



Workshop Descriptions, Objectives, and Bios

Day 1 – June 6, 2025

Keynote presentation 9:30 am to 10:30 am

Title – Forging Ahead: Language Across, A Health Equity Imperative

CEUs: Pending

Presenter: Shiva Bidar-Sielaff, MA

Abstract: Language access in health care has come a long way over the past 30 years. Understanding the history helps us focus on the work ahead in continuing to elevate its importance as a health equity imperative in an ever changing sociopolitical environment. We will explore the challenges and effective strategies to address these challenges.

Objectives:

1. Understand the history of language access;
2. Examine the key challenges ahead;
3. Learn strategies to advocate for appropriate language access.

Bio:

Shiva Bidar-Sielaff, MA, [UW Health Vice President for Diversity, Equity and Inclusion](#) and University of Wisconsin School of Medicine and Public Health (SMPH) Associate Dean for Diversity and Equity Transformation, leads a cross-functional office that consists of the SMPH Office of Diversity and Equity Transformation and the UW Health Office of Diversity, Equity and Inclusion. leading the for the design and implementation. She is responsible for overall vision, coordination and strategic initiatives related to diversity, equity, and inclusion including partnerships with community organizations to better connect and serve historically marginalized communities.

She completed her undergraduate degree at Ecole d'Interprètes Internationaux in Mons, Belgium, followed by a Master of Arts in International Policy Studies at Monterey Institute of International Studies in California. In 2015 she earned a Certificate in Diversity Management from Georgetown University.

In 1997 she first joined the health system to establish UW Health's medical interpretation services program. She became director of community partnerships for UW Health, and then UW Health Chief Diversity Officer. In 2020 her health system role was elevated to a vice president



position and in 2021 she was also named as the inaugural associate dean of diversity and equity transformation at UW School of Medicine and Public Health.

Bidar-Sielaff is an established leader and effective champion for advancing equity and diversity at the individual, organizational, and community levels. She has served as an alder on the City of Madison Common Council, co-chairs the Latino Health Council of Dane County, and is a member of the Access Community Health Centers board. She has also served on the Governor's Health Equity Council and as a member of the Madison Community Foundation Board. Her many accolades include being named as a 2019-20 UW–Madison Outstanding Woman of Color.

Session 1: 11:00 am – 12:30 pm

Title - Connecting Care: Interpreters Role in Chronic and Serious Illness Management

CEUs: Pending

Presenter: Silvana M. Kirby, CMI Spanish

Co-presenter: PJ Taucer, CMI Spanish

Abstract: This workshop will focus on culturally sensitive care and language access, how they are essential for supporting diverse patients with chronic and serious illness. By respecting cultural values and providing clear communication in the patient's preferred language, providers can improve trust, care quality and health outcomes.

Supporting the role of medical interpreters both individually and as valued members of the care team; to engage adults in culturally sensitive chronic and serious illness care conversations to help a patients document their care preferences in MA planning documents.

Objectives:

1. Interpreters Roles in Chronic and Serious Illness Management;
2. Discuss the challenges and barriers of helping individuals among diverse culture;
3. Discuss the scope of the role and being part of the team as Cultural Ambassador;
4. Cultural Explorations and Self-Care: Cultural and decisions making, death and dying, self-care and role expectations.

Bios:

Silvana M. Kirby, CMI Spanish is a certified medical interpreter and Director of the Medical Interpreter Training Program at Berkshire AHEC. Originally from Colombia, she has over 20 years'



experience and is dedicated to improving communication in healthcare. In this role, she has contributed to the development of specialized curricula, particularly in areas of mental health and health systems interpretations with UMass Chan Medical School. Silvana is also the owner of Berkshire Language Management, Inc., a language service company providing interpreting and translation services as well as language access consulting.

PJ Taucer, M.Ed. CMI, a Case Manager at the Massachusetts Department of Mental Health and a recipient of its 2022 Citation for Outstanding Performance. With more than three decades of professional experience as a freelance interpreter in the medical and mental health field, she also serves as staff language coach at The Center for Health Impact promoting the advancement of interpreters. She is the vice-president of the Wachusett Medical Reserve Corps, where she volunteers educating communities about public health and emergency disaster preparedness. She advocates and brings awareness to the public and institutions about integrating interpreters into emergency and disaster planning by developing and implementing presentations. Born in Bolivia, PJ is passionate about achieving equal access to healthcare for the LEP population.

Title – Are You Wondering About the NCIHC Update of National Code of Ethics

CEUs: Pending

Presenter: Jane Crandall Kontrimas

Co-presenter: Maria-Paz Beltran Avery

Abstract: As part of the process to update the National Standards of Practice (NSoP) and National Code of Ethics (NCoE) the National Ethics and Standards Work Group of the NCIHC held several focus groups to hear from interpreters and other stakeholders. Join us to hear about the proposed changes to the National Standards of Practice and National Code of Ethics that grew from all the ideas people shared with us.

In this session we will address the following:

1. a key “paradigm” shift from describing healthcare interpreting simply as a role, to redefining what a healthcare interpreter does as a practice profession aligned with other practice professions in the medical sphere;
2. the understanding that healthcare interpreting upholds key values related to desired outcomes for any interpreted encounter in healthcare;
3. understanding the relationship between values, ethical principles, and standards of practice and how to draw on them to choose the best course of action in a specific situation. The session will also clarify why the NCOE and NSOP are not to be seen as inflexible rules. Rather, we will present a way of using the NCOE and NSOP as guidelines to



help evaluate the' options in any given situation, and to choose the most appropriate action(s) that are in line with the value(s) and goal(s) that are most important in that specific situation.

Objectives:

1. Gain an overview of the National Ethics and Standards Work Group Focus group process;
2. Learn what a practice profession is and why it is important to see healthcare interpreting as a practice profession;
3. Understand the relationship between values, ethical principles, and standards of practice and how they help interpreters make good choices;
4. Understand why it is important to know and adhere to the values of the healthcare interpreting profession in order to make good choices about what to do in difficult interpreting situations.

Bios:

Jane Crandall Kontrimas CoreCHI[™], M.S., worked as a Russian Interpreter from 1978. She was a founding member of the Massachusetts Medical Interpreter Association (MMIA) (Now IMIA) and chaired the MMIA Standards of Practice Committee while the "Standards of Practice for Medical Interpreters" was written. She was an SME for the Certification Commission for Healthcare Interpreters and a Director of the National Council on Interpreting in Health Care (NCIHC) 2018-2020. With the NCIHC Ethics and Standards Workgroup, she co-wrote INTERPRETER ADVOCACY IN HEALTHCARE ENCOUNTERS: A CLOSER LOOK and is revising the NCoE and NSoP.

Maria-Paz Beltran Avery, PhD, directed a federally funded project to develop a college level certificate program to train bilingual adults as healthcare interpreters (early 1990's), and collaborated with the Massachusetts Medical Interpreters Association (now IMIA) creating the Medical Interpreting Standards of Practice (1996). She participated in national meetings that became the National Council for Interpreters in Health Care and co-wrote the National Code of Ethics for Interpreters in Healthcare (NCoE) and the National Standards of Practice (NSoP). With the Ethics and Standards Workgroup, she co-wrote INTERPRETER ADVOCACY IN HEALTHCARE ENCOUNTERS: A CLOSER LOOK and is revising the NCoE and NSoP.

Title – Skills-based Boot Camp for Interpreters

CEUs: Pending

Presenter: Eliana Lobo



Abstract: The workshop is for working interpreters in all fields (court, healthcare, community and educational). There will be sample participatory and interactive exercises recommended for improving performance for attendees to sample, covering these four areas:

1. Focus and Attention
2. Memory
3. Speed
4. Register

Interpreters will learn how to document and track their progress with these exercises by learning how to identify errors, measure progress, assess improvement and track individual aspects of performance. Attendees will be shown how to set-up and individualized metrics worksheet for tracking their individual progress and skills improvement over time. More importantly, they'll learn how to interpret their individual results, select appropriate targeted drills to make the changes/improvements to skills they want to improve. Links to many free online training resources, practice material, phone apps, and technical tools will be shared.

Objectives:

1. Focus and Attention – Learn how to improve focus and attention, participate in two different **(NEED ADDITIONAL TEXT – lisa sent email)**;
2. Listening – Participate in a progressive exercise;
3. Memory – Learn how to improve memory with expanded sequences, and how to modify **(NEED ADDITIONAL TEXT)**;
4. Speed – Participate in a progressive exercise and learn how to modify the exercise for an **(NEED ADDITIONAL TEXT)**.

Bio:

Eliana Lobo is a ToT of medical interpreters, certified CoreCHI-PTM Portuguese interpreter, and a Washington State DSHS medical interpreter.

An experienced translation/localization supervisor, hospital interpreter services supervisor, National Director of interpreter quality for an LSP, Portuguese/TEFL certified language teacher, and adjunct professor of healthcare interpreting at Highline College in Washington State.

Formerly a CCHI Commissioner (2015-2021), and currently, Standards & Training Committee Chair, NCIHC Board member and President, voice host for the STC's podcast, "Interpreting in Healthcare", and creating/producing over 65 national webinars to train trainers of medical interpreters with the "Home for Trainers" webinar workgroup, for over a decade.



Title - Congenital Heart Surgery for Interpreters - Spanish (presentation in English with bilingual glossary)

CEUs: Pending

Presenter: Graciela Zozaya

Abstract: This presentation aims to provide medical interpreters with a foundational understanding of congenital heart surgery, focusing on the key medical concepts, terminology, and cultural considerations essential for effective interpretation. Participants will learn about the various types of congenital heart defects, the surgical procedures involved, and the post-operative care typically required. Emphasis will be placed on accurate interpretation of complex medical terms, ensuring clear communication between patients, families, and healthcare professionals. Additionally, the presentation will guide the interpreter through the different conversations that are held with families of children undergoing heart surgery, from diagnosis, through surgery, and to discharge. This session is designed to improve interpreters' confidence and competence in managing this specialized area of healthcare interpretation.

Objectives:

1. Identify the structures of the normal heart and their function;
2. Acquire bilingual terminology specific to congenital heart defects and surgery;
3. Learn about the most common congenital heart defects;
4. Learn about the people and the processes you will meet when interpreting for parents of children undergoing congenital heart surgery.

Bio:

Graciela Zozaya brings over 30 years of experience in language access, specializing in the healthcare and legal fields. Her roles have included patient advocate and interpreter at Texas Children's Hospital Heart Center, Language Access Program Manager at Harris Health System, and independent court interpreter. Currently, she is a Sales Executive at MasterWord Services, a Texas-based language services company with a nationwide presence. Graciela has developed interpreter training programs for 12 years and has taught at the University of Houston – Downtown. A Certified Medical Interpreter, Master Licensed Court Interpreter, ATA Certified Translator, she is fluent in English and Spanish.

Title - Comprendamos la identidad de género y sexual/Understanding Gender and Sexual Identity

CEUs: Pending

Presenter: Carmen “Coqui” Negrón

Abstract: This workshop will provide an opportunity for interpreters to discuss and understand basic vocabulary related to gender and sexual identity. Participants will be able to acquire vocabulary and practice interpretation skills. This workshop will be facilitated in Spanish.

Objectives:

1. Distinguish between gender identity, gender expression, sexual orientation, and sex assigned at birth;
2. Identify societal expectations that are placed on people based on their sex assigned at birth and the impact that those expectations can have;
3. Acquire vocabulary in Spanish and English that relates to gender and sexual identity;
4. Practice interpretation skills.

Bio:

Carmen “Coqui” Negrón is a Bilingual Community Health Educator at Planned Parenthood League of Massachusetts. She is a health educator and trainer with over thirty years of experience in the HIV field, sexuality education and public health. She brings to work her passion for creating welcoming and accessible spaces for people of all ages, genders, and racial backgrounds. Coqui has worked as an interpreter, translator, and language coach for medical interpreters in training. Coqui has a bachelor’s degree in Spanish and Mathematics and a Master's Degree in Health Education from Worcester State University.

Session 2: 1:30 pm – 3:00 pm

Title - Comunicando tópicos de sexualidad en la adolescencia (En Español)

CEUs: Pending

Presenter: Hernando Restrepo-Payán

Abstract: The goal of this presentation is to provide experienced medical interpreters with knowledge and skills specific to the delivery of effective, reliable, and comprehensive interpreting in adolescent sexual health settings. The curriculum outlines a theoretical and practical understanding of the multiple roles of the interpreter as well as relevant clinical, ethical, cultural, and linguistic considerations in the sexual health field, specifically in adolescence. Additionally,



the curriculum will enhance the medical interpreters' ability to understand and render culturally responsive communication.

Objectives:

1. Increase understanding of sexual health related issues;
2. Acquire and utilize sexual health related terminology and vocabulary in Spanish;
3. Enhance skills to work in adolescent sexual health settings;
4. Apply the roles of the medical interpreter (i.e., conduit, message clarifier, cultural broker, patient advocate) in sexual health settings.

Bio:

Hernando Restrepo-Payán, is physician, Magister of Medical Sexology, diploma in clinical counseling partner and researcher, assistance, and research in the area of Medical Sexology. Skills: listening, leading, directing, coordinating, public speaking and as a sex therapist. I have been professor of clinical sexology since 2016 in under and postgraduate courses like Psychiatry and Gynecology at Universidad Pontificia Bolivariana in Medellín, Colombia. I participated as a speaker at the Paving the Way conference in 2018 with a topic related to sexuality too.

Title – Are You Wondering About the NCIHC Update of National Code of Ethics

See Day 1, Session 1 for abstract, objectives, and presenter bio.

Title - Visions of a Thriving Interpreter Workforce: Retaining & Sustaining in a Rapidly Changing Field

CEUs: Pending

Presenter: Denise Muro

Co-presenter: Maria Vertkin

Abstract: The interpreting field is undergoing rapid changes and facing new challenges including artificial intelligence (AI), more utilization of remote interpreting, and competition from abroad. For interpreters, staying in a field they are still so passionate about is becoming harder. Employers face the dual challenge of attracting and retaining qualified workers despite tighter profit margins, and making the case for in-person, human interpreters to clients tempted by cheaper, potentially dangerous innovations. For advocates and leaders of professional associations, envisioning a thriving interpreting field is increasingly difficult. What would it take to develop a truly thriving field where interpreters are deeply valued, fairly compensated, and



included as part of the team; employers can retain talented professionals and partner with them to advance language access; and professional associations are making structural changes to advance the field? How do we come together and leverage our unique strengths and positional assets to build and grow a thriving profession in the face of changes and challenges?

Objectives:

1. Interpreters will gain a deeper understanding of challenges in the field; grapple with how to sustain their work and promote their wellbeing in the face of burnout, workplace challenges, and changing dynamics in the field; and have the opportunity to build community and foster solidarity with other interpreters;
2. Employers will gain a deeper understanding of challenges in the field and how they can play a role in sustaining their employees by taking steps to address burnout, turnover, and worker shortages, thereby enabling them to keep more contracts and advance language access;
3. Advocates and leaders of professional associations will gain a deeper understanding of challenges in the field and how they can support employers and workers in sustaining the field and promoting a collaborative and inclusive field;
4. All attendees will engage in reimagining the field and visioning a thriving interpreter profession, drawing on their own positionality as workers, employers, or advocates, bringing in their own tools, strengths, and power, and building bridges.

Bios:

Denise Muro has a background in nonprofit and higher education work in gender and racial justice and equity. She has over ten years of experience working, advocating, and conducting research with immigrant and refugee communities and also spent four years with UMass Boston's Center for Women in Politics and Public Policy working on bringing attention to social and political issues of importance for women, especially women of color and low-income women. She is currently the Interpreting and Translation Manager at Found in Translation, where she coordinates language services and contributes to the organization's advocacy and DEI strategies. Denise earned her PhD and Master's in Global Governance and Human Security from UMass Boston, holds a Master's in International Studies with a graduate minor in Women's and Gender Studies from the University of Wyoming, and has bachelor's degrees in English and in International Affairs from the University of Northern Colorado.

Maria Vertkin is the founder and Executive Director of Found in Translation, a Boston-based nonprofit organization with a dual mission: creating economic mobility opportunities for multilingual immigrant women and reducing racial and linguistic disparities in healthcare. Found in Translation offers free Medical Interpreter Certificate training, supports interpreters through



all stages of career advancement, and advocates for interpreters and language justice. Maria was born in the USSR in a multi-ethnic Chăvăsh and Jewish family and immigrated to Israel and then to the US. Maria is an Echoing Green Fellow, Paul & Daisy Soros Fellow, Vital Voices Fellow, Forbes 30 Under 30 Social Entrepreneur, and a recipient of the Grinnell Prize and the WeWork Creator Award. She holds a Bachelor of Social Work (BSW) degree and an MFA in Creative Writing.

Title - Navigating DeafBlind Access: Tools and Tactics for Interpreters and CoNavigators

CEUs: Pending

Presenter: Kevin “Keva” Richmond

Abstract: A hands-on workshop equipping interpreters and CoNavigators with innovative techniques and strategies to ensure seamless communication and collaboration with DeafBlind individuals. Participants will engage in simulated scenarios to develop confidence in navigating complex situations, addressing safety protocols, and practicing effective tactile communication. By the end of the workshop, attendees will be better prepared to provide high-quality, empathetic support to DeafBlind consumers in various settings.

Objectives:

1. Recognize four different interpreting settings and identify various setups for working with DeafBlind clients (VRS/Medical/Conference/Education);
2. Name three misconceptions about working with DeafBlind clients;
3. Describe how hearing interpreters can work with a CDI, CoNavigator, and DeafBlind clients in various settings;
4. Demonstrate using visual examples, how they will interpret for DB clients with varying degrees of vision loss;
5. Identify two personal beliefs/values that may impact/influence their interpretations.

Bio:

Kevin “Keva” Richmond, a DeafBlind individual, holds a Master's Degree in Deaf Education and is the founder and owner of Evolve Access, LLC, previously recognized as ASL and DeafBlind Consultant and Services, LLC. Keva is a Deaf Interpreter and a highly respected lecturer who delivers numerous training sessions (including the presentations at the University of Vermont Medical Center) shedding light on the intricacies of the DeafBlind experience and providing guidance on effectively interacting with Deaf, Hard of Hearing, and DeafBlind patients. Keva’s diverse interests include dark roast coffee, the art of baking, traveling to experience different



cultures, and cultivating meaningful connections across the globe. Keva embraces the philosophy that “Laughter is the best medicine” and spreads his love of adventures to all the people he meets.

Session 3: 3:30 pm – 4:30 pm

Title - Intercultural & Interlinguistic Mediation in Healthcare - Bridging the Gap

CEUs: Pending

Presenter: Susana Bernardo

Abstract: Contemporary societies are transition societies originating from the growing migrant movements and refugee flows, and this dynamic diversity creates a complex network where healthcare accessibility is paramount. Conflicting forces, asymmetries, and cultural and linguistic discordance create strong barriers to communication in healthcare settings, putting this fundamental human right at risk.

In this scenario, intercultural and interlinguistic mediation plays a crucial role in the provision of health equity: both healthcare interpreters/translators and healthcare providers can bridge the gap to achieve an effective therapeutic rapport, ensuring patient trust, compliance, and safety.

This paper addresses the case study of the Portuguese-speaking community currently in MA, and how these barriers are being approached. The role, ethics, and responsibility of the medical mediator are discussed based on the results obtained from in-depth interviews to stakeholders, a patient community survey, and an observational study of an interpreter-mediated medical encounter.

The study aims to analyze this phenomenon to raise awareness to the relevance of culturally appropriate healthcare access for a diverse patient’s community.

Objectives:

1. Understand cultural and linguistic barriers to multicultural healthcare access;
2. Identify the role, ethics, and responsibility of the medical mediator - translator and interpreter;
3. Recognize the challenges of the mediated encounter for both healthcare mediators and healthcare providers;
4. Advocate for diversity, equity, and inclusion in multicultural healthcare access.

Bio:



Susana Bernardo is a PhD researcher in Translation Studies for the Foundation for Science and Technology, at the University of Coimbra. She is a Member of CELGA-ILTEC (Centre for General and Applied Linguistic Studies), which supported her recent fieldwork in the US. She obtained the title of Specialist in Foreign Languages and Literatures - Translation and holds a Master's Degree in Translation. She has been a Specialized Translator from English and German into Portuguese for Multinational Companies in Healthcare, Technology, and Marketing for 25 years, and is currently teaching Specialized Translation in the Master's in Translation at the University of Coimbra.

Title – The Public Health Interpreter: The Good, the Bad and the Praiseworthy

CEUs: Pending

Presenter: José Iran Cruz

Abstract: Linguistic and culturally competent care is one of the social determinates of health and the public health interpreter plays a crucial role in making that happen. In this presentation, we will discuss what public health is and what challenges and opportunities exist for interpreters working in a public health setting. We will review the ethics and protocols that are standard for all medical interpreters, but that need to be well understood and applied in a setting that can, at times, seem casual. Lastly, we will discuss what steps we can take, as interpreters and language professionals, to improve language access in our organization.

Objectives:

1. List ways in which working as a staff interpreter in public health is different from working in other settings;
2. Identify the ethics and protocols that apply to different situations encountered in public health settings;
3. Describe steps you can take to improve the language access program in your organization;
4. Identify public health programs and how best to prepare for specific vocabulary.

Bio:

José Iran Cruz has been working in the language industry for nearly 20 years as a professional interpreter, trainer, and translator. José has a B.A. in Speech and Theatre and earned his CMI and CHI-Spanish credentials in 2015. Over the past 10 years, José has led Nashville Public Health Department's Cultural and Linguistic Services division which focuses on providing culturally and linguistically appropriate interpreting, translating, and language access support. José leads a team of professionals that work toward expanding an organization-wide structure that ensures



that all individuals can effectively access public health information and services in their preferred language.

Title - Community Catalysts 2: Leveraging Social Media to Advance Health Equity

CEUs: Pending

Presenter: Ingrid Gamez

Co-presenters: Tereza Marinho, German Steevens, Jean Wilson Quessa, Avlot Quessa

Abstract: Using a "from the community, for the community" approach, this Roundtable will focus on how healthcare organizations can tap into the power of staff interpreters as multilingual digital content advisors to advance health equity in a linguistically diverse population. The team will share lived experiences from their work as staff interpreters and social media co-administrators and content creators for CHA's Portuguese, Spanish, and Haitian Creole Facebook pages.

Objectives:

1. Establishing a multilingual social media presence for your healthcare organization;
2. Demonstrating that staff interpreters are best positioned to synthesize local and international;
3. Upskilling your interpreter team as community catalysts in the digital era;
4. Help create health equity by using social media as a tool to educate LOTE communities.

Bios:

Ingrid Gamez (**NEED INFORMATION – sent email 1/2**)

Tereza Marinho, CORE Portuguese Medical Interpreter, interpreting professionally for the past 15 years. My degree in journalism came in handy with my work as the administrator for CHA Saude, experience in many interpreting areas loves the challenges of medical interpreting. Learning new things every day is very rewarding professionally and personally.

German Steevens is a highly experienced medical interpreter, born in Colombia and a native Spanish speaker. With over 15 years in critical healthcare settings, including emergency, surgical, and behavioral health. Currently a staff interpreter and translator at Cambridge Health Alliance, German combines a background in Biological Science with expertise in legal, simultaneous, and conference interpreting for multiple Massachusetts organizations. Previously at Massachusetts General Hospital, he supported impactful programs addressing social determinants of health and



medical-legal partnerships. A Reserve Officer in the Colombian Army, German brings cultural fluency, professionalism, and strategic insight to the field of language access.

Jean Wilson Quessa – waiting on bio from Ingrid

Avlot Quessa - Avlot is Senior Director of Multicultural Affairs and Patient Services and Co-Chair of Diversity Council at Cambridge Health Alliance, a vibrant, innovative health (NEED ADDITIONAL EXT)

Title - I'm Not Just Bilingual, I'm a Professional Interpreter

CEUs: Pending

Presenter: Tatiana Gonzalez-Cestari

Co-presenter: Danielle Meder

Abstract: Drugs or other products that affect blood coagulation are often discussed in medical encounters. In order to guarantee accuracy during these types of interpretation sessions, interpreters must understand the mechanism by which certain products affect coagulation, some interactions between other drugs or food with anticoagulants, and many other important side effects that affect patients' quality of life. This session will focus on increasing understanding of the blood coagulation process and products affecting it as well as important aspects of interpreting coagulation-related medical sessions.

Objectives:

1. Review the general process of blood coagulation;
2. Review the general process of blood plug formation and fibrinolysis;
3. Review the mechanism by which certain drugs and food affect blood coagulation;
4. Identify certain aspects of interpreting medical sessions related to coagulation.

Bio:

Tatiana González-Cestari, PhD, CHI-Spanish has 23 years of combined experience as a pharmacist, pharmacologist, researcher, professor, manager, and remote interpreter. Tatiana is passionate about quality, research, innovation, compliance, and cultural sensitivity. She serves as the Director of Language Service Advocacy at Equiti where she focuses on hospitals' language access best practices and impact on quality, compliance, and financial metrics. Tatiana is part of the NCIHC Policy, Education and Research committee; the SAFE AI Taskforce; and co-author of The Remote Interpreter textbook. Tatiana has mentored, developed training, presented at



national and international events, published peer-reviewed and non-peer-reviewed articles, and lectured at various universities. Tatiana obtained her pharmacy degree and her Ph.D. in pharmacology from Universidad Central de Venezuela.

Danielle Meder (need bio)

Title - Project Pontes/Bridge - Between Linguistic and Clinical Communities

CEUs: Pending

Presenter: Cornelia Plag

Abstract: The project PONTES | BRIDGE I - developed by the working group "Bridging Communities" at CELGA-ILTEC research center, in Coimbra/Portugal - aims to foster the dialogue between academia, practitioners, and target audiences to raise awareness about the crucial importance of communication as well as the central role of the interpreter/language mediator in critical contexts such as healthcare in multiple aspects.

Building on an initial debate with and between several stakeholders - a doctor, a social worker, a medical interpreter, a director of the government migrant integration department, a foreign patient, and an expert researcher - the project aims to identify the problems and challenges of interlingual and intercultural communication in healthcare contexts and to encourage collaboration.

The debate resulted in a list of initiatives with high potential for implementation in the short, medium, and long term, including both collaboration protocols between University of Coimbra and the healthcare unit and protocols between two different research groups. The protocols target the production of resources for interpreters/language mediators and healthcare providers, the design of a cross-disciplinary training framework, and the organization and delivery of awareness-raising actions for providers and hospital administration, among other possible outcomes.

Objectives:

1. Raise the awareness for the importance of linguistic and cultural competency in healthcare communication;
2. Raise the awareness for the role of intercultural and interlinguistic mediation in healthcare settings;
3. Gather stakeholders in order to foster their collaboration and sharing of resources;
4. Share the results and outcomes.



Bio:

Cornelia Plag is an Associate Professor at the Faculty of Letters of the University of Coimbra (Portugal). She holds a PhD in Translation Studies and develops her teaching and research activity in the areas of Translation and Translation Studies with a focus on Translation Theory and on Specialized Translation. She is a member of CELGA-ILTEC Research Center. She has supervised several projects in the domain of Healthcare Translation and Interpreting on both M.A. and PhD level. At present, one of her main research interests is the project PONTES | BRIDGES launched by the working group "Bridging Communities" in 2024.

Title - Inclusive Healthcare? Examining Deaf Patient Language Access in US Hospitals

CEUs: Pending

Presenter: Jeni Rodrigues

Co-presenters: Aralyn "Ace" Bairan and Beck Dean

Abstract: Federal disability and language access laws mandate hospitals to provide Deaf patients with access to effective communication. Despite a hospital's best efforts to ensure ASL interpreters are available, complaints and lawsuits persist, and patients often bear the burden of advocating for equitable and appropriate accommodations. This workshop presents findings from a nationwide study examining language access services in U.S. hospitals, revealing both effective practices and gaps in care. By applying the Institute of Medicine's six domains of quality—safety, timeliness, efficiency, effectiveness, equity, and patient-centeredness—this session provides actionable best practice strategies that hospitals may consider implementing within their institutions. Participants will leave with insights to enhance compliance and build inclusive systems for Deaf individuals seeking care within their healthcare systems.

Objectives:

1. Identify the key factors that prevent Deaf patients from accessing effective communication in U.S. hospitals;
2. Analyze the current state of hospital language access services;
3. Describe existing inequities and gaps in compliance with legal requirements and evaluate their impact on Deaf patients' experiences and health outcomes;
4. Devise an actionable plan to implement patient-centered strategies that best meet deaf patient needs.

Bios:



Jeni Rodrigues is an Assistant Professor in the ASL and Interpreting Education Department at the National Technical Institute for the Deaf at the Rochester Institute of Technology. She serves as director for the department's Master's in Health Care Interpretation and Certificate in Healthcare Interpreting program. Jeni has practiced for 25 years, specializing in healthcare interpreting for the past decade. She earned her Master's in Interpreting Pedagogy from Northeastern University in 2011 and her Ph.D. in Interpreting from Gallaudet University in 2022. Jeni's work explores access barriers within healthcare settings and best practices in ASL-English healthcare interpreting education.

Aralyn "Ace" Bairan is a third-year undergraduate student at the National Technical Institute of the Deaf at the Rochester Institute of Technology, majoring in ASL-English Interpreting and minoring in Spanish language. Ace is a learning assistant for the ASL Interpreting Department and a research assistant for the Deaf Hub. Born and raised in Ft. Lauderdale, Florida, Ace is a first-generation college student aspiring to become a Trilingual Interpreter.

Beck Dean is a fourth-year undergraduate student in the ASL Interpreting Program at the National Technical Institute for the Deaf (NTID) at the Rochester Institute of Technology. Beck will graduate from NTID in May 2025 with a Bachelor of Science degree in ASL Interpreting and a double minor in Psychology and Women and Gender Studies. While a student first, they work in many roles within NTID. Beck is a learning assistant for the ASL Interpreting Department, a research assistant for the Deaf Hub, and they are the Student Worker Team Lead for the Office of the President.

Day 2- June 7, 2025

Session 1: 9:00 am – 10:30 am

Title – PERO LIKE: The Art of Code Switching and the Interpreter

CEUs: Pending

Presenter: Danilo Formolo, MBA, CDM, CHI™- Spanish

Abstract: If you're bilingual you likely use multiple languages in a conversation with other bilingual folks, especially if you have near equal command of multiple languages. Maybe there's just a better way to say something in "Spanglish" or "Franglais." Or perhaps your mannerisms change based on who you're speaking with. This is known as the idea of code switching! In this



fun workshop we will explore the different types and concepts of code switching, why people engage in such a practice, and how it relates to your work as an interpreter. And you can be assured there will be entertaining examples! Disclaimer: many examples shared will be in Spanish, but every effort will be made to appeal to all language pairs.

Objectives:

1. Define the concept of Code Switching, its significance, and why people do it;
2. Demonstrate examples of how individuals code switch linguistically within a conversation, or among different scenarios based upon the interaction;
3. Denote the importance of the code-switching concept and its importance to the role of the Interpreter;
4. Have fun participating in this interactive session!

Bio:

Danilo Formolo, MBA, CDM, CHI™-Spanish is AVP of Language Access at Atrium Health, a large health system in the Southeast. He leads one of the most programs in the country, responsible for 4 regions of the Southeast. He's built a large, scalable infrastructure through the use of technology and strategy to increase access and create an engaged team of nearly 200 staff interpreters. Danilo earned two Bachelor's Degrees from UNC Charlotte, plus an MBA. Danilo has delivered industry conference presentations around the country. Danilo serves on the board for the local Latin American Chamber, is the CCHI Treasurer, and a Certified Healthcare Interpreter.

Title – Skills-based Boot Camp for Interpreters

See Day 1, Session 1 for abstract, objectives, and presenter bio.

Title – Navigating DeafBlind Access: Tools and Tactics for Interpreters and CoNavigators

See Day 1, Session 2 for abstract, objectives, and presenter bio.

Title – Congenital Heart Surgery for Interpreters - Spanish (presentation in English with bilingual glossary)

See Day 1, Session 1 for abstract, objectives, and presenter bio.

Title - Comprendamos la identidad de género y sexual/Understanding Gender and Sexual Identity



See Day 1, Session 1 for abstract, objectives, and presenter bio.

Session 2: 11:00 am– 12:00 pm

Title – Bridging the Gap the Art of Collaboration

CEUs: Pending

Presenter: Aigerim Aliakparova

Abstract: This proposal explores the ethical significance of interpretation services within healthcare organizations, emphasizing the vital role interpreters play in ensuring equitable, patient-centered care. While interpreters are fundamental in facilitating communication with limited English proficiency patients, providers, and other health-related specialists, including nurses, social workers, and chaplains, often require additional training for effective collaboration with interpreters. This gap in knowledge results in the underuse of interpretation services and, most of the time, frustration on the part of both providers and interpreters, affecting the quality of patient care. The current proposal emphasizes the importance of integrating the course on collaboration with interpreters into the curriculum for providers, health-related specialists, and medical students, helping them promote their interpreter collaboration skills. The proposed course will be focused on developing practical skills and helping providers and health-related specialists build essential hands-on exercises that simulate interpreted interactions. Emphasis will foster effective teamwork to ensure patient-provider communication is accurate, respectful, and culturally attuned.

The proposed model reimagines the role of the interpreters as integral members of multidisciplinary healthcare teams beyond their role as just communication conduits. In many healthcare settings, interpreters are viewed as auxiliary services rather than integral parts of the care team. However, the inclusion of interpreters in pre-consultation discussions, providers can be better prepared to navigate cultural nuances that shape patients' health beliefs and decision-making processes, especially for ethically sensitive cases. The proposed approach will help adopt culturally informed, holistic care while equipping providers with the required knowledge to address complex ethical consultations with greater sensitivity and insight.

Objectives:

1. Normative ethical significance of interpretation services;
2. Interpretation services reimagine;
3. Integrating medical interpreters into multidisciplinary teams;
4. Necessity of training providers on collaborating with medical interpreters.



Bio:

Aigerim Aliakparova is a PhD student in Healthcare Ethics at Duquesne University, focusing on healthcare equity and language access. Originally from Kazakhstan, fluent in Russian and Kazakh, with a background in global health, project management, research, customer relations, and medical interpretation. Since 2022, a member of the Cultural Responsiveness Committee for Family Voices' PEALS project in collaboration with the U.S. Department of Health and Human Services. Also, a faculty member for the American Academy of Pediatrics ECHO tele mentoring program "Integrating Language Access into Your Practice for Children and Youth with Special Health Care Needs," designed to strengthen healthcare providers' skills in language access.

Title – Bridging Culture & Language: Culturally Tailored Health Education for Non-English-Speaking Patients

CEUs: Pending

Presenter: Melissa Ballesteros

Abstract: Translation alone is insufficient for effective health education materials among non-English speaking patients. Cultural barriers, including those related to diet, lifestyle, and health beliefs, can prevent patients from understanding and implementing health management strategies. Certain populations in the US have been impacted severely by these barriers; specifically, there is currently no ethnic group more affected by diabetes in the US than Hispanics. This presentation emphasizes the need for culturally tailored health education materials that align with patients' traditions and lived experiences, empowering them to take charge of their well-being.

While the focus will be on diabetes education, the principles discussed are adaptable across various health conditions. By addressing both linguistic and cultural needs, healthcare providers can build trust, foster patient advocacy, and deliver equitable, patient-centered care. In this session, case studies and practical strategies will illustrate how culturally adapted resources enhance health outcomes.

Objectives:

1. Recognize the critical role of culturally tailored health education in improving outcomes for non-English speaking patients;
2. Identify key challenges non-English speaking patients face in accessing health education and healthcare services;



3. Explore strategies and best practices to enhance communication and engagement with diverse cultural groups;
4. Advocate for integrating cultural competence into health education programs to promote equitable care.

Bio:

Melissa Ballesteros is the Lead for Medical Interpreter Training at GLOBO University. With over a decade of experience as a health and language educator, public health advocate, and interpreter trainer, she specializes in preparing interpreters to excel in high-stakes environments. Her work focuses on improving language access and advancing health equity for diverse communities.

Title - Learning in Action: Technology-Enhanced Workplace Learning Strategies for Medical Interpreters

Presenter: Valerie Huang

Abstract: This workshop focuses on informal workplace and on-the-job learning strategies grounded in adult learning theories. Attendees will explore practical tools and resources to enhance their learning experiences and examine technology and communication tools that facilitate skill development. The session will highlight the importance of learning from on-the-job experiences and collaborating with clinical teams to foster a culture of continuous interprofessional learning. Participants will leave with actionable strategies for workplace learning, including methods to identify and seize learning opportunities in their interpreting practice.

Objectives:

1. Participants will be able to recognize and leverage learning opportunities within their daily roles as medical interpreters;
2. Attendees will identify and utilize practical technology tools and resources that enhance on-the-job learning for medical interpreters;
3. Participants will develop strategies to learn from their on-the-job experiences, fostering a culture of continuous learning and professional growth within healthcare settings;
4. Attendees will acquire strategies to foster ongoing professional development in their interpreting practice.

Bio:



Valerie Huang is the Director of Language Services at Nationwide Children’s Hospital, advocating equitable healthcare access for diverse populations. She holds a Master’s Degree in Human Resource Development and completed the World Language Education program at Ohio State University. As a certified healthcare interpreter and patient experience professional, Valerie combines her language access expertise with a commitment to improving patient experiences. Currently a doctoral candidate in Human Resource Development, her research focuses on workplace learning and training transfer. Valerie is dedicated to advancing innovative models that enhance skill and performance development in healthcare interpreting.

Title - Bridging More Than Words: Navigating the Path to Language Access Management

CEUs: Pending

Presenter: Görkem Cilam

Co-presenter: Elida Acuna-Martinez

Abstract: Medical interpreters play a critical role in bridging communication gaps and ensuring equitable care for diverse patient populations. However, many interpreters are unaware of the opportunities to transition into leadership roles, such as Language Access Manager, within healthcare organizations. This presentation provides a roadmap for interpreters aspiring to advance their careers while continuing to champion language access and health equity. Participants will explore the skills and competencies required for managerial roles, including program development, compliance with regulatory standards, budget management, and team leadership. Real-world examples and actionable strategies will illustrate how interpreters can leverage their experience, pursue professional development opportunities, and position themselves as leaders in healthcare language access programs. By the end of the session, attendees will be able to assess their readiness for leadership, identify growth areas, and create an actionable plan to navigate their career path from interpreter to manager. Whether you’re just beginning to consider a leadership role or actively planning your transition, this presentation offers practical insights to help you take the next step in your professional journey.

Objectives:

1. Learn the key elements of a successful language access program in a health care institution in Massachusetts;
2. Understand the day-to-day and long-term responsibilities of Language Access Coordinators;
3. Prepare a self-assessment;



4. Develop an actionable career plan.

Bios:

Görkem Cilam brings over 20 years of experience in the translation, interpreting and consulting industry. As Manager of Interpretive Services and Community Outreach at Holyoke Medical Center and former Assistant Director of the Translation Center at the University of Massachusetts Amherst, she has collaborated with government agencies, educational and healthcare institutions, for profit and non-profit entities to advance language access and deliver services in over 80 languages. Görkem holds a BA in Economics and German Cultural Studies from Mount Holyoke College and has pursued additional studies on diverse disciplines such as art, politics, history, and finance at UMass Amherst. Fluent in Turkish, English, and German, she is deeply committed to diversity and multiculturalism.

Elida Acuna is the Senior Director of the Interpreter Services and Patient Advocacy Departments at NeighborHealth. Prior to joining NeighborHealth, Elida worked at Massachusetts General Hospital and Boston Medical Center where she held various roles in their Interpreter Services Departments. She has over 20 years of experience in the medical interpreting and translation profession. She has dedicated her professional career to providing language access to LEP patients, helping them navigate their health care experiences and ensuring that their cultural traditions and beliefs are respected. As the Director of Patient Advocacy department, she will strengthen the relationship between patients, families, and staff in a culturally respectful, compassionate, engaging, and innovative way by providing patients and caregivers a venue to confidentially express complaints and compliments about the care they receive or provide at East Boston Neighborhood Health Center. Elida obtained her medical interpreting training from Cambridge College and her Patient Advocacy training from Cleveland State University. She completed the Boston Future Leaders program at the Boston Chamber of Commerce in conjunction with Harvard Business School. She was awarded the Partners in Excellence Award at Massachusetts General Hospital and the YMCA Achiever's award for her continuous dedication in providing excellent care to the LEP patient population.

Title - Language Access for Healthcare Staff- Advocacy in a Case Study

CEUs: Pending

Presenter: Laisson DeSouza

Abstract: This presentation will explore the need to provide interpreter services to a group not usually included in language access plans: Healthcare Staff. Language Access plans are focused on the patients but frequently exclude staff needs, compromising patient safety. After all, an environment where all can communicate will be safe for all users. The basis for this discussion



will be a case study of the work done at the University of Vermont Health Network, and it includes the challenges and the benefits of elaborating a plan that also incorporates our work teams.

Objectives:

At the end of this presentation, attendees will be better able to:

1. Use the triadic approach to support healthcare staff;
2. Elaborate a language access plan for healthcare staff.;
3. Be equipped to advocate for communicative autonomy for healthcare staff;
4. Understand the challenges and the benefits of interpreter services to healthcare staff.

Bio:

Laisson DeSouza is a Multilingual Language Access leader with 18+ years of language access and business development experience leading strategic projects and initiatives to drive quality improvement, patient and student experience, and accessibility in the international education and healthcare fields. Experienced instructor of Medical and Community interpreter training programs, certified interpreter, and language access consultant.

Session 3: 1:00 pm– 2:00 pm

Title - Localization in Medical Interpreting

CEUs: Pending

Presenter: Isabel Pinto-Franco

Abstract: The role of a medical interpreter is multifaceted as we know, nevertheless while following the standards of practice as well as the code of ethics, the interpreter has to focus differently when interpreting to different specialties. While would it be relevant to mention that the patient seems to have trouble finding words to express him/herself in a neuropsych evaluation, for example, while it might not be as important to mention so, if the patient is seeing an eye doctor? How does an interpreter make the decision of what to focus on aspects that go beyond communication? This presentation will provide clarity through examples of real situations.

Objectives:

By the end of this presentation, attendees will be better able to

1. Identify situations in which to volunteer information and how to do it;



2. How to develop teamwork with the provider/ medical team;
3. How to increase your medical knowledge;
4. Understand your limitations.

Bio:

Isabel Pinto-Franco holds a degree in Modern Languages and Literatures from the University of Coimbra (Portugal). She taught Medical Interpreting at Boston University for 13 years. Isabel has presented in several interpreting conferences in the US as well as Portugal. Earlier this year, she taught an intensive medical interpreting course at the University of Coimbra, Portugal. She is a member of the ATA, IMIA and holds a CoreCHI certification by the national certification commission for healthcare interpreters. She was born and raised in Coimbra, Portugal and has been working as a full-time medical interpreter for the past 28 years.

Title - I Don't Want an Interpreter

CEUs: Pending

Presenter: Andy Schwieter

Abstract: People who speak no English benefit from working with interpreters when seeking health care in the US. For people who speak English a little or well, however, working with interpreters is more complex and may not always be beneficial. This is a blind spot for many interpreters, administrators, and educators. Interpreters need to use different strategies to achieve their goals when parties speak each other's language but not very well.

Objectives:

1. List at least 4 reasons why people who speak some English may not want to work with an interpreter;
2. Describe the role of trust in interpreter-mediated communication;
3. Create effective strategies for interpreters when there is partial language concordance;
4. Clearly prioritize medical interpreter's goals.

Bio:

Andy Schwieter leads the language access team at Cincinnati Children's, helping them systematically turn language barriers into opportunities. Andy has worked as a Spanish interpreter since 2006, was certified by the Supreme Court of Ohio in 2013, and was certified by the National Board of Certification for Medical Interpreters in 2015. He co-authored a paper published in Hospital Pediatrics on improving discharge instructions for hospitalized children with limited English proficiency. He currently serves on the board of the National Council on Interpreting in Health Care.



*Bridging Language,
Trust, and Advocacy*

Paving the Way to Health Care Access

Medical Interpreter Conference

June 6 – June 7, 2025

Title - Shaping the Future: Analyzing the Global Workforce Survey of Healthcare Interpreters

CEUs: Pending

Presenter: Vonessa Costa

Abstract: This year, the Certification Commission for Healthcare Interpreters (CCHI) conducted the groundbreaking Global Workforce Survey of Healthcare Interpreters—the first of its kind aimed at gathering essential data on the working conditions and compensation of healthcare interpreters. This survey reached a diverse audience, including freelance professionals, hospital-based staff, remote and onsite interpreters, and those residing in the U.S. and abroad who serve patients and healthcare organizations based in the U.S. The preliminary results offer a unique glimpse into our profession.

Now that the survey has closed, we invite you to join us for an insightful session dedicated to analyzing the data and interpreting its impact on the profession. What insights have emerged? How will these findings enhance working conditions for healthcare interpreters and spearhead data-driven advocacy efforts?

During this dynamic presentation, we will delve into the survey results and engage in small group discussions to unpack key data points and brainstorm actionable strategies for implementing change. Each group will share their insights with the larger assembly, fostering collaborative dialogue that can lead to meaningful advancements within our field.

While participation in the survey has concluded, your engagement in this session is vital. Together, we can harness this invaluable data to drive systemic change, enhance transparency, and elevate the quality of care for patients facing communication barriers. Your voice matters—let's shape the future together!

Objectives:

1. Participants will critically examine the preliminary findings of the Global Workforce Survey, identifying key trends and insights related to the working conditions and compensation of healthcare interpreters;
2. Attendees will engage in collaborative small group discussions to brainstorm and formulate actionable strategies for utilizing survey data to advocate for improved working conditions and compensation in the healthcare interpreting profession;
3. Participants will explore how data-driven insights can be effectively communicated to stakeholders and decision-makers, empowering them to take informed actions that enhance transparency and elevate the quality of care for patients with communication barriers;



4. Participants will assess the potential long-term impact of the Global Workforce Survey findings on the healthcare interpreting profession, identifying pathways for continuous improvement in working standards and professional recognition.

Bio:

Vonessa Costa is the Sr. Director of Quality & Member Engagement at Paras and Associates/Health Care Interpreter Network since June 2021. Prior to this position, Vonessa directed language access initiatives at Cambridge Health Alliance and was director of the Cross-Cultural Communication Institute at CCCS, Inc., where she specialized in interpreter education and provider training in intercultural communication. Vonessa is a CoreCHI[™] practitioner credentialed by the Certification Commission for Healthcare Interpreters. She was secretary of the Forum on the Coordination of Interpreter Services (FOCIS) and a member of the America's Essential Hospitals Education Committee. Vonessa is a graduate of the America's Essential Hospitals Fellows Program, and a 2019 MassAHEC Tony Windsor Award recipient for advocacy in language access and the professionalization of healthcare interpreters.

Title – Jotting Down Your Interpreting Experience and Emotions is a Powerful Tool

CEUs: Pending

Presenter: Yilu Ma

Abstract: As medical interpreters, we focus on interpreting medical encounters on a daily basis, crisscrossing hospitals, clinical units, and campuses, therefore, rarely having time to reflect on certain interpreting experience, nursing our own emotions, etc., losing a wonderful opportunity to keep the gems, thoughts, and sparks of ideas and inspirations. While more interpreting opportunities perfect and hone interpreting skills, a thoughtful and methodical way to keep track of our thoughts and reflections, even in their crudest forms, can go a long way for interpreters' professional growth in terms of skills, patient advocacy and potentially impacting a large audience in publications.

Objectives:

1. Highlight the importance of keeping track of interpreting experience and emotions;
2. Learn to develop the habit of jotting down the thoughts, reflections, and emotions as they happen;
3. Understand how to share your experience and even frustrations with your colleagues and co-workers;



4. Learn how to expand and enrich your notes and writings for a wider audience and larger impacts.

Bio:

Yilu Ma, is the Director of the Interpreter Services Departments at the Brigham and Women's Hospital and Brigham and Women's Faulkner 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 used to teach as 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 for 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.

Endnote presentation 2:30 pm to 3:30 pm

Title – Building Bridges: Advancing Language Access for All Communities

CEUs: Pending

Presenter: Kevin “Keva” Richmond

Abstract: This keynote explores the transformative power of equitable language access, offering practical strategies and inspiring insights to empower interpreters, advocates, and practitioners in fostering inclusive communication. The session will highlight real-world examples and success stories, emphasizing the importance of collaboration and cultural humility in breaking barriers. Attendees will leave inspired to implement actionable solutions that create lasting change for underserved communities.

Objectives:

1. Recognize key distinctions in communication needs across Deaf, Hard of Hearing, DeafBlind, and DeafDisabled individuals to provide tailored interpreting services;



2. Identify and challenge common misconceptions and biases in healthcare interpreting and develop approaches that center cultural and linguistic accessibility;
3. Learn practical strategies for shifting focus to the patient's perspective to foster trust and understanding in medical settings;
4. Reflect on personal beliefs or assumptions that may impact interpretations, enhancing impartiality and professionalism in healthcare interactions.

Bio:

Kevin “Keva” Richmond, a DeafBlind individual, holds a Master’s Degree in Deaf Education and is the founder and owner of [Evolve Access, LLC](#), previously recognized as ASL and DeafBlind Consultant and Services, LLC. Keva is a Deaf Interpreter and a highly respected lecturer who delivers numerous training sessions (including the presentations at the University of Vermont Medical Center) shedding light on the intricacies of the DeafBlind experience and providing guidance on effectively interacting with Deaf, Hard of Hearing, and DeafBlind patients.

Keva’s diverse interests include dark roast coffee, the art of baking, traveling to experience different cultures, and cultivating meaningful connections across the globe. Keva embraces the philosophy that “laughter is the best medicine” and spreads his love of adventures to all the people he meets.