

Paving the Way Conference 2016 – Workshop Descriptions and Bios

Title: Supporting Domestic Violence Survivors in Immigrant Communities

Presenter: Robert Le, The Asian Task Force Against Domestic Violence (ATASK)

Abstract: The Asian Task Force Against Domestic Violence (ATASK) is a comprehensive domestic violence agency serving the Massachusetts and New England area. Our mission is to prevent domestic violence in Asian families and communities and to provide hope to survivors. We offer advocacy, counseling, emergency shelter, transitional housing, education training, and a confidential 24/7 hotline available in 14 Asian languages.

This training provides an introduction to the dynamics of domestic violence, giving service providers basic skills in serving immigrant communities. Given the additional barriers that immigrants face in the legal, social, political and economic systems, it is critical to support immigrant clients in an appropriate and culturally competent manner. Through interactive activities and discussions, participants will learn about resources where survivors can seek help, survivors' barriers to leaving an abusive relationships, and best practices to support the specific cultural needs of immigrant clients.

Objectives:

- Recognize the dynamics of domestic violence
- Identify the challenges immigrant clients face when attempting to access resources and seek help
- Use best practices in serving immigrant communities

Bio: Robert Le is the Outreach and Prevention Coordinator of the Asian Task Force Against Domestic Violence (ATASK). He coordinates and facilitates trainings for youth and adults throughout the greater Boston area. The training topics include Teen Dating Violence, Cultural Competency, and Domestic Violence in Immigrant Communities. Robert also co-facilitates the organization's youth group, the Youth Empowerment Project (YEP), that trains Boston-area teens to raise awareness about domestic violence within their respective communities. He is currently working with alumni of YEP to develop workshops for young men and their mentors, addressing the role of masculinity in gender-based violence.

Title: Anatomy of a Family Meeting

Presenters: Jane Candrall Kontrimas-CoreCHI™, M.S., Ana L. Torres-CMI, Midori White-CoreCHI™, B.S., Diana Steinberg- CoreCHI™, B.A.

Abstract: Family Meetings are challenging for interpreters as well as other participants. In this panel discussion we will describe several types of situations that may require a family meeting, discuss examples of several of the types of challenges to interpreters, as well as the pros and cons of various options for handling challenges.

Challenges to interpreters may include intense emotions. Several people may talk at the same time. Participants may use indirect speech to refer to topics (like death, or cancer) so that it is challenging

to interpret the intended meaning into the other language because the words actually spoken do not carry the same implications in the listener's language. As a result, important ideas may not be grasped even though the interpretation is "word-perfect." Real life examples will be given and the discussion will identify challenges to interpreters as well as a variety of responses that may help interpreters maintain inner calm while promoting comprehension among participants.

Panelists will include interpreters from four different countries/cultures, and a BIDMC Social Worker. Participants will feel better prepared to approach family meetings. Participants will bring to their next family meeting conceptualizations of some of the possible goals and roles of participants, and will have thought about concrete options for dealing with some of the challenges that arise.

Objectives:

- To develop a better understanding of the various reasons and goals for family meetings
- To recognize the different clinicians' roles (i.e. Physician, Case Manager, Social Worker, Nurse) in a family meeting and the significance of collaboration within the multi-disciplinary team
- To identify challenges experienced in a family meeting and further develop best practices in response to these challenging situations

Bio: Jane Crandall Kontrimas CoreCHI™, M.S., has been a Russian Interpreter, at Beth Israel Hospital, and Beth Israel Deaconess Medical Center, since 1979. She is also the Interpreter Training Coordinator, and Interpreter Ethics Liaison. In 1985 she and Raquel Cashman, Interpreter Services Manager at Boston City Hospital, hosted the first meeting of what became the Massachusetts Medical Interpreter Association and later the International Medical Interpreter Association (IMIA). She co-authored the first MMIA Code of Ethics in 1987, chaired the Standards of Practice Committee of the MMIA while the "Standards of Practice for Medical Interpreters" was published in 1995, and chaired the Certification Committee of the MMIA until December 2007. In 2006, she was awarded the Raquel Cashman Award "with sincere appreciation for her passion and commitment to the advancement of medical interpretation and equal access to care". She has helped train interpreters, medical students, and medical faculty. She regularly interprets for family meetings.

Bio: Ana L. Torres, CMI has been a staff interpreter at Beth Israel Deaconess Medical Center since 2006. Originally from México where she taught ESL to professionals in the "Maquiladora" industry while pursuing her BA at the Universidad Autónoma de Chihuahua. Over the years she has taken on various tasks at BIDMC in addition to interpreting for patients, including assisting the Director of Interpreter Services in role plays and interviews of potential candidates as well as interpreting for employee "town meetings" and special projects such as being part of a panel/role play to educate doctors on how to work with interpreters. Ana is a skilled and respected medical interpreter with many family meetings under her belt.

Bio: Midori White, CoreCHI™, B.S., has been a freelance Japanese/English Interpreter since 2000, and passed written part of exam for Japanese medical interpreter from NBCMI in 2010 & from CCHI in 2013. She practices at Beth Israel Deaconess Medical Center and other Boston area health care facilities. She was an invited presenter at BIDMC Schwartz Center Rounds and Interpreter Ethics Rounds. She also provides interpreting services over the phone with medical providers in Japan for health care consulting companies. She was a translator for "Medical English for Pediatric Outpatients" (2011) an English-Japanese handbook for foreign patients and providers in Japan.

Bio: Diana Steinberg, CoreCHI™, B.A., is a Senior Haitian Kreyol Interpreter at Beth Israel Deaconess Medical Center. Ms. Steinberg holds a BA in Anthropology from Brandeis University and has extensive experience working as a medical interpreter for the past 15 years. In addition to interpreting, Ms. Steinberg has presented ethics cases and facilitated trainings within BIDMC as well as given multiple lectures to students at Mass College of Pharmacy on working with interpreters and cultural competency.

Title: Medical Interpretation in Psychotherapy

Presenter: Francis "Lee" Stevens, Ph. D.

Abstract: This workshop focuses on overcoming the challenges medical interpreters may face when providing interpretation during a psychotherapy session. Participants will become familiar with the different branches of therapy and gain a working understanding of the principles behind each modality of counseling. Participants will gain a knowledge of therapeutic nomenclature and when such terms are used and applied. The background knowledge of abnormal psychology will be overviewed including the various types of disorders and their symptoms. Attention will be paid to the role of emotions in therapy and the critical importance they play in interpreting content from client to therapist.

Objectives:

- Identify the major DSM-V psychological disorders and their respective symptoms
- Develop a working knowledge of the various main modalities for treatment of psychological disorders
- Identify differences amongst the various treatment modalities and when certain modalities may be most effective for psychological change
- Recognize the importance of affect in psychotherapy
- Develop interpreting techniques in psychotherapy

Bio: Dr. Stevens graduated from Tennessee State University in 2010 with a Ph.D. in Counseling Psychology. Dr. Stevens completed his internship in Clinical Psychology at the University of Rochester Counseling Center in 2010. At the University of Rochester, he worked with college students using relational based models of therapy, and rotated at the Psychiatric Emergency Department at Strong Memorial Hospital working in crisis intervention. Dr. Stevens then completed a Post-Doctoral Fellowship in 2011 at the W.G. Hefner Veterans Affairs Medical Center, Salisbury, N.C. in Medical Informatics. Dr. Stevens' clinical work consisted of neuropsychological evaluations, along with individual and group psychotherapy with veterans. At the Salisbury VAMC, Dr. Stevens collaborated with Dr. Katherine Taber and Dr. Robin Hurley on research involving the anterior cingulate cortex, a unique region of the brain located between the prefrontal cortex and limbic system brain areas.

Title: You are the key to HPV Cancer prevention

Presenter: Eileen Duffey Lind, MS, RN, CPNP; Aidee Nieto-Herman, DMD, MScD

Abstract: This workshop highlights the role of the medical interpreter in recognizing the burden of HPV disease and the importance of the translating accurate, data driven and up to date provider information about the HPV vaccine. Communicating about health with patients is a critical responsibility. The communication mismatch between professionals and consumers is profound. Individuals must have the capacity to obtain, process, understand and apply basic health information and services needed to make appropriate health decisions. This workshop will give an overview of HPV disease, the importance of vaccination and describe the role of the medical interpreter in translating compelling provider information and recommendation of the HPV vaccine.

Objectives:

- Describe the burden of HPV disease
- Define the importance of HPV vaccination for cancer prevention
- Explain the rationale for vaccinating youth at ages 11 or 12
- List the recommendations for HPV vaccine for girls and for boys
- Describe the safety and effectiveness of HPV vaccine
- Identify the relationship between HPV and HPV-related cancers
- Recognize the importance of translating accurate, data driven and up to date provider information about the HPV vaccine to parents to aid in making the decision to vaccinate
- Recognize the importance of cultural competency in healthcare interpreting
- Locate resources relevant to current immunization practice

Bio: Eileen Duffey Lind, RN, MSN, CPNP is a Pediatric Oncology Nurse Practitioner for the David B. Perini Quality of Life Clinic/Jimmy Fund Clinic at the Dana-Farber Cancer Institute, in Boston, Massachusetts. She is also the President and founder of Team Maureen, the Maureen E. Russo non-profit organization educating the public about cervical cancer prevention, in memory of her sister who passed away from cervical cancer at the age of 37. Eileen holds a Master of Science in Nursing-Pediatrics & Oncology, from the Massachusetts General Hospital Institute of Health Professions and a Bachelor of Science, in Biology, with a minor in Chemistry, from Stonehill College. She is also the Chairman of Massachusetts Coalition for HPV & HPV related cancer awareness, the Chairman of Massachusetts Department of Public Health Cervical Cancer & HPV working group and the Chairman of Cervical Cancer Free America, Massachusetts Chapter.

Bio: Dr. Aidee Nieto-Herman, DMD, MScD received her doctorate in Dentistry from University of Los Andes in Venezuela (DDS) in 1975, after coming to America and been accepted in Boston University (BU) to complete her studies, she received the following titles; a Master in Science in Oral Biology (MScD) in 1984, a Certificate in the Advance Graduated Studies of Periodontology (CAGS) in 1986, and the International DMD program in 1989. She also has obtained a certificate in Implantology from the Institute of Advanced Dental Studies in Swampscott, Massachusetts in 1991. Dr. Herman is a former President of the National Hispanic Dental Association (HDA) and the founder and former President of the Massachusetts Hispanic Dental Association (MHDA). In addition to her commitment to the Hispanic Community, Dr. Herman is currently a part time Associate Clinical Professor of Periodontology at TUSDM, has her private practice as a Periodontist in Boston, she is the former Chair of the Equal Opportunity Educational Committee (EEO), and the founder and former

faculty advisor of Tufts Student Hispanic Dental Association (TSHDA) for the past 20 years, where she organized 14 mission trips to Central and South America and the Caribbean. She received the Tufts Student Faculty Distinction Award in 2008 and was inducted in the Hall of Diversity in 2004. She has also received the Presidential Award from the National Hispanic Dental Association (HDA). In 2010, she received the Latino Excellent Award by Latin Roots for her dedication to improving Latino Children's Education. In 2011, she was selected by "El Planeta" in their - 2011 Powermeter 100, as one of the Massachusetts Most Influential People in the Latino Community. Currently, is the founder, President and CEO of the Hispanic International Mission Inc. (HIM) , and also the founder of the Annual Symposium in Dental Careers "Promoting Dentistry as a Career for Minorities".

Title: The Business of Language Interpretation and Translation

Presenter: John True, MBA

Abstract: The United States Bureau of Labor Statistics projects an increase of approximately thirty percent in employment over the next decade in the field of interpretation and translation. The projected growth is attributable to an increasingly globalized economy as well as an expansion in non-English speaking residents in the United States. While some interpreters and translators will work for an employer in this field, many others will take the entrepreneurial route and start their own businesses. Owning and operating your own business, whether full time or part time, allows one both flexibility and independence. Strong organizational and record keeping skills are necessary for the business to survive and thrive in this competitive business environment. A substantial portion of the record keeping will be accounting for the income and expenses generated from the provision of interpretation and translation services. In addition to internal accounting to monitor the performance of the business, income and expenses will need to be reported to external regulatory entities like the Internal Revenue Service and Massachusetts Department of Revenue. This reporting will take place on either an annual or quarterly basis depending on the amount of money generated. Setting up sound financial record keeping systems at the start will insure that compliance with federal and state tax laws will be met. This presentation will provide an overview of the business side of interpreting and translating.

Objectives:

- Provide a general overview of the legal, financial and tax requirements related to freelance interpreting and translating
- Identify and define:
 - Three primary structures of a business
 - Seven components of a business plan
 - Tax filing requirements for a sole proprietorship

Bio: John True, MBA is the Associate Director and Chief Financial Officer of the Center for Health Impact of Worcester (formerly Central Massachusetts Area Health Education Center) and has served in this capacity for the past fourteen years. Center for Health Impact's Language Link Division provides interpretation and translation services to health care entities throughout Massachusetts. John also serves on the Board of Directors for two Worcester nonprofit corporations. He is Treasurer of Family Health Center of Worcester, a federally qualified health center that provides health care to

individuals regardless of their ability to pay. He also serves as Treasurer of Worcester Common Ground, a community development corporation that builds and rehabilitates housing in the Piedmont neighborhood of Worcester. He has worked in the nonprofit financial sector for the past thirty years.

Title: Do As Your Mother Taught You.....Use Your Manners

Presenter: Ursula Tice-Alarcon

Abstract: Disrespectful and discourteous behavior brings unhappiness, and damages the cohesion of the relationships you could potentially build for your survival in the business world. It works against all of the efforts you make to motivate and teach others about you and your career, and leaves a mark difficult to erase even with the best stain remover. Disharmony with the world reduces productivity. Whether you are interacting with a person higher or lower in hierarchy, giving feedback, resolving a situation or advocating for you or a patient, good manners are an absolute necessity. This workshop highlights the importance of loving-kindness and good manners for interpreters.

Objectives:

- Recognize good and bad customer service.
- Practice how to apply good customer service skills in unpleasant situations.
- Discuss the value of providing good customer service as a medical interpreter.

Bio: Ursula Soraya Alarcon is a native of Caracas, Venezuela. She is a nationally certified medical interpreter and translator. She began her career as a medical interpreter in 1998. Ursula is currently the Manager of Interpreter Services for Lahey Health Systems. She is also an instructor of Cultural Competency in Human and Health Services and Medical Interpretation Instructor for North Shore Community College. Ursula worked previously for Childrens Hospital Boston as Supervisor of the Spanish Team and Translation Services. Ursula believes that practicing loving-kindness, respect and good manners with all we encounter opens doors to the world, and are the key to those believed impenetrable.

Title: Video Interpretation Best Practices

Presenter: Andrew Bielat

Abstract: Video interpretation is a useful new tool for communication. As with any new technology, healthcare providers and interpreters need to be aware of video interpretation's strengths and limitations. This presentation will discuss regulations, technology, challenges, and best practices related to video interpretation.

Objectives:

- Recognize how different regulatory agencies view video interpretation
- Identify strengths and weaknesses of different video technology
- Identify common IT problems when setting up video interpretation
- Develop strategies on how to work with video interpreters

- Grasp best practices for successful video interpretation in a hospital

Bio: Andrew Bielat is a Marketing Brand Manager for CyraCom and has worked in the healthcare language services industry for over five years. His responsibilities include analyzing successful language service programs in hospitals across the country and distributing best practices content on improving language access for limited-English proficient patients.

Title: Zika Virus

Presenter: Melissa Cummings, MS

Abstract: Zika virus disease (Zika) spreads to people primarily through the bite of an infected *Aedes* mosquito. Most people infected with Zika will not have symptoms. In those who do, the illness is usually mild. The most common symptoms of Zika are fever, rash, joint pain, and conjunctivitis (red eyes). Outbreaks of Zika have occurred in areas of Africa, Southeast Asia, the Pacific Islands, and the Americas. Because the *Aedes* species mosquitoes that spread Zika virus are found throughout the world, it is unsurprising that outbreaks will spread to new countries. In December 2015, Puerto Rico reported its first confirmed Zika virus case. Local vector-borne transmission of Zika has not been reported elsewhere in the United States, but cases of Zika are increasingly being reported in returning travelers. Zika is of particular concern because it can be spread from a pregnant woman to her fetus. Zika has been linked to a serious birth defect of the brain called microcephaly in babies of mothers who had Zika virus while pregnant. Until more is known, special precautions are recommended for pregnant women and those wishing to become pregnant if they travel to areas with Zika virus transmission. There is still a great deal that is unknown about Zika virus. Scientists and public health experts are working diligently in Brazil and other affected countries to investigate the link between Zika virus infection and microcephaly and at the local level public health professionals are working with healthcare providers to test pregnant patients with potential exposure for Zika virus infection. Recommendations for avoiding exposure for all travelers are also being made.

Objectives:

- Recognize what Zika virus infection is and the basic epidemiology of the current outbreak
- Familiarize how Zika virus is transmitted (and how it's not)
- Explore how to prevent Zika virus transmission
- Identify current recommendations for specific groups
- To increase understanding of what is currently being done local and globally about Zika virus transmission
- Figure out remaining questions about Zika virus

Bio: Melissa is a senior epidemiologist in the Division of Epidemiology and Immunization at the Massachusetts Department of Public Health. She joined the Division sixteen years ago and is currently a zoonotic disease project team lead, as well as the hemovigilance coordinator, working with Massachusetts blood banks to report their adverse events and transfusion activities through the National Healthcare Safety Network. She earned her master's degree in environmental health with a concentration in epidemiology and biostatistics from Tufts University.

Title: Organ Donation: Honoring Generosity, Saving Lives

Presenter: Alan Woodworth

Abstract: Presentation will include an overview of the organ donation process including a review of the number of patients waiting for a lifesaving organ transplants, potential donor criteria, triggers for critical care staff to refer potential donors and the two paths to donation--donation after brain death and donation after cardiac death. Furthermore, presentation will include discussion on setting the stage for a donation discussion, best practices for approaching families and ways in which hospital staff and interpreters can collaborate to ensure that families have the opportunity to honor their loved ones through the generous, lifesaving decision of organ donation.

Objectives:

- To raise understanding of organ donation process
- To be aware of the donation need
- To identify two paths to organ donation
- To familiarize with setting of the stage for donation discussion
- To be aware of the best practices in organ donation process
- To recognize collaboration between NEOB and Interpreter Services
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Bio: Alan Woodworth has worked at the New England Organ Bank (NEOB) as an advocate for families for 20 years. His dual role in Hospital Relations and Family Services has allowed him to work with hospital staff to enhance collaborative efforts and donation outcomes while also advocating for families and helping them honor their loved ones. During his tenure at NEOB, Alan has supported hundreds of families helping them to facilitate generosity and life through organ donation.

Title: Medical Interpretation in Genetic Counseling

Presenter: Kendra Flores, MS, CGC

Abstract: This workshop focuses on overcoming the challenges medical interpreters may face when providing interpretation during a genetic counseling session. Participants will become familiar with the three branches of genetic counseling, (pediatric, cancer, and prenatal) and gain a working understanding of the principles behind each type of session. This working knowledge will help navigate interpreting complex scientific information that is common in genetic counseling sessions. Furthermore, attention will be given to areas of cultural difference, such as the aspect of patient-choice in healthcare, as well as socio-economic difference, such as suboptimal insurance coverage. Participants will engage in group activities and role playing exercises in order to apply information learned.

Objectives:

- Identify the aspects of genetic counseling that pose a challenge to medical interpreters
- Gain experience with the construction of a family tree
- Recognize the basics of pediatric genetic counseling
- Recognize the basics of cancer genetic counseling
- Recognize the basics of prenatal genetic counseling

- To be aware of the challenges faced by the under-insured
- Practice the lay-man wording of several genetic terms

Bio: Kendra Flores, MS, CGC, is employed for Department of Pediatrics, Division of Genetics at UMass Memorial Medical Center, 55 Lake Ave North, Worcester MA 01655. She has a MS in Genetic Counseling from Howard University, Washington DC., 2012. Her specialties include genetic counseling within general genetics, working with high-risk obstetrics and cancer genetics clinics. She holds a Massachusetts State License in Genetic Counseling and is a Diplomat for American Board of Genetic Counseling.

Title: How to Interpret about Sexual topics

Presenter: Hernando Restrepo Payan

Abstract: The World Health Organization (WHO) defines sexual health as "a state of physical, emotional, mental and social wellbeing related to sexuality; which is not merely the absence of disease, dysfunction or disability. For sexual health is achieved and maintained, the sexual rights of all persons must be respected, protected and exercised to the fullest ". To achieve a "positive and respectful approach to sexuality and sexual relationships, as well as the possibility of having pleasurable and safe sex free of coercion, discrimination and violence" is required. Sexual health and reproductive health -SSR- (involving aspects of biological, psychological, sociological and cultural character), therefore, should be based on three principles: individualization (taking into account individual differences); respect for human dignity (personal and group values) and self-determination (compared to existing alternatives is the person who decides ultimately). Talking about sexual aspects or own privacy of individuals is embarrassing for many people and it includes medical and health personnel in general. Usually, people suffer in silence for their sexual problems by fear of consult, either by shame, prejudice, lack of confidence or knowledge of where to turn. To this is added the fact that the doctor does not always explore this important aspect of the life of human beings. Specialties such as Urology, Gynecology, Psychiatry, infectology, may be more likely to explore the sexual dimension of patients and in that sense, achieve empathy with the patient, it becomes essential to achieve the objectives. Interpreters have an important role because interpreters not only transmit verbal messages, but messages through attitude and body and facial expression in general. A sympathetic attitude, nonjudgmental, generating trust and an atmosphere of warmth, facilitate message transmission and two-way flow of information is required to know and understand terms and concepts and facilitate communication. Similarly, to acquire an understanding attitude requires ongoing review of one's sexuality and in this sense, the proposed activity in this workshop may be an early form of motivating an individual work for this purpose.

Objectives:

- Introduce sexology and medical science
- Know Interpreter Profile of sexological issues
- Know definition of some sexological terms
- Identify the main reasons for consultation and main sexological diagnostics
- Practice theoretical knowledge through a simulating representation of possible cases involving sexological issues

Bio: Hernando Restrepo Payan is a physician, Master of Science Medical Sexology mention, diploma in clinical counseling partner, researcher. He is a management specialist in health services and has experience in the care and administrative areas of institutions providing health services in Colombia and assistance and research in the area of Medical Sexology. He is a self-described hard worker, dynamic, proactive, entrepreneurial, honest, assertive, independent, and service-oriented and has the ability to establish effective interpersonal relationships, with special interest. Skills: listening, leading, directing, coordinating, public speaking and as a sex therapist.

Title: Here is another ‘ism’. Understanding and dealing with regionalisms

Presenters: Alexandra Baer, MM., CMI-Spanish and Harry Figueroa

Abstract: This interactive workshop will portrait one of the most common (and often challenging) situations interpreters may face. This particular situation deals with unfamiliar or foreign words in their own language; we often refer to these unfamiliar terms as regionalisms. Understanding the subcategories of regionalisms and getting exposed to a variety of nuances across Spanish speaking countries will help Spanish interpreters to feel more at ease during a medical encounter. More importantly it will heighten her/his awareness of its widespread use and ultimately reducing the risk of potential misunderstanding or misuse of words.

Objectives:

- Participants will identify the basic differences between Jargon, slang and Regionalism
- Participants will be exposed to different terms and their nuances across Spanish speaking countries in an interactive manner
- Participants will be encouraged to research and further increase their knowledge by taking away a “starter” list of useful terms from different Spanish speaking countries

Bio: Alexandra Baer, MM., CMI-Spanish, born in Caracas, Venezuela, holds a BA in Music with “Distinction” from the Conservatorio de Musica do Porto. In 1988, she came to the United States earning her Master’s Degree in Music from the University of Kansas and later on the Equivalent Master’s Degree in Music Therapy. In 2001 she started working as a freelance interpreter and has over fifteen years of experience working in both, legal and medical fields. Alexandra has been working for an agency since 2006 as an interpreter, quality assurance specialist, and trainer for a 63-hour medical interpreting course. She is the former president of NETIA (New England Trained Interpreters Association) and a former New Hampshire Chapter Chair. She became a medical certified by the NBCMI in 2011.

Bio: Harry Figueroa was born in Puerto Rico. He received his early education in New York and Connecticut. In 1988 Harry began his career with the U. S. Postal Service where he served in several positions including: Counselor, EEO (Equal Employment Opportunity); Diversity Development Specialist, Trainer & Coordinator, Sexual Harassment Prevention & Awareness, Mediator, Workplace Dispute/ADR-REDRESS Coordinator, Associate Supervisor Training Program, Meeting Facilitator, Leadership and Labor Organizations, Coordinator, Employee Development Program, and others. Harry was also a volunteer Mediator with Family Mediation and Juvenile Services of Rockingham County, New Hampshire. In 2005 Harry obtained his Certificate in Legal Interpreting as well as Medical Interpreting from Boston University, Center for Professional Education. Upon his retirement

from Federal Service, Harry began a new career as a Spanish Language Interpreter, Legal & Medical.

Title: Embark on a journey to become an exceptional interpreter with native-speaker proficiency - How to acquire American slangs and idioms

Presenter: Yilu Ma

Abstract: Slangs and idioms are an integral part of the American English language. If properly used, they can be extremely effective in communication. You would be perceived by native speakers as truly accomplished and polished; you would definitely strike a chord of solidarity with the listeners; distance between you and them, if any, could be alleviated or even eliminated, and instant intimacy and rapport established. Otherwise, a total absence of idiomatic ways of expressing yourselves would be viewed as dry, unimaginative, or too serious and official. The reason that slangs and idioms are effective is that they are culturally bound and used daily by people considering themselves as in-groups. They are used for special effects, for emphasis, for adding spice or flavor in chats, or revealing ongoing feelings or emotions. As speakers of English as a second language, we very often feel at a loss when hearing them being used by native speakers, due to a lack of background knowledge or special anecdotes behind them. In order for us to perfect language proficiency and interpreting skills, we need to make extra efforts to catch up, removing such blocks hindering effective communication. This session is focused on some practical ways of acquiring American slangs and idioms in general and medical usage in particular. Practical tips will be shared and demonstrated during the session, as encouragement of the audience to figure out their own ways to acquire slangs and idioms.

Objectives:

- Learn the definition of slangs and idioms and identify the differences between them
- Demonstrate the effectiveness of them through examples
- Provide some commonly used medical slangs and idioms
- Share personal experiences of learning them
- Provide reference sources for slangs and idioms

Bio: Yilu Ma, is the Director of the Interpreter Services Department at the Brigham and Women's Hospital, affiliated with Harvard Medical School. Before the current position, he was the Director of the Interpreter Services Department at Tufts Medical Center. Prior to this, he was the Manager of the Interpreter Services Department at Boston Medical Center. He is a very experienced medical interpreter, having interpreted in most major hospitals in Boston. Yilu is also a competent simultaneous interpreter, with years of experience in conference interpreting. He is an adjunct professor at Cambridge College and Boston University, teaching interpreting and translation courses. He holds a BA in British and American literature, a post-graduate degree in linguistics, both from Beijing Foreign Studies University, a MA in international relations from the Fletcher School of Law and Diplomacy, Tufts University, and a MS in computer science from River College. He co-authored and published *the New-Age Chinese-English Dictionary* in 2000, by the Commercial Press. As an editor of the Heart & Science, a monthly publication of the Brigham and Women's Hospital, he regularly contributes and writes about health and illness in different cultures and about the roles of medical interpreters in bridging the linguistic and cultural gaps.

Title: Can you speak Dental?

Presenter: Andrew Beshay

Abstract: This workshop is concerned with dental terminology, from the perspective of various dental specialties. It introduces the attendee to the most commonly used expressions in the dental office - starting as simple as regular and routine oral care measures, whether home oral hygiene or chairside routine prophylactic gingival care as well as periodic exams. Workshop will escalate gradually through more technique sensitive procedures and related dental materials characteristics/limitations in regards to visits number/sequence and the suggested treatment plan options along with the post-operative instructions. Widely diverse US communities need above all a deep understanding to each patients cultural, social and religious belief, to best serve the community. Workshop will end with a glance on the documentation process, going through different types of forms that you commonly encounter in a dental practice, to, maximize accuracy and explaining informative consents. It will also include information on dental insurance allowances/limitations etc.

Objectives:

- Recognize commonly used expressions in the dental office
- Highlight the need of comprehensive interpreting in the dental practice
- Identify best practices to render interpreting to both the patient as well as the dental provider

Bio: Dr. Andrew Beshay, an Egyptian dentist (16 years of practice), recently immigrated to USA, where he exclusively practiced in community based offices located in Worcester, MA, serving patients belonging to a wide ethnical variety; White, Hispanic, Arabic, Hindu, Asian, etc. Such a needy pool of patients not only requires dental skills but also and mostly requires understanding skills.

Title: “Estrangeirismo”: A Natural Word-Borrowing Process of the Language or Pure Pedantism?

Presenter: Rosiane B. deOliveira

Abstract: According to Geoffrey Finch, in the magnificent book *Word of Mouth* (2003), “grammar (in the sense of language) is never static. It grows with use”. Language is a lively organism that grows and adapts itself to its speakers. It evolves to accommodate the linguistic needs of the speakers of a certain era at a certain community. As a native speaker of Portuguese, this trainer has witnessed the constant creation of new terms, hybrids from English and Portuguese to satisfy the moment’s need - most of them professional - of Portuguese speakers who live on Cape Cod as well as in other areas of Massachusetts. Several of these hybrids are the result of the conjugation of an English verb by using the Portuguese system of conjugation; e.g., busy (estar *bisado*), etc. Finch asserts that “every speaker of a language contributes to these, (growth of language), for not only do we speak our native language, but in a more subtle sense, it speaks through us.” (2003). The goal of this workshop is to observe how these changes occur and if, indeed, we, as speakers, participate in them. We will look at the process of *estrangeirismo* and explore it from a social linguistic perspective.

Objectives:

- Analyze how we constantly create language
- Observe, as interpreters, how these changes take place. Is there a certain specific way to observe them? Is it possible to look at these changes without any “linguistic bias”?
- Ponder on the premise that the hybridism of a native language and English is “killing” our *beloved* languages
- Can we (should we) resist such changes?

Bio: Rosiane Barcelos de Oliveira is Brazilian; she has a degree in Journalism from Universidade Federal do Espírito Santo, Brazil. She has a post-graduation in Linguistics, from Universidade Cidade de São Paulo, also in Brazil, and a Master’s degree in Communication from Suffolk University. She has been working as a Portuguese medical interpreter at Cape Cod Hospital for over 12 years and has taught Human Communication at Cape Cod Community College for six. She occasionally writes for the Cape Cod Times.

Title: Everyone Plays a Role in the Education of Clinical Trials

Presenter: Dr. Karen Winkfield, MD, PhD, and Ana C. Marin

Abstract: Medical interpreters play an important role in communicating health related information. More importantly, their ability to effectively interpret information could be enhanced by their understanding of the subject matter. Increasing access to cancer clinical trials is important, but education and awareness must come first. Dana-Farber/Harvard Cancer Center – Initiative to Eliminate Cancer Disparities and MGH – Lazarex – MGH Cancer Care Equity Program partnered to offer a creative learning curriculum designed to engage in a discussion about cancer clinical trials. Key educational messaging tailored to lay communities must extend beyond clinical trials to include other key factors such as building trust, health disparities and health literacy. The training program aims to equip its participants with the required strategies to inform and educate diverse communities about the importance of clinical trials.

Objectives:

- Examine the history and context of health disparities and inequities
- Clarify misconceptions regarding research in medicine
- Foster trust in medical research through education
- Promote inquiry about clinical trials for persons living with cancer
- Describe clinical trials and how they work
- Identify barriers and solutions to minorities participating in clinical research
- Design and practice an approach that engages interpreters in the clinical trial conversation

Bio: Dr. Karen Winkfield, MD, PhD, is a Radiation Oncologist at Massachusetts General Hospital Cancer Center, specializing in the use of radiation therapy in the treatment of hematologic malignancies and breast cancer. Her research is focused on the design and implementation of programming to reduce sociocultural and economic barriers that contribute to disparate health outcomes for communities of color. As Director of Community Outreach & Education for the Lazarex-MGH Cancer Care Equity Program, she commissioned a community assessment to explore perceptions of cancer clinical trials. This course will explore the results of that study and address the

important role all members of the healthcare team have in ensuring patients have access to clinical trials.

Bio: Ana Marin, born in Barranquilla, Colombia, is a Cancer Patient Navigator within the Department of Social Work. In her role, Ana supports and assists patients, including Spanish-speaking patients, who have been diagnosed with cancer. Ana represents the American Cancer Society at BIDMC and helps connect patients to resources both in the medical center and outside of BIDMC. Additionally, Ana runs a workshop called “Look Good, Feel Better” which helps female patients adjust to changes in their appearances throughout cancer treatment. Fluent in both English and Spanish, Ana completed a medical interpretation program at Bentley College in Waltham, MA. As she puts it, this was her “door” to a wonderful career in medical interpretation, with more than 15 years of experience. Although, Ana loves her career, she always wanted to continue her education. In 2001, she enrolled at Providence College, at times taking one class per semester she completed her Associates degree in May 2007. In pursue to further her education continued and in May 2012, at 46-years-old, she received her Bachelors of Arts from Providence College. An accomplishment of 12 years in the making while working full-time and raising a family, a lifelong dream becomes a “Reality”. Although she recognizes the challenges ahead, Ana is motivated by her past and continues striving towards the future.