine Allen

Interpreting Skills, Ethics – Level N/A

No one disputes the need for trained, indigenous language interpreters in community and legal settings. The issue is more one of *how*. For the past 5 years, Indigenous Interpreting+® in Salinas, California, under the auspices of the Natividad Medical Foundation, has piloted and launched a 60-hour, 21-module training designed to target and overcome specific barriers to the interpreting profession and skill acquisition indigenous interpreters often face. This hands-on presentation will walk you through the major lessons learned and provide concrete strategies for developing short-course trainings for indigenous interpreters. As a major bonus, the full textbook and participant workbook for The Indigenous Interpreter®, due out in spring 2018, will be made available for free under a public use license. The presentation will preview some of the core content most useful for interpreter trainers.

Katharine Allen is a healthcare and community interpreter with over 3 decades of experience interpreting, training, and designing curricula. She is co-president of InterpretAmerica. She is lead developer and licensed trainer for The Indigenous Interpreter® 60-hour training and helped embed professional interpreting into medical missions in Mexico. She teaches for the Glendon College Masters in Conference Interpreting and The Professional Interpreter Online. Katharine is co-author of The Community Interpreter® International: An International Textbook and The Medical Interpreter-A Foundation Textbook for Medical Interpreting. Katharine has an MA in Translation and Interpretation from the Middlebury Institute of International Studies at Monterey.



Friday 3 – 4p.m.

**Vicarious Trauma, Self-Care, and Demand-Control
Schema: What do They Have in Common?**

Irvine 2 Room

Danilo Formolo

Interpreting Skills, Professionalism – Level II

Medical interpreters are faced with a variety of challenging demands every single day. Exposure to a variety of scenarios can cause “emotional residue” in which the interpreter actually experiences some of the same feelings, emotions, and physical symptoms experienced by our patients and staff. After interpreting for a sensitive case, how does one “get it together” effectively before moving on to the next assignment, with the expectation of providing high quality service? An accumulation of these emotions can eventually lead to post-traumatic stress and create a variety of emotional and physical symptoms. Applying proper techniques can help reduce this emotional residue and allow one to perform at optimal levels. Learn in this interactive discussion that it’s okay to talk about your work, and that it is absolutely critical as our customers depend on it.

Danilo Formolo is the Director of Language Services for Carolinas HealthCare System, one of the largest healthcare systems in the U.S. Danilo is responsible for strategizing Language Services as one of the most robust language access programs in the nation. Initiatives involve enhancing the Patient Experience through innovative and cost effective measures. Danilo earned two Bachelor’s Degrees from UNC Charlotte, plus an MBA. Danilo is a Bridging the Gap trainer and has delivered presentations at national conferences. He serves on the Interpreter Education Advisory Board for a local community college, in addition to serving on other boards and councils.



Friday 4:15 – 5:15p.m.

**Cooperative Transitioning: Virtual and On-Site
Interpreters Working Together**

Monarch 3 & 4 Room

Sandra Roche'

Interpreting Skills - Level I, II & III

Knowing that some hospitals use both on-site and VRI interpreters, it is imperative to educate the interpreters on how to debrief during the transition from on-site to VRI or vice versa to ensure continuity of care. This workshop will focus on how on-site sign language interpreters and video remote interpreters can work together to enhance the patient experience and access to care. Strategies for working interpreters will be discussed during this workshop, as well as specific examples.

Sandra Roche' has been a sign language interpreter for over 20 years. Sandra became nationally certified in 1997. She has worked as an interpreter in numerous areas of the interpreting field including community, medical, mental health, legal, performing arts, education, Video Relay Service (VRS), Video Remote Interpreting (VRI) and much more. She has presented locally and nationally on these topics as well and is known to be a pioneer in the field of VRI. Sandra is currently the co-owner of Accessing Sign Language Professionals (ASLP), a nationwide VRI provider. She believes in giving back to the community. Sandra is truly a life-long learner and an advocate for both the Deaf and Interpreting communities.

**How to Build a Successful Career as a
Freelance Interpreter**

Monarch 1 & 2 Room

Judit Marin

Professionalism – Level I & II

What does it really mean to be a freelance interpreter? Do you have your own website, a separate business bank account, and a business license? Should you have them? What are the advantages and challenges of working as a freelance interpreter? What tools do you need to increase your business, clients and income? How can you best market yourself and find clients? (website, social media, professional organizations, networking, etc.). How do you set your prices? How can you keep building and thriving your business? The purpose of this workshop is to answer these questions, provide practical information and share tips to help your business grow and thrive.

Judit Marin is a freelance Spanish interpreter, translator, trainer, and seminar leader based in the San Francisco Bay Area. Ms. Marin holds a M.A. in Hispanic Language and Civilization from U.C. Santa Barbara and a B.A. degree in Catalan Philology from the University of Barcelona.



Friday 4:15 – 5:15p.m.

Ms. Marin is an ATA certified (English>Spanish) translator and a California Certified Medical Interpreter. She has trained numerous healthcare interpreters and provides curriculum development and consulting services. She is currently serving as the Northern California Continuing Education Chair. Ms. Marin is also an instructor for the “Living in America Program” offered by the County courts.

National Certification and Interpreters of Lesser

Irvine 1 Room

Diffusion: What Next

Margarita Bekker, CoreCHI™ & Natalya Mytareva, M.A., CoreCHI™
Professionalism – Level II & III

National certification for medical interpreters has been available since 2010. Yet, as with many endeavors of this scale, the number of languages available for performance assessment is limited. At the same time, managers who hire or contract with interpreters of LLD and indigenous languages need to have reliable and standardized tools of testing their skills. Language proficiency testing is not enough for many reasons, including for non-transparency of how these commercial tests are validated and rated. The question is truly about competencies and skills differentiating a competent interpreter from a fluent bilingual, and if these skills can be tested in an English-only modality. Presenters will report about findings of the focus groups discussions that CCHI conducted with industry experts across the U.S. in the fall of 2017. The value, challenges, and limitations of testing interpreting skills in an English-only modality will be discussed. Attendees will be polled about their opinions.

Margarita Bekker, CoreCHI™, is Lead Russian Interpreter, Education and Training, at Stanford University Medical Center, and Chair of the Certification Commission for Healthcare Interpreters. Since 2012, she has been a curriculum developer and instructor of healthcare interpreting courses (Russian) for master-level distance learning program at Glendon School of Translation at York University, Toronto, Canada. Margarita is a certified Bridging the Gap trainer. She was a Russian Language Coach at the City College of San Francisco HCI program. Margarita is a former President of CHIA and received its Interpreter of the Year Award in 2016.

Natalya Mytareva, M.A., CoreCHI™, is Managing Director of the Certification Commission for Healthcare Interpreters (CCHI) and one of its founding Commissioners. In 2000-2013, Natalya was Communications Director at the International Institute of Akron, a non-profit refugee resettlement agency in Ohio. She developed and taught several courses for healthcare and court interpreters, with the focus on languages of lesser diffusion. Natalya is a Russian interpreter/translator, and started her career as instructor of interpretation/translation courses at Volgograd State University (Russia) in 1991. She holds a combined BA/MA degree from VSU in Philology & Teaching English as a Foreign Language.



The Technologies of Video Interpreting

Irvine 2 Room

Melinda Paras

Technology – Level I, II & III

Video interpreting has moved from a novelty in healthcare interpreting 15 years ago, to a major modality in how interpreting is provided in medical settings. Increasingly, hospitals and healthcare organizations have been looking to use video interpreting to increase the access of their own interpreters to geographically dispersed facilities, access American Sign Language interpreter from their Emergency rooms, and reach qualified interpreters in languages that they may not have easily available to them. Many interpreters are seeking information about how this technology works and whether they will be able to participate in the future of video interpreting. The answers to these important questions lie in the confluence of technology and business processes that are shaping the future of video interpreting which we hope to address in this presentation.

Melinda Paras is the CEO of Paras and Associates (PAA), a California based corporation, leading the implementation of new language access solutions using video call center technologies. The Paras and Associates team manages the Health Care Interpreter Network, a cooperative of more than 50 healthcare systems sharing interpreter services. Paras and Associates now provides video interpreting technology solutions in the courtroom setting. Paras and Associates services routes more than a million video and voice requests annually. Ms. Paras is a former President of the Alameda County Medical Center Board of Trustees and a former San Francisco Health Commissioner.



Poster Presentations

Crystal Ballroom

A. Medical Terminology of Pregnancy and Culture Differences in Post-Partum Care

Language Specific: Mandarin

Jin Yan

B. Vicarious Trauma and Professional Interpreters

Ludmila “Mila” Golovine

C. Language Access: Effecting Change With Individual Action

Gabriela Siebach



Saturday 9 – 10a.m.

**Tips and Tools for Enhancing One's Performance
As a Remote Interpreter: Practical Suggestions for
Self-Assessment and Improvement**

Monarch 3 & 4 Room

Eliana Lobo

Professionalism, Interpreting Skills, Ethics – Level I, II & III

This workshop is for remote interpreters, and those interested in becoming remote interpreters.

The content covers two perspectives: tips for setting up optimum working environment, conditions and workspace, and, techniques for self-assessment of one's interpreting performance coupled with specific exercises to improve areas as needed.

Guidelines and best practice for technical issues and rubrics for performance will be covered. We'll look at how to enhance one's remote persona. Recommendations for workstation set-up, scripts to enforce best practice (pre-session, confidentiality, transparency and managing the flow) will be shared. Local and Federal law governing call centers will be examined. Techniques for self-assessing error types will be explained and demonstrated. Links will be shared for materials and exercises to assist interpreters with their self-assessment of their skill set for the purposes of enhancing their overall performance.

Eliana is a native speaker of English and Brazilian Portuguese, an experienced interpreter, translator, supervisor, and Certified Medical Interpreter Trainer.

Eliana holds two M.A.s from Brown University: Bilingual Education, Portuguese & Brazilian Studies. She's a nationally certified CoreCHI-Portuguese interpreter, and former Fulbright Grantee. Since 2013, via NCIHC's award-winning "Home for Trainers" webinar workgroup, she has helped create and host over 30 national webinars on effective medical interpreter training. Eliana was formerly Trainer-Supervisor at Harborview Medical Center, National Director of Interpreter Quality for InDemand, Director of Multicultural Awareness Programs & Services for IEO. Currently she's Director of Lobo Language Access.

It's Not Like Brain Surgery! But it Might Be!

Monarch 1 & 2 Room

Language Specific: SPANISH

Megan P. Lawry, MA, CMI

Medical Terminology – Level I

This presentation will introduce interpreters to the complex world of neurology, by exploring the various facets of a neurology encounter at an outpatient clinic. We know as interpreters that not all words are created equal; from complex diagnoses to specific



Saturday 9 – 10a.m.

testing to a wide variety of treatments, these highly specialized encounters require us to make important word distinctions. Some word choices may become critical, while we search for the most accurate word relating to the neurologic problem at hand, and the first step to choosing the correct word is understand the concept being presented. Neurologists treat epilepsy, neurocutaneous and neuromuscular diseases, and movement disorders, to name a few. The treatments range from analgesics to Botox to brain surgery! This presentation will equip interpreters to confidently enter the world of neurology, and they will walk away with a glossary of the most frequently used terms from the outpatient setting.

Meg Lawry works as a Spanish Language and Culture Specialist at Children's Hospital Los Angeles in the pediatric outpatient neurology clinic. She spent a year of high school in Venezuela, as a foreign exchange student, where she fell in love with Spanish—the language, people, and culture, and decided to pursue a career in Spanish. She taught high school Spanish before moving to Madrid, Spain where she pursued Master's Degree in Spanish Philology (language, literature and linguistics). When she returned to Los Angeles, she transitioned to medical interpreting and has never loved her job more than she does now.

Tenets of Intercultural Communication

Irvine 1 Room

Clarissa Laguardia

Professionalism – Level I, II & III

In this presentation, you will learn the role language plays in shaping our worldview and learn to identify hidden assumptions. Generally, culture is fostered within territorial boundaries and its members learn early on to share specific in-group values in major domains of life. To be more effective at intercultural communication, one has to make a conscious effort to learn to identify hidden biases.

Clarissa was born and raised in a monoculture society until the age of 18 in El Salvador. She has been an interpreter for 14 years in medical, community, conference, and legal. She has completed course work on translation and earned certificates from UC San Diego and TMCC. She is NBCMI certified. In the past, Clarissa worked at UC Davis Health System as a medical interpreter. She is recipient of a merit scholarship from University of Arizona, having completed CITI and MITI programs. In addition, she is U.S. State Department certified. Clarissa earned a B.A. degree in Communication Studies with emphasis on intercultural and international communication from CSUS. She has developed and presented cultural competence trainings in Sacramento. She is active in the community and collaborates with organizations advancing the issues of cultural diversity, inclusion, social justice, and equity.



**Mode Switching: The Most Important Interpreting Skill
You've Never Heard Of**

Irvine 2 Room

Katharine Allen

Interpreting Skills, Ethics – Level II & III

Interpreters in legal, healthcare and community settings frequently have to switch modes during assignments. A consecutive medical appointment often requires going back and forth between consecutive and sight translation and then into simultaneous to capture side conversations. A simultaneous teaching session can suddenly go into consecutive for questions and answers. Legal interpreters regularly switch from a whispered simultaneous into the consecutive mode with note-taking. These switching moments require an underappreciated and mostly untaught skill set. Interpreters have to break out of interpreting and make decisions about how to handle the shift, sometimes even needing to change their positions. Then they have to refocus back to interpreting. Mode switching can be awkward and exhausting if interpreters don't have conscious strategies for how to do it. This interactive workshop will run participants through different scenarios and provide concrete guidelines for how and when to switch modes.

Katharine Allen is a healthcare and community interpreter with over 3 decades of experience interpreting, training, and designing curricula. She is co-president of InterpretAmerica. She is lead developer and licensed trainer for The Indigenous Interpreter® 60-hour training and helped embed professional interpreting into medical missions in Mexico. She teaches for the Glendon College Masters in Conference Interpreting and The Professional Interpreter Online. Katharine is co-author of The Community Interpreter® International: An International Textbook and The Medical Interpreter-A Foundation Textbook for Medical Interpreting. Katharine has an MA in Translation and Interpretation from the Middlebury Institute of International Studies at Monterey.



CHIA 18th Annual Educational Conference
Unbuilding Walls

Saturday 10 – 11a.m.

Poster Presentations

Crystal Ballroom

A. Medical Terminology of Pregnancy and Culture Differences in Post-Partum Care

Language Specific: Mandarin

Jin Yan

B. Vicarious Trauma and Professional Interpreters

Ludmila “Mila” Golovine

C. Language Access: Effecting Change With Individual Action

Gabriela Siebach



Saturday 11a.m.

Keynote Presentation

Crystal Ballroom

Language Access and Social Justice – A Framework for Interpreters in the Time of Division, Demonization, and Despair

William (Bill) Glasser

Bill Glasser spent his formative professional years bookkeeping, fundraising, copy writing, and freelancing as a Spanish interpreter and translator for various organizations. In 1986, Bill graduated from UCLA and began work as an on-call interpreter for families seeking legalization under the Reagan Administration's famous amnesty program.

In 2000, Bill founded Language World Services, Inc., Northern California's largest on-site healthcare interpreting and bilingual staffing agency. Due to the absence of meaningful, in-depth training programs for Language World, the company developed training and professional advancement opportunities in-house. It soon became clear to Bill that the investment required to screen, test, train, mentor, deploy and quality assure a Language World interpreter was essential for maintaining the standards of excellence for customers and employees alike.





Saturday 1:15 – 2:15p.m.

Interpreting for Chemical Dependency Patients

Monarch 1 & 2 Room

Judit Marin

Language Specific: SPANISH

Medical Terminology, Interpreting Skills – Level I, II, & III

The purpose of this workshop is to introduce (English <> Spanish) healthcare interpreters to the challenges of interpreting for chemical dependency patients. Participants will be introduced to the most commonly abused prescription drugs, illegal drugs and other substances. During the presentation portion of this workshop, we will define and translate specific vocabulary related to chemical dependency (enabler, pill mill, doctor shopping, Narcan, gateway drug, etc.). Participants will receive terminology, glossaries, and samples of sentences pertaining to this medical specialty. Participants will have the opportunity to practice consecutive and simultaneous interpretation with specific vocabulary, scenarios and role plays related to chemical dependency.

Judit Marin is a freelance Spanish interpreter, translator, trainer, and seminar leader based in the San Francisco Bay Area. Ms. Marin holds a M.A. in Hispanic Language and Civilization from U.C. Santa Barbara and a B.A. degree in Catalan Philology from the University of Barcelona.

Ms. Marin is an ATA certified (English>Spanish) translator and a California Certified Medical Interpreter. She has trained numerous healthcare interpreters and provides curriculum development and consulting services. She is currently serving as the Northern California Continuing Education Chair. Ms. Marin is also an instructor for the “Living in America Program” offered by the County courts.

Interpreting for the Grandparents: Strategies To Assist the Elderly Patient

Monarch 3 & 4 Room

Nora Goodfriend-Koven

Medical terminology, Interpreting Skills, Ethics – Level I

Gerontologists have warned us of the “silver tsunami”, a population bubble of both US born and immigrant elderly patients who are now approaching retirement or fully retired, and require a variety of services. But for the interpreter, elderly patients have long made up a large portion of the population who need our linguistic services. While some interpreters have enjoyed the benefit of training in gerontology, many are taught in the school of experience - through trial and error with patients and providers. In this workshop together we will examine some of the strengths and limitations among the elderly, explore the interpreting triad and how it may be different from our expectations, and devise strategies for rendering the best possible service.

The workshop will focus on practical skills including some specialized vocabulary and problem solving through interactive exercises, case study, and discussion.



Saturday 1:15 – 2:15p.m.

Nora Goodfriend-Koven currently dedicates her time to interpreting, training, and trying to protect the rights of immigrants, refugees, working people, youth, elders, women, and people of color through advocacy and activism. Previously she was a full time professor and program coordinator of City College of San Francisco's outstanding Healthcare Interpreter Certificate Program; and prior to that a community health educator at SF Department of Public Health. She earned her Bachelor's in Latin American Studies and Anthropology at UCSC, and her MPH at SJSU. She has been on the Board of CHIA for over a decade.

Sign Me Up-Working With Sign Language Interpreters

Irvine 1 Room

Sandra Roche'

Managing the Encounter – Level N/A

Working with an interpreter may seem like it is the same regardless of the language. However, working with a sign language interpreter has its own benefits and challenges. This workshop will focus on how medical professionals and sign language interpreters can work together to enhance the patient experience and access to care. Understanding the sign language interpreter's role and responsibilities will ensure effective communication between medical professionals and the patient. This workshop will consist of a practical guide to working with sign language interpreters and patients who are deaf.

Sandra Roche' has been a sign language interpreter for over 20 years. Sandra became nationally certified in 1997. She has worked as an interpreter in numerous areas of the interpreting field including community, medical, mental health, legal, performing arts, education, Video Relay Service (VRS), Video Remote Interpreting (VRI) and much more. She has presented locally and nationally on these topics as well and is known to be a pioneer in the field of VRI. Sandra is currently the co-owner of Accessing Sign Language Professionals (ASLP), a nationwide VRI provider. She believes in giving back to the community. Sandra is truly a life-long learner and an advocate for both the Deaf and Interpreting communities.

Interpreting for Transgender Patients: Reducing Health Disparities

Irvine 2 Room

Stephanie Wiley & Marge Curtis

Interpreting Skills, Ethics – Level II & III

A recent study from the William Institute estimates that about 1.4 million transgender people live in the United States. This community has recently become more visible through legislative changes, cultural shifts, and the emergence of "out" transgender individuals in the public sphere.



CHIA 18th Annual Educational Conference

Unbuilding Walls

Saturday 1:15 – 2:15p.m.

The transgender community faces a wide range of health disparities. Studies indicate that the rate of attempted suicide among transgender individuals is 41%. Access to quality healthcare and interpretation services is crucial in reducing disparities.

In this presentation, ALTA outlines the importance of professionalism, preparedness, and impartiality. We will review key terminology, pronouns and gendered speech. We will also present information on gender dysphoria, pediatric endocrinology, and medical and surgical treatment options for transgender patients. We will outline relevant legislation, and highlight the Standards of Care set forth by the Joint Commission for LGBT patients.

Lastly, ALTA will present interpreter strategies for navigating unknown scenarios with competence.

Stephanie Wiley is and a Certified Medical Interpreter with a passion for education.

Stephanie majored in Spanish at the University of Georgia and lived in Costa Rica for two years where she taught English and developed her Spanish skills. She began her journey has an interpreter in 2011, and worked for 3 years as a staff interpreter at a level one trauma hospital. During her time there, Stephanie provided regular training opportunities to hospital staff on best practices for working with interpreters. These experiences furthered her drive to continue learning, growing and teaching as an interpreter.

Stephanie currently works with ALTA Language Services.

Marge Curtis is a born and raised Midwesterner who moved to Atlanta 5+ years ago from Michigan. Marge's educational background in sociology/anthropology fostered her passion for working with diverse people, language and culture. Prior to her role at ALTA, Marge served for three years at Culture Connect, an Atlanta non-profit that focused on interpretation and interpreter training. There, she worked in all three of the organization's departments, developing a holistic knowledge of what it means to provide meaningful language access. In February of 2016, Culture Connect Interpreter Training Program was acquired by ALTA Language Services, which is where Marge now calls home. In her spare time, Marge enjoys playing soccer, cooking, and photography.



Saturday 2:45 – 3:45p.m.

Ouch! The Basics of Pain

Monarch 1 & 2 Room

Gloria M. Rivera, CMI, CHITM

Interpreting Skills – Level I & II

Pain is an unpleasant event experienced by all of us at some point of our lives. Also, it is the main reason why people seek medical attention.

Unfortunately, due to its subjective nature it is difficult to put into words. There are no tests or exams, like an X-ray or MRI that can help measure pain. Therefore, medical professionals rely on a standard terminology to assess the patient's pain and be able to provide treatment.

During this one-hour presentation participants will learn about the different mechanisms of pain, its classification, and how it is assessed. We will focus on the descriptors of pain that reflect the complex qualities of pain (dull, acute, sharp, throbbing) and their medical meaning and origins.

Dr. Gloria M. Rivera, CMI, CHITM, is a certified English/Spanish medical interpreter, conference interpreter, translator, and instructor.

She is a physician/surgeon who obtained her degree from Universidad San Martin de Porres (Lima, Peru). She holds a Professional Certificate of Translation and Interpretation from UCSD Extension and has also taught for said Professional Certificate Program. Dr. Rivera is Core Faculty and curriculum developer at the National Center for Interpretation (University of Arizona).

She is also the brains and sense of humor behind Blue Urpi, a company focused on providing translations and medically accurate training and interpreting skill for aspiring and certified medical interpreters and translators.

U.S. Health Care Coverage 101 for Interpreters: An Overview of Government Funded Programs and Key Terminology

Monarch 3 & 4 Room

Gissel Nevarez-Grubbs

Medical terminology – Level I, II & III

Health care is a multi-billion-dollar industry in the U.S. Health care interpreters commonly assist patients and medical professionals in various settings within the health care system. A session regarding topics related health care coverage can be challenging and intimidating even for the most seasoned medical interpreters due to specialized jargon and topics specific to the managed health care system. *U.S. Health Care Coverage for*



Saturday 2:45 – 3:45p.m.

Interpreters aims to provide a practical summary of U.S. government funded insurances and review the most common terminology and discussions that health care interpreters may encounter in this field. Attendees will improve their understanding of the U.S. health care system; will be able to use resources and information provided to create specialized glossaries in their preferred language; and will gain confidence to handle interpreting sessions related to health care coverage. This presentation will be provided in English and is suitable for all levels of expertise.

Gissel Nevarez-Grubbs is a language service professional, specializing in translation and interpretation in the healthcare industry. Gissel has led teams of localization specialists, leveraging their experience and knowledge into providing excellent customer service with guidance specific to language services, member materials, call centers, and computer-aided translation software. Gissel has over ten years of experience in language services and over twenty years in the healthcare industry. She has worked as a healthcare interpreter and translator in specialty clinics, hospitals, and emergency rooms; and most recently, directed language services in a Fortune 500 company. Gissel currently works as a consultant and freelance interpreter and translator. She has a Masters in Spanish Literature, a Bachelors in Translation and Interpretation and is a Certified Healthcare Professional™.

False Cognates and How to Avoid Them During An Interpreting Session

Irvine 1 Room

Language Specific: SPANISH

Claudia Lindgren

Interpreting Skills - Level I, II & III

The false cognates' workshop covers some of the most commonly used false cognates in the interpreting field and how to avoid them during interpreter encounters. There will be discussions of interpreter scenarios where some providers and LEP's use false cognates and ways to maintain a good interpretation.

Claudia Ribota Lindgren, CHI Claudia Ribota Lindgren is a Certified Healthcare Interpreter who interprets primarily in legal and medical settings. She works consistently to stay on top of this quickly-developing field. Claudia has over 20 years of experience interpreting in on-site encounters and remotely via telephone, video, and video conferencing. Claudia has facilitated cancer-support groups, and has received extensive specialized training in oncology, genetics, and general medical settings. In order to meet her clients' demands for accurate and precise interpretations, Claudia has developed several effective techniques for supporting communication between providers and LEPs



Saturday 2:45 – 3:45p.m.

**The Art of Advocacy – Unveiling Conundrums
And Solutions**

Irvine 2 Room

Rosanna Balistreri & Julie Burns

Ethics – Level I, II & III

Whether to advocate or not continues to be one the most challenging decision making processes for interpreters in healthcare. This workshop will explore a variety of real-life scenarios along with tools and techniques to support the interpreter in knowing when, if and how to advocate.

Miss Balistreri is a trilingual speaker of Spanish, Italian & English. She holds a B.A. in Linguistics with a Certificate of Teaching English as a Second Language (TESL), and an M.A. in Spanish Linguistics.

In 2010 & 2011, Miss Balistreri served as President of the California Healthcare Interpreting Association. She has also served as Subject Matter Expert (SME) for the Certification Commission for Healthcare Interpreters (CCHI) and is presently Member of the National Council of Interpreters in Health Care (NCIHC) Standards and Training Committee and Co-Chair of the Language of Lesser Diffusion (LLD) Workgroup.

Currently, Miss Balistreri teaches Translation and Interpreting at Cal State University Fullerton and owns REACH-reaching diversity, a consulting agency for cultural & linguistic services geared exclusively toward healthcare.

Miss Burns is a veteran interpreter trainer, CCHI Certified Spanish interpreter and ATA certified translator. She holds an M.Ed. in Adult education. She is former director of Bridging the Gap Interpreter Training Program and has trained thousands of interpreters. Julie has served as board member of NCIHC and CHIA and has 20 years experience in health care interpreting and translation, as well as extensive experience in health education and training in Latin America and the U.S. Her recent focus is on sharing her life-long passion for well-being with the interpreter community to support interpreters in reducing their stress and staying healthy.



California Healthcare Interpreting Association

Healthcare interpreters and providers working together to overcome linguistic barriers to high-quality care

CHIA Policy: Photography, Filming & Social Media

The policy set forth in this document was approved by the CHIA Board of Directors on 2/19/18.

Commercial, Nonprofit and Media Photography & Filming

Commercial, nonprofit, trade and student photographers and filmmakers are required to receive advanced written permission, provide proof of liability insurance coverage and meet other policy requirements for any on-site or online CHIA event. Approved photographers and videographers must wear identification as such at all times while attending a CHIA event. Photographers and videographers must obtain written consent by all subjects and/or may be required to post signage indicating that photography/filming are taking place. Published photos or videos must include an acknowledgment about the CHIA event from which it was procured. CHIA requests that copies of photos or videos (or internet links) be provided to CHIA for its own use or archiving.

Photo and filming inquiries can be sent to the CHIA Executive Director, Don Schinske:

dschinske@chiaonline.org.

News media requests to film at CHIA events must be coordinated through the CHIA Executive Director, Don Schinske: dschinske@chiaonline.org.

CHIA-Sponsored Photography & Filming

CHIA may photograph, film, or videotape attendees of on-site or online events for educational and promotional purposes, including social media. The following will appear on all event registrations:

Consent to Use of Image or Voice

Registering for this event constitutes an agreement to CHIA's use and distribution of attendee's likeness, video image or voice in photographs or video/audio recordings for marketing or educational purposes.

Event Photography and Recording by Attendees

CHIA welcomes attendees at on-site or online events to take photographs, short videos or short audio recordings. We request that attendees use common sense and courtesy to others in pursuit of photo and short videos for their personal use, particularly "live" videos being posted to social media.

Photography or short video/audio recordings of on-site or online presentations requires permission of the presenter and may only be distributed for social media or journalistic purposes (i.e., inclusion in company newsletter). Video or audio recording full presentations is prohibited.

Social Media

CHIA encourages promotion of its events by attendees, according to acceptable standards of consent, courtesy and respect to other individuals in attendance. We request that attendees include CHIA hashtags (e.g., #CHIAConference, #CHIAWebinar) in their posts.

Use of CHIA's Name, Mark, or Logo

Any commercial or other unauthorized use of the CHIA name or logo for purposes not outlined in this policy is prohibited without prior specific written approval of CHIA. To request permission, contact the CHIA Executive Director, Don Schinske: dschinske@chiaonline.org

CEU Section

Sessions Accredited for CEU - 18th Annual Educational Conference

The 18th Annual Educational Conference has been accredited for the following CEUs:

- ATA:** 7 CEP (**Continuing Education Points**) for attending the **two-day** conference.
You must register, and attend the two-day conference. Attendees to **one-day** only DO NOT qualify for this credit. ATA Continuing Education Points **ARE NOT** for individual workshops or presentations.
- CCHI:** 22 sessions have been accredited for CCHI CE credit, including one session for **2 Performance-based CE hours**. Please use attached **CCHI - CEAP** list of accredited workshops and presentations to obtain the presenter/organizer's signature as evidence of attending the listed session.
- IMIA:** 27 sessions have been accredited for IMIA/NBCMI CEU credit. Please use attached **IMIA/NBCMI** Continuing Education Conference Attendance Sheet to obtain the presenter/organizer's signature as evidence of attending the listed session.

RID credit for each CHIA conference session is available through NorCRID. To receive credit, email Holly Vezina prior to the conference: norcridcmp@gmail.com. At the conference, complete a PINRA form for each session you attend (these will be available at the registration table). Following the conference, email the completed form to Holly. NorCRID will invoice you for a \$10 processing fee (for the entire conference, not per session).

Certificate of Attendance

There are two ways to get your certificate:

At the conference:

You can pick up your certificate of attendance at the end of the day on Friday or Saturday, if you are attending Friday or Saturday only. If you are attending the conference both days, you can pick up your certificate of attendance after the closing ceremony/raffle on Saturday.

Or

After the conference:

Please request your certificate of attendance by sending an email to dschinske@chiaonline.org and allow 3-4 weeks for delivery.

Continuing Education for Certified Healthcare Interpreters (CHIs)

Workshops and Presentations Accredited by CCHI - CEAP



Interpreter's First & Last Name: _____		
Workshop/Presentation	CE Hours / ID Number	Presenter/Organizer Signature
Friday, March 2		
10 a.m. – 12 p.m.		
1996 to Today: The Making of the CHIA Standards Publication and the Professionalization of Healthcare Interpreters, Beverly Treumann	2 CE Hours ID# 05765-07	
What to Expect in an Oncology Session, Jesus Oliva and Jacqueline Oliva	2 CE Hours ID# 07704	
Strategies for Medical Note-Taking, Gloria M. Rivera	2 CE Hours ID# 07705	
Mastering Simultaneous Interpreting in Healthcare Settings, Natalya Mytareva Accredited for Performance-based CE	2 CE Hours ID# 05723-04	
1:30 – 2:30 p.m.		
Interpreting for C-Sections: Adapting Protocol for a Non-Conforming Encounter, Michelle Scott	1 CE Hour ID# 07706	
Equivalences and Relay, Two Barriers for Indigenous Interpreters, Victor Sosa	1 CE Hour ID# 07677	
Legal Issues and Reporting Requirements for Staff Healthcare Interpreters, Elena Morrow	1 CE Hour ID# 07707	
3 – 4 p.m.		
Preparing to Respond to Interpreting and Translation Needs During a Disaster: Best Practices and Lessons Learned From the 2017 North Bay Fires , Julie Burns	1 CE Hour ID# 07708	
Vicarious Trauma, Self-Care, and Demand-Control Schema: What do They Have in Common?, Danilo Formolo	1 CE Hour ID# 07709	
4:15 – 5:15 p.m.		
Cooperative Transitioning: Virtual and On-Site Interpreters Working Together, Sandra Roche'	1 CE Hour ID# 07710	
How to Build a Successful Career as a Freelance Interpreter , Judit Marin	1 CE Hour ID# 07711	
National Certification and Interpreters of Languages of Lesser Diffusion: What Next?, Margarita Bekker and Natalya Mytareva	1 CE Hour ID# 07723	

Continuing Education for Certified Healthcare Interpreters (CHIs)

Workshops and Presentations Accredited by **CCHI - CEAP**



Interpreter's First & Last Name: _____

Saturday, March 3

9:00 – 10:00 a.m.

Tips and Tools for Enhancing One's Performance as a Remote Interpreter: Practical Suggestions for Self-Assessment and Improvement, Eliana Lobo	1 CE Hour ID# 07712	
It's Not Like Brain Surgery! But it Might Be!, Megan Lawry	1 CE Hour ID# 07713	
Tenets of Intercultural Communication, Clarissa Laguardia	1 CE Hour ID# 07714	
Mode Switching: The Important Interpreting Skill You've Never Heard Of, Katharine Allen	1 CE Hour ID# 07715	

1:15 – 2:15 p.m.

Interpreting for Chemical Dependency Patients, Judit Marin	1 CE Hour ID# 07716	
Interpreting for the Grandparents: Strategies to Assist the Elderly Patient, Nora Goodfriend-Koven	1 CE Hour ID# 07703	
Interpreting for Transgender Patients: Reducing Health Disparities, Stephanie Wiley and Marge Curtis	1 CE Hour ID# 07702	

2:45 – 3:45 p.m.

Ouch! The Basics of Pain, Gloria M. Rivera	1 CE Hour ID# 07717	
False Cognates and How to Avoid Them During an Interpreting Session, Claudia Lindgren	1 CE Hour ID# 07718	
The Art of Advocacy – Unveiling Conundrums and Solutions, Julie Burns and Rosanna Balistreri	1 CE Hour ID# 07719	



IMIA/NBCMI Continuing Education Conference Attendance Sheet

- Recertify every 5 years by participating in education directly related to medical interpretation by completing **3 CEUs** (Continuing Education Units), equivalent to **30 contact hours** of IMIA/NBCMI approved trainings and workshops prior to your certification credential expiration date (5 years from initial CMI date of certification, for example).
- Each **1CEU** is equal to **10 contact hours** of IMIA/NBCMI approved trainings and workshops.
- Only one presenter's signature is required for multiple-presenter workshops
- Please use multiple sheets if needed. Thank you!

For questions, please contact: staff@certifiedmedicalinterpreters.org

First Name	Middle Name	Last Name
Phone	Email	Certification Status/Number (CMI, QMI or None)

Workshop ID	Workshop Title	Presenter's Signature (REQUIRED)	Date	Time In	Time Out
(CHIA2018_1) 0.2	1996 to Today: The Making of the CHIA Standards Publication and the Professionalization of Healthcare Interpreters		3/2/18		
(CHIA2018_2) 0.2	What to Expect in an Oncology Session		3/2/18		
(CHIA2018_3) 0.2	Strategies for Medical Note-Taking		3/2/18		
(CHIA2018_4) 0.2	Mastering Simultaneous Interpreting in Healthcare Settings		3/2/18		
(CHIA2018_5) 0.1	Interpreting for C-Sections: Adapting Protocol for a Non-Conforming Encounter		3/2/18		
(CHIA2018_6) 0.1	Equivalences and Relay, Two Barriers for Indigenous Interpreters		3/2/18		
(CHIA2018_7) 0.1	Legal Issues and Reporting Requirements for Staff Healthcare Interpreters		3/2/18		
(CHIA2018_8) 0.1	Results from the 2nd National Job Analysis for the Medical Interpreting Profession: The Future of National Certification for Medical/Healthcare Interpreters		3/2/18		
(CHIA2018_9) 0.1	Preparing to Respond to Interpreting and Translation Needs During a Disaster: Best Practices and Lessons Learned From the 2017 North Bay Fires		3/2/18		
(CHIA2018_10) 0.1	A Short-Course Trainer's Guide to Overcoming Challenges for Indigenous Interpreter Training		3/2/18		

Attestation:

By filling this sheet and electronically signing below, I attest that I attended the workshops listed above, and I attest that all information is correct to my best knowledge.

Full Name	Date
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IMIA/NBCMI Continuing Education Conference Attendance Sheet

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First Name	Middle Name	Last Name
Phone	Email	Certification Status/Number (CMI, QMI or None)

Workshop ID	Workshop Title	Presenter's Signature (REQUIRED)	Date	Time In	Time Out
(CHIA2018_11) 01	Vicarious Trauma, Self-Care, and Demand-Control Schema: What do They Have in Common?		3/2/18		
(CHIA2018_12) 01	Cooperative Transitioning: Virtual and On-Site Interpreters Working Together		3/2/18		
(CHIA2018_13) 01	National Certification and Interpreters of Languages of Lesser Diffusion: What Next?		3/3/18		
(CHIA2018_14) 01	Tips and Tools for Enhancing One's Performance as a Remote Interpreter: Practical Suggestions for Self-Assessment and Improvement		3/3/18		
(CHIA2018_15) 01	It's Not Like Brain Surgery! But it Might Be!		3/3/18		
(CHIA2018_16) 01	Tenets of Intercultural Communication		3/3/18		
(CHIA2018_17) 01	Mode Switching: The Interpreting Skill You've Never Heard Of		3/3/18		
(CHIA2018_18) 02	Language Access and Social Justice - A Framework for Interpreters in the Time of Division, Demonization, and Despair		3/3/18		
(CHIA2018_19) 01	Interpreting for Chemical Dependency Patients		3/3/18		
(CHIA2018_20) 01	Interpreting for the Grandparents: Strategies to Assist the Elderly Patient		3/3/18		

Attestation:

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Full Name	Date
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For questions, please contact: staff@certifiedmedicalinterpreters.org

First Name	Middle Name	Last Name
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Phone	Email	Certification Status/Number (CMI, QMI or None)
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Workshop ID	Workshop Title	Presenter's Signature (REQUIRED)	Date	Time In	Time Out
(CHIA2018_21) 01	Sign Me Up-Working With Sign Language Interpreters		3/3/18		
(CHIA2018_22) 01	Interpreting for Transgender Patients: Reducing Health Disparities		3/3/18		
(CHIA2018_23) 01	Ouch! The Basics of Pain		3/3/18		
(CHIA2018_24) 01	U.S. Health Care Coverage 101 for Interpreters: An Overview of Government Funded Programs and Key Terminology		3/3/18		
(CHIA2018_25) 01	False Cognates and How to Avoid Them During an Interpreting Session		3/3/18		
(CHIA2018_26) 01	The Art of Advocacy - Unveiling Conundrums and Solutions		3/3/18		

Attestation:

By filling this sheet and electronically signing below, I attest that I attended the workshops listed above, and I attest that all information is correct to my best knowledge.

Full Name	Date
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Evaluation Form – CHIA 18th Annual Education Conference

We at CHIA strive to offer a high-quality educational program, but we need your help. Please evaluate each of the sessions you attend. Assign them numerical scores by **writing down a number 1 through 5** (1 being the lowest score and 5 the highest score) based on the **quality of the content** and the **presenter's effectiveness** in delivering the content.

Please return your completed form to the registration table before you leave the conference.

Thank you for help!

Friday, March 2		
10 a.m. – 12 p.m. Workshops		
Workshop and Presenter	Quality	Effectiveness
A. "1996 to Today: The Making of the CHIA Standards Publication and the Professionalization of Healthcare Interpreters," Beverly Treumann		
B. What to Expect in an Oncology Session, Jesus Oliva and Jacqueline Oliva		
C. Strategies for Medical Note-Taking, Gloria M. Rivera		
D. Mastering Simultaneous Interpreting in Healthcare Settings, Natalya Mytareva		
1:30 – 2:30 p.m.		
A. Interpreting for C-Sections: Adapting Protocol for a Non-Conforming Encounter, Michelle Scott		
B. LSP Approach to Vendor Management: What do Contractors Need to Know? Markhabo El Nasser		
C. Equivalences and Relay, Two Barriers for Indigenous Interpreters, Victor Sosa		
D. Legal Issues and Reporting Requirements for Staff Healthcare Interpreters, Elena Morrow		
3 – 4 p.m.		
A. Results from the 2 nd National Job Analysis for the Medical Interpreting Profession: The Future of National Certification for Medical/Healthcare Interpreters, Carlos Martinez-Morales		
B. Preparing to Respond to Interpreting and Translation Needs During a Disaster: Best Practices and Lessons Learned From the 2017 North Bay Fires, Julie Burns		
C. A Short-Course Trainer's Guide to Overcoming Challenges for Indigenous Interpreter Training, Katharine Allen		
D. Vicarious Trauma, Self-Care, and Demand-Control Schema: What do They Have in Common?, Danilo Formolo		
4:15 – 5:15 p.m.		
A. Cooperative Transitioning: Virtual and On-Site Interpreters Working Together, Sandra Roche'		

B. How to Build a Successful Career as a Freelance Interpreter , Judit Marin		
C. National Certification and Interpreters of Languages of Lesser Diffusion: What Next?, Margarita Bekker and Natalya Mytareva		
D. The Technologies of Video Interpreting, Melinda Paras		
Saturday, March 3		
9:00 – 10:00 a.m.		
A. Tips and Tools for Enhancing One’s Performance as a Remote Interpreter: Practical Suggestions for Self-Assessment and Improvement, Eliana Lobo		
B. It’s Not Like Brain Surgery! But it Might Be!, Megan Lawry		
C. Tenets of Intercultural Communication, Clarissa Laguardia		
D. Mode Switching: The Important Interpreting Skill You’ve Never Heard Of, Katharine Allen		
1:15 – 2:15 p.m.		
A. Interpreting for Chemical Dependency Patients, Judit Marin		
B. Interpreting for the Grandparents: Strategies to Assist the Elderly Patient, Nora Goodfriend-Koven		
C. Sign Me Up-Working With Sign Language Interpreters, Sandra Roche’		
D. Interpreting for Transgender Patients: Reducing Health Disparities, Stephanie Wiley and Marge Curtis		
2:45 – 3:45 p.m.		
A. Ouch! The Basics of Pain, Gloria M. Rivera		
B. U.S. Health Care Coverage for Interpreters: An Overview of Government Funded Programs and Key Terminology, Gissel Nevarez-Grubbs		
C. False Cognates and How to Avoid Them During an Interpreting Session, Claudia Lindgren		
D. The Art of Advocacy – Unveiling Conundrums and Solutions, Julie Burns and Rosanna Balistreri		
Comments:		

Thank you!

We look forward to seeing you at the next CHIA Conference. www.chiaonline.org

PRINT YOUR FIRST AND LAST NAME: _____

RAFFLE! WIN PRIZES!

Raffle prizes will be announced at the Closing Ceremony on Saturday...

****YOU MUST BE PRESENT TO WIN!****

Instructions:

1. Visit each exhibit table.
2. Ask questions about their products or services (see next page for ideas).
3. Request a signature from the exhibitor.
4. After you get ALL signatures, tear out this page and put it in the RAFFLE box!

EXHIBITOR	SIGNATURE
Health Care Interpreter Network (HCIN) <i>Gold Sponsor</i>	
CA Court Interpreters Program <i>Silver Sponsor</i>	
CCHI <i>Silver Sponsor</i>	
Certified Languages International <i>Silver Sponsor</i>	
Fluency <i>Silver Sponsor</i>	
Interlingua <i>Silver Sponsor</i>	
Language World Services <i>Silver Sponsor</i>	
MasterWord <i>Silver Sponsor</i>	
Cross Cultural Communications	
CulturaLink	
LINKs Sign Language and Interpreting Services	
SOSi	
Stratus Video	

**THANK YOU to all of the individuals and organizations
that donated raffle prizes!**

CHIA is very fortunate to have sponsors to help fund our annual event. Many of these sponsors have an exhibit table to promote their products and services. There is a significant benefit for both attendees and exhibitors to share information. The exhibitors are very interested in what you do in your interaction with patients and each vendor has a solution. All exhibitors are updating and providing new features and they are interested in your perspective about what they offer.

In addition to having a raffle contest, which requires a signature from the exhibitor, we would like each attendee to ask a question of the exhibitors. This is polite etiquette, rather than simply asking for a signature without engaging in conversation.

Some example of good questions are:

- What is the most important benefit of your product/service?
- How can your product/service help me to perform my job?
- How does your product/service improve patient satisfaction?
- I remember meeting you last year. What is new this year?
- Do you have any references where hospitals/agencies use your product/service?

REMINDER: There is plenty of time to visit the exhibitors, including two official breaks.

Friday, March 2:

- 9:00am – 4:30pm EXHIBITS OPEN
- 9:30am-10:00am Networking with Exhibitors / Coffee Break
- 2:30pm-3:00pm Networking with Exhibitors / Coffee Break

Saturday, March 3:

- 9:00am – 3:00pm EXHIBITS OPEN
- 10:00am – 11:00am Networking with Exhibitors / Coffee Break
- 2:15pm-2:45pm Networking with Exhibitors / Coffee Break



<http://www.imiaweb.org/>

Benefits as an IMIA Individual Member:

- Discounted registration to the IMIA Annual Conference on Medical Interpreting
- Discounted registration to all IMIA events and initiatives
- Free Lifelong Learning Webinar Series
- Opportunity for professional development through leadership positions in IMIA
- Opportunity for employment through IMIA job announcements and participation in IMIA "Find an Interpreter" listing
- Use of Medical Terminology Database
- See new Training Opportunities in the field
- Inclusion of your profile in the International Medical Interpreter Registry

Individual Membership Dues:

\$90 for 1 year
\$150 for 2 years
\$210 for 3 years.

Join now at: <http://www.imiaweb.org/members/application.asp>



The National Board of Certification for Medical Interpreters

<http://www.certifiedmedicalinterpreters.org/>

The National Board holds periodic webinars that are a step-by-step guide on how to prepare for the written and oral certification exams.

We currently offer the CMI credential in:

Spanish - Russian - Mandarin - Cantonese - Korean – Vietnamese

Register to the next free of charge webinar at:

<http://www.certifiedmedicalinterpreters.org/webinar>