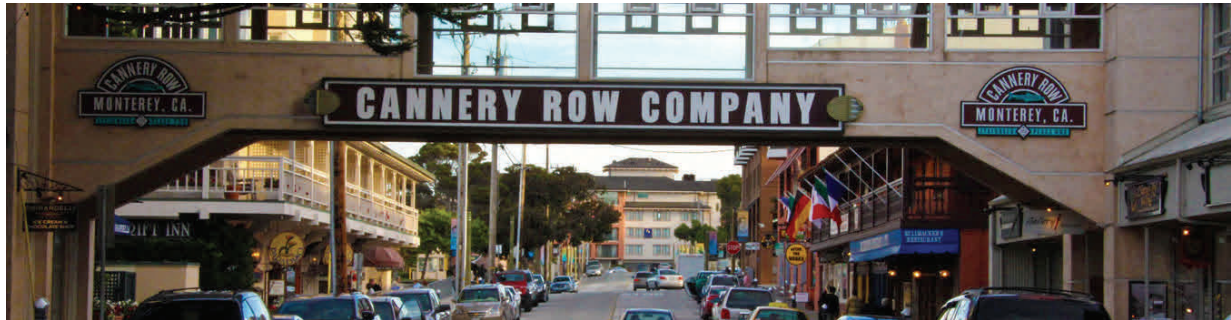




Conference Program

15th Annual Educational Conference

*CHIA 's Conference Turns 15: A Celebration of
Language Access*



March 6 - 7, 2015

Monterey Plaza Hotel & Spa
400 Cannery Row
Monterey, CA 93940
831-645-4007

15th Annual Educational Conference

Leadership Sponsor



Gold Sponsor



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Stratus Video, Inc.

Language World Services

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Lucile Packard Children's Hospital Stanford

Court Operations Services, Judicial Council of California

Health Care Interpreter Network / Paras and Associates

Ambassador Sponsor

Court Operations Services, Judicial Council of California

Bag Sponsor

Interlingva, Inc.

Program

Friday, March 6

8:30 am Attendee Registration Opens

10-12:30 pm **Pre-Conference Workshops**

- A. Strategies for Interpreting that Rocks**
Daniel Tamayo
- B. Multilingual Mini-Glossaries for Healthcare Interpreters and Professional Community Engagement**
Karin Ruschke and Natalya Mytareva
- C. Introduction to Relay Interpreting for Spanish and Indigenous Language Interpreters**
Tracy Clark and Sharon Neumann Solow
- D. Consecutive Interpreting Boot-Camp**
Julie Burns and Rosanna Balistreri

11-12 noon Walking tour of Monterey Institute of International Studies *(no charge but must register)*

12:30-1:30 pm Lunch & Exhibits Open

Conference Workshops

Workshop Rating: *Level I = Beginner; Level II = Intermediate; Level III = Advanced*

1:30 - 3:00 pm

911: Medical Interpreters and 911 Dispatchers Level: ALL
Kamara Licea

Two-Part Session:
Interpreting Is (Not) for the Feeble Level: ALL
Erin Rosales

Mindfulness for Interpreters Level: ALL
Julie Johnson

HIPAA & Ethics Level: ALL
Caren Stringer & James Lawrence

An Introduction to California Court Interpreting Level: ALL
Anne Marx

3 - 3:30 pm Coffee Break

3:30 - 5 pm

Liver Transplant for Vietnamese Interpreters Level: III
My-Hoa T. Lee

Describe el Dolor; Interpreting Pain for the Record Level: ALL
Johanna Parker and Angelica Villagran

Program

Two Part Session:

The Hidden Dangers of VMI Technology

Eduardo Mendelievich

Level: III

Technology as a Human Connector

Kenneth Anders

Level: ALL

Language Access Services: Putting Together the Pieces of the Puzzle

Mateo Rutherford & Elena Morrow

Level: III

5 - 6:30 pm Welcome Reception with Exhibitors

Saturday, March 7

8:00 am Continental Breakfast

8:45 - 10:15 am

Plenary Session: The Future Skill Sets of Interpreters: Training, Technology, and Opportunity

The Defense Language Institute, LanguageLine Solutions, and The Middlebury Institute of International Studies (MIIS) at Monterey (*formerly the Monterey Institute of International Studies*)

10:30 - 12 pm

PANEL: The Indigenous Interpreter Experience and Effectively Achieving Language Access Across Fields: Where are Indigenous Languages in the Landscape of California's Language Access?

Level: ALL

Angélica Isidro & Victor Sosa

The Ins and Outs of the Digestive System

Level: III

Tracy Young

Comparative Analysis on National Certification Process

Level: ALL

Carlos Garcia

Reversing the Race to the Bottom: How can We Retain Experienced Medical Interpreters in Our Profession?

Level: ALL

Barry Fatland

12 - 2 pm Lunch, Membership Meeting & Networking Hour
President's Address, CHIA Awards, and A Presentation by CCHI

2 - 3:30 pm

Medical Terminology - Understanding Health Professions to Avoid Common Interpreting Errors

Level: ALL

Michelle Scott

Medical Terminology Beyond Hospital Walls

Level: ALL

Marta Zelaya

Program

Interpreting for Survivors of Domestic Violence

Alvaro Vergara-Mery, PhD

Level: III

Interpreting for Refugees, Asylees, and Asylum Seekers: What's Different?

Nora Goodfriend-Koven

Level: III

Sign Language Interpreters: How to Understand and Ensure Qualifications

Cris Eggers

Level: ALL

3:30 - 4 pm Coffee Break

4 - 5:30 pm

Interpreting for Third Age LEP Patients: Challenges and Issues

Janet Erickson-Johnson

Level: III

Interpreting for Family Meetings

Eduardo Mendelievich

Level: III

Halfway Through the Decade of Certification – Where Have We Come From? Where Are We Headed?

Kiara Raazi

Level: ALL

21st Century Interpreting: The Big Picture

Katharine Allen

Level: ALL

Two –Part Session:

Video Remote Interpreting: What we Have Learned in our First Few Years Operating Our Own Call Center

Eliana Lobo

Level: ALL

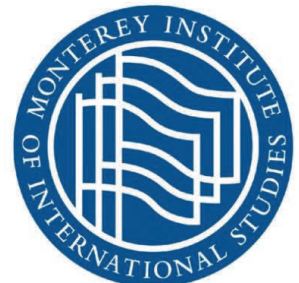
The Coming Wave: New Technologies May Disrupt Interpreting

Dan Gatti

Level: ALL

About the Tour

The Monterey Institute of International Studies (MIIS), now the Middlebury Institute of International Studies at Monterey (MIIS), is providing a tour of its interpreter training facilities for those interested in taking a brief walk along the streets of Monterey. The campus is just a few blocks from the conference center and will be celebrating its 50th year of training translators and interpreters in 2016. MIIS has the oldest, and one of the very few, conference interpreter training programs in the US. The tour is scheduled for Friday, March 6, 2015, from 11-12 noon.



Pre-Conference Workshops

A. *Strategies for Interpreting that Rocks*

Presenter: Daniel Tamayo

Abstract: In this practical and highly interactive workshop the participants will work on strategies that will help them improve the quality of their interpretation as they learn to overcome several of the most common challenges faced when interpreting. **The emphasis will be on the effective transfer of meaning between English and Spanish**, particularly when dealing with words and concepts that pose a challenge when transferring into the target language.

Some of the areas that will be covered are:

- How to transfer meaning more seamlessly between English and Spanish, based on key inherent differences between the two languages
- Identifying and overcoming some of the most typical syntactical challenges when interpreting Spanish<>English
- Managing difficult terminology, e.g.: acronyms, measurements, personal and organizational names, and specific cultural references
- Effective research strategies for improved accuracy

Presenter's Bio:

Daniel Tamayo has been a translation and interpreting professional since 1993. He is the owner and chief trainer of GlobalTradu Language Services, where he also serves as a bi-directional English-Spanish translator and conference interpreter, and as a Spanish editor and proofreader. He has extensive experience in the med-legal interpreting field. Since 2006, he is an instructor and board member at the Interpreting and Translation Program at California State University Fullerton. He has an MA in Translation Studies from the Graduate School of Translation and Interpretation at the Monterey Institute of International Studies and an MA in Spanish from the University of California, Santa Barbara.



B. *Multilingual Mini-Glossaries for Healthcare Interpreters and Professional Community Engagement*

Presenters: Karin Ruschke and Natalya Mytareva

Abstract: Why are mini-glossaries more helpful for a healthcare interpreter than traditional glossaries, dictionaries or databases? How are the terms and their equivalents selected? At what point a mini becomes a maxi? What are the challenges of standardizing terminology equivalents in languages of lesser diffusion? How do mini-glossaries help engage and develop a professional community of medical interpreters?

Join a CCHI Commissioner to discuss these and other questions related to improving terminology knowledge by healthcare interpreters, certified and those who are only preparing for their certification exam. Participants will have an opportunity to engage in an exercise to evaluate quality of proposed equivalents for non-standardized terms. Certification Commission for Healthcare Interpreters (CCHI) offers mini-glossaries for healthcare interpreters as a free public terminology management tool for interpreters of any language and any level of experience.

Presenters' Bio:

Karin Ruschke, M.A., CoreCHI™, is a founding CCHI Commissioner and served 2 terms as CCHI's Vice-Chair for Certification. Karin is President of International Language Services, Inc., an agency providing on-site and over the phone interpreting, written translation services, and training to clients nationwide. She has developed a 65-hour healthcare interpreter training program.

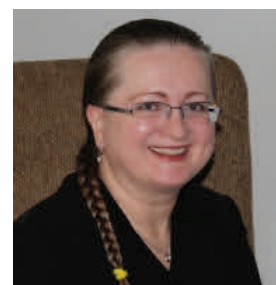


Pre-Conference Workshops

Karin ended her service as a board member of the National Council on Interpreting in Health Care in May 2011 after co-chairing the Standards, Training and Certification Committee from 1999 – 2011.

Karin was a member of the expert advisory panel for The Joint Commission's project, Developing Hospital Standards for Culturally Competent Patient-Centered Care: A Roadmap for Hospitals. She is a nationally recognized speaker on topics such as healthcare interpreter assessment, training and mentoring, interpreter services issues relating to LEP patient care and other topics related to language access issues.

Natalya Mytareva, M.A., CoreCHI™, is CCHI Managing Director and one of its founding Commissioners. She has been directly involved in the development of all CCHI certification examinations. From 2000-2013, Natalya was Communications Director at the International Institute of Akron, a non-profit refugee resettlement agency in Ohio. She is the author and instructor of several courses for interpreters of languages of lesser diffusion. Natalya is a Russian interpreter/ translator, and started her career as instructor of various interpretation/ translation courses at Volgograd State University (VSU, Russia) in 1991. She holds a combined BA/MA degree from VSU in Philology & Teaching English as a Foreign Language.



C. Introduction to Relay Interpreting for Spanish and Indigenous Language Interpreters

Presenters: Tracy Clark and Sharon Neumann Solow

Abstract: A skills building workshop introducing the concept of relay interpreting, as it exists between ASL and Deaf Interpreters and applying those skills to spoken language relay interpreting. Will include defining the roles of the both the Spanish and Indigenous language interpreter to make partnership more effective. Attendees will gain practice in interpreting where no direct language equivalent or even context exists.

Presentation language: English with interpretation to Spanish required for main intro. Spanish and indigenous languages for breakouts.

Presenters' Bio:

Tracy Clark is a certified ASL court interpreter, holding the SC:L from the RID. She worked as a freelance interpreter for over 20 years before coming to the Superior Courts of California, County of Ventura as staff interpreter in 2006. In 2011, Tracy became the Manager of Interpreting Services at these courts, where she coordinates interpreters of over 30 languages among multiple courthouses in Ventura County. Ms. Clark has a Masters Degree in Linguistics from California State University, Northridge, where she taught courses in interpretation and linguistics for the Departments of Deaf Studies and Anthropology for over a decade before returning full time to interpreting.

For the last six years, Tracy has served on the Judicial Council's Court Interpreters' Advisory Panel (CIAP). She chaired the subcommittee which developed the Guidelines for Video Remote Interpreting (VRI) for ASL-Interpreted Events, and participated as an interpreter in the Pilot ASL VRI project.

Sharon Neumann Solow, MA, CSC, SC:L, SIGN(NAD), works with great joy as an interpreter, interpreter coordinator, performer, lecturer, author and consultant around the globe. She authored Sign Language Interpreting: A Basic Resource Book and Say It With Sign as well as many professional articles and handbooks. Television appearances include talk shows, variety shows and documentaries. She co-stars with her husband on the Emmy award-nominated NBC Knowledge series, "Say It With Sign," still airing throughout the United States. Her travels and some of her conference and community work involve international gesture interpreting. She has taught spoken language interpreters and interpreter educators through the Monterey Institute of International Studies. Sharon is the 1987 recipient of the

Pre-Conference Workshops

national Virginia Hughes Award for outstanding contributions to the field of sign language interpreting, the 2005 NAOBI President's Choice Award, the 2005 RID President's Award and the 2010 joint RID & CIT Mary Stotler Award.

D. Consecutive Interpreting Boot-Camp

Presenters: Julie Burns and Rosanna Balistreri

Abstract: Effective Listening and Short-Term Memory are important sets of skills to maintain Accuracy and Completeness during the Consecutive Interpreting Mode. During this 2 & 1/2-hour workshop participants will practice a series of activities to enhance Effective Listening skills, such as observation of verbal and non-verbal cues, word & meaning analysis. They will further experiment with exercises on different retention techniques (visual, verbal, and summarization) to retrieve and analyze information.

Presenters' Bio:

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 a member 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.



How to Register - General Information

Registration: Register online at www.chiaonline.org or fax registration form to (916) 444-1501 or mail to: CHIA, 1400 K St., Ste. 212, Sacramento, CA 95814. Registration fees must be paid before the day of the Conference. The easier and faster way to register is online, paying with a credit card. Make sure you send a check or credit card information when you register by mail. Faxed registration forms are accepted with credit card payment only. **Student rate does not include attending pre-Conference workshops.**

Pre-Conference Workshops: please select the workshop you would like to attend when you register. Due to limited space available: you will not be allowed to enter a pre-Conference workshop you are not registered for.

Student Registration: CHIA is pleased to offer a limited number of spaces at the student rate. Student rate can be arranged through the instructor ONLY. There is NO on-site or on-line registration at the student rate. The instructor must contact CHIA, by calling (916) 444-1506, or email dschinske@chiaonline.org to verify availability of the student rate. Once the student rate is sold out, everyone must register at the regular member or non-member fees.

CEU Information: CEU credit information is pending, actual information will be posted on CHIA's website and will be available at the registration table.

Deadline for Early Registration rates: Sunday, February 15, 2015. Regular registration fees start Monday, February 16, 2015.

Late Registration: Attendees registering after **February 27, 2015** must register at the conference.

Cancellations: Refunds are available until February 28, 2015 ONLY. Refunds requested must be submitted by email to dschinske@chiaonline.org no later than Saturday, February 28, 2015. A \$25 processing fee per registration will be assessed.

Consent: *By registering for the conference, the attendee consents to CHIA's promotional use of photographs taken during the conference, such photographs may include the attendee's image.*

Our Venue

The Monterey Plaza Hotel & Spa is dramatically perched over the Monterey Bay on Cannery Row on the peerless Monterey Peninsula. From the resort, you will be able to enjoy the best of Northern California such as the Monterey Aquarium, historic downtown Monterey and Fisherman's Wharf. We think you'll agree this is a wonderful venue for our conference, and we are fortunate to be able to offer resort-level accommodations for attendees. Rooms are available for Thursday, Friday and Saturday nights for a reasonable **\$185.00 per night for single or double rooms.** To reserve a room, go to [CHIA Rooms at Monterey Plaza](#)



The Monterey Plaza Hotel & Spa
400 Cannery Row
Monterey, CA 93940
831-645-4007



Attendee Registration Form

Please register online at www.chiaonline.org or return completed form and payment no later than February 28 to:

CHIA Conference
1400 K Street, Suite 212, Sacramento, CA 95814
or Fax: (916) 444-1501

Faxed registrations forms are accepted with credit card payments only.

Conference Options (PLEASE CIRCLE YOUR CHOICES)

	<u>Members</u>	<u>Non-Members*</u>
1. Tour of Monterey Institute of International Studies facilities. Friday, March 6, at 11:00 am.	FREE	FREE
2. Preconference (Friday 10:00–12:30) (Please select one ONLY)	\$30	\$50
<input type="checkbox"/> A. Strategies for Interpreting that Rocks		
<input type="checkbox"/> B. Multilingual Mini-Glossaries for Healthcare Interpreters and Professional Community Engagement		
<input type="checkbox"/> C. Introduction to Relay Interpreting for Spanish and Indigenous Language Interpreters		
<input type="checkbox"/> D. Consecutive Interpreting Boot-Camp		
3. Full Conference Includes Friday and Saturday workshops. Does not include pre-Conference workshops.	\$190 (Until 2/15/15) \$215 (Thereafter)	\$240 (Until 2/15/15) \$265 (Thereafter)
4. Friday ONLY: Includes Friday workshops, reception, Does not include pre-Conference workshops.	\$120 (Until 2/15/15) \$145 (Thereafter)	\$170 (Until 2/15/15) \$195 (Thereafter)
5. Saturday ONLY: Includes Saturday workshops, breakfast, and lunch.	\$150 (Until 2/15/15) \$175 (Thereafter)	\$200 (Until 2/15/15) \$225 (Thereafter)

Total Due (please mark or circle your choices) \$ _____

Consent: By registering for the conference, the attendee consents to CHIA's promotional use of photographs taken during the conference, such photographs may include the attendee's image.

* **All non-member rates include a one-year CHIA membership.**

Name _____ Company: _____

Phone: _____ Mobile: _____ E-mail: _____

Home Address: _____ City/State/Zip: _____

Member Non-Member Main Language of Service: _____ I would like a vegetarian meal (s)

Payment Information (please print clearly)

Visa Mastercard AmEx Check # _____ Check made payable to: CHIA

Credit Card Number: _____

Exp. _____ Security Code: _____ (3 or 4 digit number on back of card)

Name on Card: _____ Signature: _____