

NEW DATE LIVE STREAMING VIA ZOOM

Where Is the Line and How Do I Draw It? Impartiality and Role Boundaries for Healthcare Interpreters

For years healthcare interpreters were seen as invisible message conveyors that could not intervene or mediate communication in any way. As the profession has evolved, so have the role expectations and the interpretation of the standards of practice, and yet there are still lines that cannot be crossed.

Description: This session explores two commonly misunderstood standards of practice for healthcare interpreters - **impartiality and role boundaries** - and strategies to uphold them. Both standards are essential to guarantee a patient's right to equal access, and yet they can be tricky to carry out when a situation challenges personal values or pulls at heartstrings. We will look at how an interpreter's visibility, implicit bias, and self-awareness can help or impair communication. Attendees will leave with concrete suggestions on how to better visualize the lines they cannot cross and manage an encounter in which they are asked to step out of their role.



Elena Langdon, M.A., CT, CoreCHI

About the Trainer:

Elena Langdon has been an interpreter and translator since 2000. She is certified by the American Translators Association (ATA) as a Portuguese-into-English translator and by the Certification Commission for Healthcare Interpreters as a core-certified healthcare interpreter. She holds a Master's in Translation Studies and has been teaching interpreting and translation since 2005.

Elena was chairperson of the National Board of Certification for Medical Interpreters and currently sits on the Board of Directors of

the ATA. Elena trains interpreters at several institutions, including MassAHEC, UMass Amherst, Glendon College, and Seven Sisters Interpreter Training and Consulting, her newest venture.

Date: Saturday, May 9, 2020

Time: 9:30 a.m. – 12:30 p.m.

Location: Live Streaming Via Zoom Meeting (Link will be provided upon registration)

Workshop Fee: \$30.00

CE Fee: \$30.00 plus a \$3.31 processing fee (\$33.31)

Education Level: Intermediate to Advanced

Registration by email: language@centerforhealthimpact.org

If you are **requesting RID CEUs** you must contact cmp@massrid.org one week **BEFORE** the date of the workshop to receive a PINRA form. Delay in contacting them may result in loss of CEUs for this workshop.

Credits/Contact Hours (if you are requesting the below CEUs please email language@centerforhealthimpact.org) :

- **CCHI:** 3.00 CE hrs
- **IMIA/NBCMI:** 0.3 CEUs

Workshop Objectives:

1. Participants will be able to explain the importance and context of relying on national standards of practice;
2. Participants will be able to list the national guidelines (NCIHC primarily, but also IMIA and CHIA) regarding impartiality and role boundaries for healthcare interpreters;
3. Participants will be able to apply the principles stated in the national standards of practice to concrete situations as they happen during healthcare encounters with LEP patients;
4. Participants will be able to apply mindfulness techniques during difficult and/or emotional situations.

Successful Completion Requirements: Participants are expected to sign-in and out, attend the entire program, and complete an evaluation. Certificates will be distributed to participants by mail within 6 to 8 weeks following the program.

Refunds: MassAHEC does not provide refunds after 10 full calendar days prior to the date of the program.

Special Requests: If you are hearing impaired or are a person who is differently abled who requires accommodations, please contact Flávia Perry at 508-556-1333 or fperry@centerforhealthimpact.org 15 days prior to the training.

For additional information please contact: Martha Benitez at 508-556-1341 or Flávia Perry at 508-556-1333.

Email: language@centerforhealthimpact.org

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