

California Healthcare Interpreting Association 9th Annual Educational Conference

March 20 - 21, 2009
Crowne Plaza Cabana - Palo Alto, CA

Setting the Stage for Success California Adopts the CHIA Standards

Attendee Registration



**Crowne Plaza
Cabana Palo Alto**

4290 El Camino Real
Palo Alto, CA 94306
(650) 857-0787



California Healthcare Interpreting Association
1020 12th Street, Ste. 303
Sacramento, CA 95814
t: (916) 444-1506
f: (916) 444-1501



Welcome to CHIA's Ninth Annual Education Conference

Crowne Plaza Cabana, Palo Alto

The California Healthcare Interpreting Association invites you to two days of workshops, panel discussions, site visits to Stanford Hospital, exhibits, and professional networking on Friday and Saturday, March 20-21, at the Crowne Plaza Palo Alto.

As you see on the facing page, we have a terrific program, with presentations for interpreters, interpreter services companies, trainers, managers, and administrators. The two-day registration fee includes all meals for the duration of the event. We want to ensure that you have ample opportunity to catch up with friends and colleagues, and to meet new ones.

Also, come join us for our Annual Membership Meeting on Saturday morning, when CHIA celebrates its Interpreter of the Year, Trainer of the Year, and the 2009 Friend of CHIA!

We'll see you there!

CHIA Conference



4290 El Camino Real · Palo Alto, CA 94306
(650) 857-0787 · www.cppaloalto.crowneplaza.com

Special CHIA rate: \$149.00 per night single
\$159.00 double

Reservations: (800) 972-3165

Refer to: "CHIA Conference"

Online code: CHT

Reservations must be placed by **February 18, 2009** for special room rates. Reservations placed after February 18 will be subject to available rates. Reservations are available on a first-come first-serve basis. Cancellations must be made at least 24 hours prior.

The Cabana Hotel, located in the heart of Silicon Valley, offers high speed internet access, a mosaic tiled outdoor pool, jacuzzi whirlpool, 24-hour health, exercise center and a 24-hour business center.

California Healthcare Interpreting Association

Board of Directors

Margarita Bekker *President*
Katharine Allen
Jeanette Anders
Nick Arce
Rosanna Balistreri
Carmen Castro-Rojas
Lourdes Cerna
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Danielle Lloyd
Judith Marin
Rosario Nevado
Elizabeth Nguyen
Linda Okahara
Jesus Oliva
Charo Velasquez
Tatiana Vizcaino-Stewart
Elizabeth Walsh

Office Information

Phone: (916) 444-1506
Fax: (916) 444-1501
www.CHIAonline.org

Don Schinske, Executive Director
Liz Helms, Conference Coordinator
Krystin Herr, Membership Director

How to Register

Mail or fax the Exhibit Registration Form to:

CHIA Conference
1020 12th Street, Suite 303
Sacramento, CA 95814

Fax: (916) 444-1501

CHIA is a 501(c)(3) public charity. Conference registration fees are tax deductible.

Deadline for Early Registration

Please register by Sunday, March 1 to receive Early Registration prices. Registration fees increase as of Monday, March 2.

Late Registration

Attendees registering after March 13 must register at the conference.

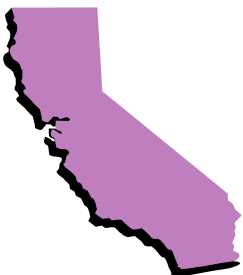
Cancellations

Refunds are available before March 13 only. Refunds requested must be submitted in writing to the CHIA office prior to March 13. A \$25 processing fee per registration will be assessed.

Questions

Please contact Membership Director Krystin Herr at the CHIA office (916) 444-1506.

Thank you for your support!



Conference Schedule

Friday, March 20

9:00 am Attendee Registration Opens

Friday, we will be offering two tours of Stanford Hospital and 3 tours of the Stanford campus. Shuttle service will be available from the hotel. More information will be provided with your registration confirmation.

10:00 am – 12:00 pm

Ingredients for Successful Language Lab Coaching In Healthcare Interpreting College Programs

Carmen Castro-Rojas, ACCMA
Carlos Vargas, LanguageCulture

Commanding Informal Registers in Healthcare Interpreting Encounters

Tatiana Vizcaíno-Stewart
Healthy House within a MATCH Coalition

Spirituality and Healing: A Matter of Interpretation

Chaplain Bruce Feldstein MD, Rev. John Hestler, Rabbi Lori Klein, Margarita Bekker, Alberto Molina
Stanford Hospital & Clinics

12:00 pm – 1:30 pm Exhibits open

1:30 pm – 3:30 pm

Interpreter Safety: Recognizing and Responding to Risks Present in the Healthcare Setting

Erin Rosales
Connecting Cultures, Inc.

Translation for HCI's: To Do or not To Do

Nora Goodfriend-Koven, City College of San Francisco
Carmen Castro-Rojas, ACCLAH

CHIA Standards Training

TBD

3:30 pm – 4:00 pm Exhibits open

4:00 pm – 5:00 pm

Promoting Health and Well Being for Health Care Interpreters through Case Conferences

Tina Vasinamakin, Susan Choi
Special Service of Groups/PALS for Health

Utilizing All The Tools: Video Interpreting as an Option in Meeting Your Patients Communication Needs

Erika Shell Castro, Bridget Cogley
Language Access Network

Standards of Practice: Training & Continuing Education for Professional Telephone and Video Interpreters

Beverly Treumann, Health Care Interpreter Network
Linda Joyce, Language Access Consultant

5:00 pm Exhibit Hall Reception

6:15 pm Welcome Dinner

Saturday, March 20

7:30 am

Attendee Registration Opens
Exhibit Floor Opens
Continental Breakfast

Saturday, March 20 cont.

8:00 am – 9:00 am

General Membership Meeting

9:00 am – 10:00 am

The Long and Winding Road to Health Care Interpreter Certification

Shiva Bidar-Sielaff, Karin Ruschke, Izabel Arocha
National Coalition on Health Care Interpreter Certification

10:00 am – 10:30 am Exhibits open

10:30 am – 12:00 pm

Languages of Lesser Diffusion

National Coalition on Health Care Interpreter Certification

Balancing Demand and Interpreting Resources: A Workshop for Managers

Inez Talbott
Medical Interpreting Services, UC Davis Health System

12:00 pm – 1:00 pm Exhibits and Lunch

1:00 pm – 2:00 pm

Stanford Hospital and Clinics Interpreter Services: A Model of Service Excellence

Monique Alfaro
Stanford Hospital & Clinics

Building In-Home Interpreter Training Capacity

Beverly Treumann
Health Care Interpreter Network

Best Practices in Language Assistance Translation for California

Luis Miguel, PhD
Avantpage

2:00 pm – 2:30 pm Exhibits open

2:30 pm – 3:30 pm

IMIA Certification Program: Written Exams Program Underway

Izabel Arocha
International Medical Interpreters Association

Advanced Medical Interpreter Training: The Next Step in Bilingual Staff Development

Jonathan Levy, Stephen Gerhart
Cyracom

The Life Cycle of a SB 853 Translation Project

George P. Rimalower
ISI Translation Services

3:30 pm – 4:00 pm Break with Raffle

4:00 pm – 5:00 pm

Court Interpreting: A Complementary Career for Medical Interpreters

Anne Marx
Court Interpreters Program, Judicial Council of California

Working in Collaboration on Language Access at a County Level

Carmen Castro-Rojas, ACCMA
Linda Okahara, Asian Health Services/ACCLAH

A workshop TBD



Attendee Registration Form

Please return completed form and payment no later than April 4 to:

CHIA Conference
1020 12th Street, Suite 303, Sacramento, CA 95814 or Fax: (916) 444-1501

Faxed registrations forms are accepted with credit card payments only.

Conference Options

A. Full Conference:

Includes Friday and Saturday workshops, reception, dinner, breakfast and lunch

Members

\$175
\$185 (After 3/1/08)

Non-Members*

\$225
\$235 (After 3/1/08)

B. Friday ONLY:

Includes Friday workshops, reception, and dinner

\$115
\$125 (After 3/1/08)

\$165
\$175 (After 3/1/08)

C. Saturday ONLY:

Includes Saturday workshops, breakfast, and lunch.

\$150
\$160 (After 3/1/08)

\$175
\$185 (After 3/1/08)

D. Student Attendee:

(Send a copy of transcript or enrollment form showing current enrollment in an interpreting, language, or health education program through an accredited college or community college.)

Full \$95
Friday ONLY \$75
Saturday ONLY \$75

* All non-member prices include membership through December 2009.

Name _____

Member Non-Member

Company Name: _____

Phone: _____ Mobile: _____

Fax: _____

E-mail: _____

Home Address: _____

City/State/Zip: _____

I would like sessions to be interpreted in the following languages:

I could volunteer to interpret sessions in the following languages:

I would like a vegetarian meal(s). Please circle: Lunch Dinner

Total Due

Remember: Your payment is tax deductible.

Please circle one: I will be attending A B C D

Total Amount \$ _____

Room Reservations



To arrange room reservations, please contact Crowne Plaza:

Reservations: 1 800 972 3165

Refer to: "CHIA Conference"

Online code: CHT

CHIA events comply with the American Disabilities Act. If you need special assistance, please explain below.

Payment Information

Visa Mastercard AmEx Check # _____

Check made payable to: CHIA

Exp. _____ Security Code: _____ (3-digit number on the back of card, 4-digit for AmEx)

Credit Card Number: _____

Name on Card: _____

Signature: _____