

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

[SLIDE 1] Thank you, very much. Thank you, CHIA, for this honor, as I am very humbled for the opportunity to speak to you all today. WOW! This is the Big Time! Look at all of us! I'm really thrilled to be here, looking out over this incredible assemblage of people. I mean WOW, we have over 300 people in this room!

Does anyone know how many registrants we have here total? Do we have a count yet? Is that a record? It's sold out, I think that's a record!

To be honest, this topic was supposed to be a workshop I was going to give during one of the breakout sessions. But our CHIA President, Jose Garcia, requested I upgrade my workshop into this keynote address. Of course, I couldn't say no to nuestro president.

So, I started writing some thoughts on paper, about Social Justice, about how interpreters play an important, humanizing role interjecting understanding and reducing the destructive and demoralizing racism that is circulating around our national dialogue about immigrants.

Along the way, I found quotes like this one **[SLIDE 2]**. That to know and support social justice, we should be looking at ways to defeat injustice.

....So, very quickly I called Jose, and asked, *may begged* if someone else could give this speech instead. I humbly asked him to reconsider his choice for speaker given the hugeness, of this awesomely large topic of Social Justice and the Healthcare Interpreter. In fact, I knew somebody who would really be so much better at this than I could ever hope to...That person would be... **[SLIDE 3]**

YUP! President BARAK Obama

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

You got it, we asked President, Barak Obama to take this time slot for the keynote address. **[SLIDE 4]**

See here's the letter we sent to his office:

"Here's the quote from the letter"

Jose was skeptical, and I suppose I was too. We've all been around long enough to know that California Healthcare Interpreters aren't really at the forefront of everyone's social justice action plan. **[SLIDE 5]** But we sent the letter anyway.

We invited former President OBAMA to give this speech, and help us understand how to Unbuild walls..... Just like Ronald Reagan did before In East Berlin in the 1980s. **[SLIDE 6]**

[SLIDE 7] Walls that we know cannot ever contain the dreams of people or their aspirations for a life of peace and health. Well, unfortunately he's not coming today. **[SLIDE 8]** He's a busy guy.

[SLIDE 9] (CHIA Placeholder Slide)

So let's get to it! I am so pleased to be with you here today, as out of the many things I have done in my life, interpreting and the work we interpreters do is so very central to my life's work and mission.

It wasn't always that way, I held a ton of jobs along the way,

bookkeeper for small newspapers

delivered pizzas before GPS, Thompsons Guides?

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

I worked in a dozen restaurants: *French fries, bussing tables and chopping vegetables for the salad bar.*

I was even a door to door salesman as a freshman at UCLA. I'll never forget the time I knocked on a door in Brentwood and Arnold Schwarzenegger answered in a bathrobe! He was very kind. I learned much later that he had actually been a door to door salesman as a young person in Austria so I guess he understood how awful a job it was.

Like many of you, I fell into interpreting, which seemed to jive with my personality of being helpful. Before I started working, I had been sheltered from the way many new immigrants were being treated at the workplace...The impossible hours, the low pay, the awful conditions, and still the people I met from Mexico, El Salvador, Guatemala and other countries, remained remarkably upbeat, positive and joyful during our shared moments in those kitchens.

Through my room-mates step father, I got a job as an office manager for a law firm, because I spoke Spanish. The firm legalized the many thousands of Latino blue collar workers in L.A under the Immigration Reform and Control Act Of 1986, remember, the last time our country successfully passed an immigration bill? No these lawyers weren't particularly interested in offering cut rate Amnesty application assistance. They had a motive and a plan, they would build a contact list of blue color families in L.A. to farm personal injury cases.

I sight translated the many forms required by the INS, and then went to the interviews as their interpreter. If there was ever a federal bureaucracy worse than

***Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California***

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

the INS in the 1980's I'll never know it. I saw firsthand how these federal workers mistreated people, they were impolite, arbitrary, snide, petty and pissed off at them from start to finish. I couldn't understand it.

I suppose a sense of social justice brought me to interpreting like perhaps it did the same for you. Perhaps not directly, but through the winding weird roads of life and work and family and school that brought us all here together today.

Right now, I'm looking out at our state's finest medical interpreters who have come for learning, fellowship, and some good old fashion business networking. By now, I hope you are all running low on business cards! As most interpreters in California are freelancers I have geared my comments accordingly. Full time work for many of us is still very difficult to come by.

Among our veteran interpreters in attendance today, we also have our newest interpreters, students and interpreter trainees, learning about our profession, eager to start working in the field or remotely from their home or a call center. Sitting next to you are our dedicated teachers **[SLIDE 10]** and trainers who are sharing the legacy of our standards of practice and imparting to new recruits the ethical underpinnings of a professional interpreter. These teachers and trainers in turn, are supported by their respective educational organizations and non-profit institutions both private and public who have made a commitment to developing interpreter educational opportunities and study materials necessary for an informed and prepared professional workforce.

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

With us today, **[SLIDE 11]** like me, are owners of Language agencies the business engine that puts all the pieces together: client, interpreter, compliance, scheduling and accounting. It's not an easy business, believe me, I've been at it for 20 years. We still are learning and improving our systems and processes every day in this ever changing and most highly regulated environment.

Also, in this room, **[SLIDE 12]** we have people who represent our state's leading health systems, who have long understood that informed patients be they English speaking or Limited English means healthier patients, which means lower costs for all and much better health outcomes.

Let's not forget our healthcare provider partners who are here with us too. **[SLIDE 13]** They were and continue to be key advocates for our work, and NO ONE here better knows that patient - provider communication is as much a vital sign as blood pressure, heart rate, and temperature. Let me say it again. Communicating to your patient is just as important as knowing her blood pressure! Truly, without our providers historically demanding professional, high-quality language assistance, we would not be the same profession we are today.

And guess what?! **[SLIDE 14]** You'll be pleased to know that around the country, Medical Schools and Nursing Programs are teaching the importance of competent language access work in their curriculum. It seems we are making progress in helping shape the debate of the importance of using professional interpreters.

And just in time too, as our state is now a minority majority state, with almost 40% of us speaking a language other than English at home. I personally believe that

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

there will come a time when verifiable 2nd language proficiency will be just as important for getting into Med School as an MCAT score. Let's hope so.

We also have representatives here today who serve many other aspects of health and human services, from behavioral health to social work, from k-12 education to dentistry, from housing assistance to child protective services to name a few.

Today, here in Irvine, in this hotel conference room we have legal interpreters **[SLIDE 15]** represented by our California court system and the workers compensation industry. **[SLIDE 16]** I can think of nowhere where there is there such a massive need for more legally certified interpreters in all languages than what is currently missing in every courtroom in all 58 California counties. **[SLIDE 17]** People's lives tumble on a turn of a phrase, a misunderstood plea, sending countless limited English people to the awful places of our state's criminal and civil justice system often because of the lack of professional language assistance so necessary for justice to be served.

Please, let's also not forget **[SLIDE 18]** our sisters and brothers who are American Sign Language interpreters. They along with the thousands of deaf and hard of hearing clients and family members paved the way for us to have an understanding of how to build a profession founded on excellence, transparency and uncompromising service to their consumers.

Also, If I had a glass full of something from, say, La Rioja Spain, or say, from Jalisco, Mexico or even from the Jamba Juice down the street, I would raise it, (RAISE GLASS) and thank our national testing organizations, **[SLIDE 19]** who provide us our

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

3rd party back stop, giving us language certification, in an impartial, legitimate and reasonable way. May you bring down your prices soon! Those testing fees are expensive! Also, it wouldn't hurt to add a few more languages to the oral testing component...!

And to all our friends who provide remote interpreters through wonderful new and existing technologies, **[SLIDE 20]** who have supported our work over these long years, we salute your understanding that *without* the interpreter talent that drives these high-quality audio and video solutions to the exam room and the hospital, they would have...**nothing**. Folks, it just doesn't work without your talented interpreters. **No Talent, No Technology.**

Last but not least, we have our own *Donald* **[SLIDE 21]** in the house, the incomparably stable genius that has been our Executive Director for all these many years, Mr. Don Schinske! Thank you Don, for your steady leadership and guidance, we wouldn't be the same if any other Donald ran things!

And speaking of other Donald's, like most of us, I'm feeling...maybe... all of us are feeling all alone **[SLIDE 22]** out here. PAUSE

You Might say that there's a feeling out there that we're under attack for being..... basically, for being.....US?! **[SLIDE 23]**

There's a feeling out there, perhaps, that makes us think that all our work these past 20 or so years, to become a bona fide, respected, trained, tested and prepared allied health profession, has somehow flown away.

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

[SLIDE 24] That in this time, when being foreign born has been criminalized and demonized in the minds of some people, we should watch our work wash away, and take us back to the old days, of ignorance, making do, hoping people will understand their critical health information....while nobody did anything about fixing the problem....where children would continue to be conscripted to interpret for family members. And nobody cared enough to change things. When doing nothing was the order of the day because “dammit, they live here, they should hella learn to speak English. It’s not our fault if they don’t understand....:”

- [SLIDE 25] Their Medications - (bottles of pills)
- [SLIDE 26] The course of their cancer (chemo therapy patient Asian)
- [SLIDE 27] Their son’s chronic asthma (children on a school yard)
- [SLIDE 28] How to arrange for in home health support services
- [SLIDE 29] Or something as simple and as profound as - Que Le Pasa a Papa?
What’s happening to Dad.

PAUSE

You know I’ve been thinking [SLIDE 30] a lot about Social Justice these days. And the intersect **between** the work of the Healthcare Interpreter and justice for our family of DREAMERS, friends, neighbors and clients living in this insanely diverse state.

Even that term Social Justice can mean different things to different people. I think, at our core, at the basic level of being a human being, we have an internal truth

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

meter that lets us know when something ISN'T fair, ISN'T right, and when someone IS NOT being gentle to another human being.

Because if we close our eyes and listen to our parents and grandparents, and their parents, they would say...

[SLIDE 31] "Do unto others as you would have them do unto you."

In other words, the Golden Rule, inscribed in just about every major religion on earth.

[SLIDE 32] We all know that Social Justice IS NOT being murdered and tortured by police officers without cause and for no reason, and that this selective hurting and destroying Black lives must stop if we are to remain a just society. If this is what this culture does to its own citizens, god help those who are undocumented! Success or failure in overcoming this systemic abuse, requires all communities to come together, as human rights of one group effects the social justice issues of others. Our fates are inextricably linked together, Black Lives and those of the undocumented. It's not a bad organizing tactic too.

[SLIDE 33] We all know that living in the same city and having a shorter life span than your house-rich neighbor 4 blocks away is no way to distribute healthcare equitably. When basic health insurance is out of reach to so many Limited English communities, it's a lock that they will suffer unequal health outcomes characterized by a shorter, sicker, and more difficult life. We supposedly figured this all out years

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

ago. Studies like this one **[SLIDE 34]** from the Institute of Medicine gave us a road map to language access as a means of improving health outcomes for the LEP.

[SLIDE 35] And in our public schools, we *ALL* know that it is an INJUSTICE to prevent parents from understanding what's going on in their child's intellectual development and social life at school because they don't speak English. Teachers need to speak to Parents and, accordingly, Parents need to express their concerns and hopes for the children.

[SLIDE 36] Social Justice ISN'T threatening deportation to almost a million Dreamers out of the only country they've ever known! **[SLIDE 37]** Dreamers who are striving to make a better life for themselves, and for their families and communities. Dreamers who are our state's future doctors and social workers, law enforcement, teachers, first responders, and therapists. They're even serving in the military!

And please tell me, where is the justice in detaining and imprisoning a family man, **[SLIDE 38]** and community leader as a way to intimidate and silence dissent with fear. A man who belongs to a community that speaks MIXTECO, an indigenous language of Mexico, the same community that bends down, and picks Ventura County's finest strawberries and other piece fruits and vegetables. A man they see being taken away by ICE and held in jail, for being open, and square and committed, and truthful, and of service to his community. That same community who makes your salads sing the song of golden California sunshine and farmworker sweat. **[SLIDE 39]** (Courthouse steps MIXTECO VIDEO).

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

Social Justice isn't about tearing families apart. Making them sicker. Making them fearful, distrustful, and hidden. Keeping them from their medical care because it could be a Deportation trap, **[SLIDE 40]** forever breaking apart a family because of an unforeseen medical emergency. What kind of Devils bargain is this?

So, what can we do as a profession? What is within our scope of practice and professional boundaries that maintains our neutrality? Risking our impartiality in the line of duty obviously is not the course of action.

But as private citizens that's a different story. We can volunteer interpret for those that have been swept up by ICE, so these families can receive your excellent language **[SLIDE 41]** support services, giving justice the breath of life through your interpreting. I have some resources here in Southern California where you can sign up to be a volunteer interpreter.

Please take a moment to grab a pen and jot my email address down:

[SLIDE 42] Please email me here: bill@languageworldservices.com so I can send you the links of organizations seeking our special skills as community interpreters.

[SLIDE 43] I hope we are all registered to vote! Please vote and help those who are eligible who have not done so register. Here's the site where you can sign up and help others do so.

I hope we are all talking with our family and friends about what's going on around us and are actively taking time to support the causes you deem appropriate. Whether it be the ME TOO movement, Dreamers, Black Lives Matter, or gun

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

violence in our schools, or access to healthcare or legal services, there are so many worthy causes waiting for your brilliance and energy.

But back to our role as professional interpreters, in my humble opinion there *is* an important course of action we can take. You ready? **[SLIDE 44]** BE EXCELLENT. Be the best interpreter you can be. By stretching the limits of your practice to new horizons of vocabulary and experience you proliferate the good work of the community interpreter. It matters, it reverberates throughout our social fabric in ways known and ways wholly unseen. Have you interpreted for any family service encounters for your county, for your local foster family organization? Have you worked for your local school district? God knows they need you and you never know...there is a side effect for working in new human service sectors....it can result in new business opportunities.

Also I have three important things you must do to stay, **CRISPY!** **[SLIDE 45]** That's a new one huh? Have you heard that term? "Stay Crispy?" It wouldn't be an interpreting meeting if we didn't talk about new cool words, right? My urban dictionary says: To be hot shot, alert and on top of everything. Only the finest can stay crispy while others lose it and turn soggy! Has anyone heard that one?

I bet Google Translate has heard of it. Let's hear Mr. Google Translate handle it in Vietnamese and then Spanish: **[SLIDE 46]**

Wow, impressive! Sure glad everyone's using it so much!

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

I'm telling you I'm learning English every day, for crying out loud! So the three secrets to Extra Crispy Specialness: You ready?! **[SLIDE 47]**

Number 1: Education,

Number 2: Continuing Education,

Number 3: Continuing and Continuing Education.

I'm sorry, I know you were expecting something more dashing, perhaps something more warrior like! But hey, that wonderful computer between your ears, as good as it is, will never know everything. I know it's not particularly fun to read **[SLIDE 48]** bilingual medical dictionaries in the bathroom at night while everyone at home is sleeping.

But it's what we have to do. We don't have a **[SLIDE 49]** download button and a progress bar that lets us know we're all ready to explain kidney failure in Mandarin Chinese.

This knowledge is earned word by word, through time and through experience.

So I have a few choice words for **Mr. Google Translate**: Hush up! Grown folks are interpreting here!

Learn, and continue to learn. If your clients are going to pay you for your linguistic excellence, then you sure as hell better be good, and please demand the same excellence from your colleagues. You are fighting against **[SLIDE 50]** 85 cents per minute remote interpreters working for relative peanuts in massive call centers in Latin America and elsewhere. Your on-site competition is the untrained, the ad

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

hoc, the ignorant, the thousands of child interpreters still used every day throughout California. Let's show them how it's done....C'mon, you got this. We are the highest quality modality of spoken language interpreting and the most expensive by far. Let's please all show up ready for it!

For Language Agency owners, like myself, we can always do better. **[SLIDE 51]** We agencies must also stay EXTRA CRISPY GOOD too! Look, in my humble opinion, if agency owners don't know every possible aspect of their contractors or employees that they send to provide bedside language assistance, they are not helping advance this profession and they are jeopardizing patient safety.

If managers of interpreting agencies cannot immediately **[SLIDE 52]** document and identify the educational attainment and professional formation of their interpreter workforce, their training, their language test scores, their medical clearances, drug screening, criminal background check and yes, authorization to work in the U.S., then they are not behaving in the best interests of this profession.

If language agencies don't take the time **[SLIDE 53]** to send an experienced SAME LANGUAGE INTERPRETER to watch, listen and evaluate your people, how in the world can you document their performance? By their funny accent when they answer your call?

Folks, **[SLIDE 54]** ensuring interpreter quality is hard work, and it is so very necessary to uphold and expand the reputation of the professional healthcare interpreter. There are no short cuts to monitoring and improving interpreter quality. It takes time and resources.

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

If you don't have a tested system to retrain and correct poor interpreter performance, you are perpetuating mediocrity and you all but guarantee more remote interpreting will take a larger and larger share of the language access budget. You can't keep sending the same poor quality interpreters and hope you won't get caught, that it won't have consequences for your larger business environment?

If you are pulling people off of **[SLIDE 55]** Craigslist, and emailing them a few documents and calling that compliance, you are seriously mistaken. If the sum total of your interaction with your interpreters, is how much do you charge, and are you available for an oncology appointment tomorrow?, and send me your time voucher, then you are not helping the excellence equation we are all here in Irvine to learn about.

I know, interpreters who know better take these gigs because it pays the bills. We live in California, it's an expensive place. We all get it...but at some point, for the good of our industry, we have to call B.S. on this quality masquerade. We have to hold each other accountable.

The little daily deaths agencies do by disregarding interpreter quality kills us all one poor encounter after another. It lets poorly prepared interpreters color our work and demeans our efforts and cheapens the service. None of us can afford that. Least not the health and safety of our LEP Patients. We are here to spread the good word of a quality-first profession. Please do better, for all our sake! The sooner the better!

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

[SLIDE 56] To our esteemed healthcare systems and providers, we work with every day. First of all thank you! As I mentioned earlier, we would not be here without your support and guidance. Thank you for all being located in this wonderful and progressive state of California that has enshrined language access laws for our diverse communities. Laws that augment and in fact surpass federal laws in their prescription for ensuring quality health outcomes for all Californians be they Fluent English speakers or otherwise. **[SLIDE 57]** Thank you to our Emergency Rooms and to our physicians and to our hospital systems that don't ask for a green card to provide care.

Thank you for making hospitals not only sanctuaries of healing but also a refuge from a politic gone rogue and angry. You are the strongest element of our civil society that can stop the hemorrhaging of human decency. When you stand up for all people's right to healthcare treatment, you set the example for a civil and just society for all.

And to put this in our current discussion of social justice, those of you who are students of history, you will find that many past social uprisings in our country, were inextricably linked and directly caused by a lack of access to basic healthcare. Like water, food, clothing and shelter, we need healthcare. It's not a privilege, it's a basic and fundamental human right!

[SLIDE 58] Our healthcare industry represents 17% of the total economic output of the United States of America. It's a trillion-dollar industry. For young persons of color everywhere, and our Dreamers, whose overarching desire for a career and a ticket to the middle class, those jobs, the ones you have to go to school for, and

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

pass licensing exams for, won't be in the factories or the food service businesses. It'll be in the hospitals and outpatient clinics. **[SLIDE 59]** According to the Pew Research Center, **Every day** for the next 19 years, 10,000 baby boomers will reach the age of 65. That's a lot of healthcare and a great deal more healthcare workers we are going to need service these seniors! When people of color, people who aren't members of the dominant culture, make it into Medical School and Nursing Programs, that's called economic justice. When patients of color, and those that speak the worlds diverse and wonderful languages are cared for by people who look like them and speak their language, that's called Social justice. Interpreting is that first step and in fact an ideal gateway career for our young people to enter the massive ranks of a solid middle-class healthcare career.

[SLIDE 60] Yes local interpreters are a cost driver. Yes, your local on-site interpreter is more expensive than over the phone or video interpreters working in cheaper, right to work states, and in other continents, but it's meaningful and important because every town in California needs living breathing LOCAL interpreters.

[SLIDE 61] Every town and city, needs a dedicated corps of language access and cultural brokering specialists, to reach the places that phones and remote video iPads dare not and cannot go. Every town across California needs an educated, bilingual, multi-cultural pool of young talent from which to recruit those thousands of healthcare jobs needed to replace the baby boomers retiring and ending their long careers in healthcare.

As I have talked to interpreters over the years, the one most prominent complaint I have heard is that Interpreters need steady, predictable work. Unlike you, they

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

have to cobble together a living, hour by hour to make rent, and pay for gas. Let's face it Uber drivers and French fry makers have a more predictable income stream than interpreters do. Please don't throw us out. Keep us in your budgets. We don't want to do anything else. We're hard to make, it takes us years to be good. There is no other health worker that I know that works for so few benefits. I'm talking about no set shift work, no medical or dental benefits, vacation or sick time, no workers compensation in case they get hurt, no 401k, nothing. It's a miracle people choose to do this at all!

PAUSE

[SLIDE 62] New political winds are seeking to DEHUMANIZE millions of our state's residents and make them evil. OH, we all know this is not new. This is how the world's most infamous tyrants both past and present have sought to consolidate power and silence dissent, by pitting one group against another. By manipulating susceptible people to believe a group of people are monstrous and dangerous, calling them criminals and rapists, you drain the empathy centers of our hearts. It makes **[SLIDE 63]** interning Japanese Americans easier. It makes **[SLIDE 64]** banning one group of immigrants based upon their religious beliefs easier. It makes building a ridiculously **[SLIDE 65]** expensive border wall possible despite its 25 billion dollar cost and dubious utility.

It'll be your job, the interpreters in this room to REHUMANIZE immigrants as people just like everyone else, who harbor the same wants, the same dreams, the same

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

hopes for themselves and their children. You Interpreters create the opportunity for similarities to be drawn out between cultures and be understood without judgement, opinion, or agenda.

[SLIDE 66] Ladies and Gentlemen, Our business *is* Social Justice. It's our stock. Our words are our inventory, our voice is our distribution system. To interpret is to do the intellectual, psychological and spiritual heavy lifting that gives a voice where there is none. It is profound work and a huge responsibility. To be an interpreter is to **be** a SOCIAL JUSTICE warrior. It is what we do and who we are. We don't take to the streets, we don't throw rocks, we don't carry torches. We don't belittle people because they have a different opinion or have a different skin color. We don't tweet insulting, destructive messages to others on social media. We are transparent, we let the diplomacy of questions answered take its course. We facilitate the miracle of human conversation work its magic to its natural humane conclusion.

You interpreters, here today, subtly and miraculously change that algebra of human mistrust. And when you go home at night you've done more in one day for our Limited English families than most eager social justice warriors will do in a lifetime. You've tipped the balance once again. Healing is on the way via a therapy plan negotiated over the chasm of languages and culture. Interpreters empower the Limited English to confidently understand that something better is coming. That's not a job, that's a mission...a calling, it's, **[SLIDE 67]** pardon my French, our raison d'être.

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

We are the strong arms that bend two sides separated by ignorance and mistrust and stereotyping and racism, back together into the safe middle of the interpreter's space. We are impartial; impeccable; Immovable. **[SLIDE 68]**

- BEAT -

So let me tell you something that I am as confident about as anything I've ever done since I started interpreting in Los Angeles back in the legalization law firm days of 1986. This is our moment. This is our time. This is when we work best. When misunderstanding could get you killed, deported, or imprisoned. This is the time where you are so very needed. Very soon our communities, weary of being abused, and insulted, and demonized will ask to speak to those in power, respectfully and perhaps fearfully at first, and then increasingly more assertively. They will ask to speak to the powerful with one indomitable objective: Stop the mistreatment, Stop the hate, Stop the pain, and they will ask to be heard, and those in power will eventually have to listen to every word. And that's where you come in, interpreting word by word until justice is born.

Pause

In closing, **[SLIDE 69]** No one can deny that this great state of California would not be as gorgeous, as intoxicatingly lovely, as wonderfully special without the discount labor donated by millions of immigrants that not only make our dreams come true, **[SLIDE 70]** like Disneyland, **[SLIDE 71]** like the wine country, **[SLIDE 72]** like San Francisco's new skyscrapers, **[SLIDE 73]** like the fire lines in Santa Barbara and Santa Rosa, like our strawberries, our first responders, and the new generations of

*Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California*

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

healthcare workers waiting in the wings. But also, remarkably, at the same time, our immigrants make their own dreams come true too! No, they didn't go to bed at night dreaming of selling their life's energy on the cheap to California's service economy, to the construction trades, to factory farms or manufacturing. No, No! No one would do that! But they do make deposits every week, and every day in that quiet bank account called their children... so that one day, their kids would never have to do what they did to make a life in these United States. They dreamt it. They worked for it. And from there came our Dreamers.

I thank you! Thank YOU CHIA, Que Viva loss Interpreters, QUE VIVA Los Dreamers

[SLIDE 74] Slide with your email address: bill@languageworldservices.com

***Key Note Address Presented by: Bill Glasser, President CEO of Language World Services, Inc
For the 18th Annual Educational Conference of California Healthcare Interpreting Association
Saturday, March 2, 2018, Hilton Irvine Hotel, Irvine, California***