



**INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION**
Leading the advancement of professional interpreters

IMIA Regional Conference

"Provision of Culturally and Linguistically Appropriate Services during Emergencies"

Opening remarks:



Dr. David Cardona, MD, MPH, CMI, is the President of the International Medical Interpreters Association (IMIA), served as the Bilingual Proficiency Policy Coordinator for the Oregon Health Authority, and is the President of Donostia D’Carmendi Consulting Group, LLC. He brings more than twenty years of experience in teaching cultural related issues, and language access services. Dr. Cardona is the former language access and Health Care Interpreter Coordinator for the Office of Equity and Inclusion, a division of the Oregon Health Authority, State of Oregon. In this role, he convened multiple state agencies, government jurisdictions, community organizations and private sector to advance Title VI of the Civil Rights Act to improve meaningful access to health services for persons with limited English proficiency (LEP).

Dr. Cardona served as an adjunct instructor for the Department of Public Health and Preventive Medicine at Oregon Health & Science University, an instructor of anatomy and physiology for Portland Community College and taught medical Spanish to healthcare professionals at Oregon State University. The main goal of his teaching was delivering culturally and linguistically appropriate care to Spanish speaking patients.

Dr. David Cardona holds a medical degree, a Master of Public Health, and a Scientific Degree. Currently, he is a candidate for a Master of Science of Global Health from the prestigious Queen Margaret University of Edinburg in Scotland. His educational background also includes coursework in training of trainers for health care interpreting professionals from the Monterey Institute of International Studies of California.

Dr. David Cardona has received multiple national and international mentions and awards for his untiring work on language access services, and for his advocacy on the compliance of civil rights for LEP populations of the nation.



Akiko M. Saito, MPH, MPA

Director of Emergency Operations, Oregon Health Authority, Public Health Division, Health Security Preparedness and Response

Akiko Saito is the Director of Emergency Operations for the Oregon Health Authority, Public Health Division. In her role as Director, she leads a team of public health emergency planners, tribal, healthcare and public health emergency preparedness liaisons and AmeriCorps VISTA members to achieve the goal of public health preparedness and community resiliency and health equity for the state of Oregon. She also holds a board position for the Oregon Public Health Advisory Board as a governor appointee. The goal of the Public Health Advisory Board is to modernize the public health system in Oregon and is mandated by legislation-House Bill 3100.

Akiko has a master's degree in both Public Health and Public Administration from Portland State University and a bachelor's degree in Psychology with a Studio Art minor from Santa Clara University. Ms. Saito has focused her career on coordinating community-based health projects as well as managing multi-level, cross sectional action teams and statewide projects.

She currently resides in Beaverton, OR with her youngest (15) and middle child (20) and her oldest child (26) works as a producer in Brooklyn, NY.

Andrew Phelps

Andrew Phelps



Andrew Phelps is the Director of the Oregon Office of Emergency Management within the Oregon Military Department. In addition to managing the state's 9-1-1 program, Andrew's office maintains comprehensive planning, training, exercise, and community engagement programs to ensure Oregon can mitigate against, prepare for, respond to, and recover from any emergency or disaster, regardless of cause. Andrew also serves as the Governor's Authorized Representative for disaster declarations.

Andrew began his career in New York where he was an active member of the response and emergency management community with extensive experience as an emergency medical technician, fire fighter, public information officer, and as a wilderness and technical search and rescue technician. Andrew was also a response team member of New York Search and Rescue and was the Rescue Team Chief for New York City's first FEMA-recognized Community Emergency Response Team. Andrew left New York to manage the New Mexico Department of Homeland Security and Emergency Management's Local Preparedness Program, which provided

technical assistance to local and tribal emergency management programs. In addition to his program management responsibilities, Andrew was also New Mexico's Emergency Operations Center Planning Section Chief for several federally declared disasters and would function as a liaison to local EOCs and Incident Management Teams. Prior to his arrival in Oregon, Andrew was the Director of Emergency Management for the City of Santa Fe, New Mexico, the oldest capital city in the United States, where he was also served as a volunteer firefighter with the Santa Fe County Fire Department.

Andrew graduated Magna Cum Laude from John Jay College in New York City with a Bachelor of Arts degree in Public Administration/Emergency Management and Planning. He received his Master of Arts in Security Studies from the Naval Postgraduate School's Center for Homeland Defense and Security in Monterey, California where he was also class president. His Master's thesis, *Play Well With Others: Improvisational Theater and Collaboration in the Homeland Security Environment*, was published in September, 2013.

Keynote Presentation

2019 IMIA Northwest Conference

0.045 IMIA CEUs – 0.45 CEAP CEUs

“Disaster Life Cycle Impacts for Medical Interpretation”

This session will highlight the various components of the disaster life cycle as it pertains to Medical Interpretation. Several different disasters will be highlighted, and the role of the medical interpreter will be emphasized. The presentation will highlight also all (4) phases of Disaster Management where medical interpretation is integrated and suggestions on how to increase the visibility and role of medical interpretation in overall emergency management.

John J. Burke (JJ)



John J. Burke is a 23-year member of the Sandwich (MA) Fire Department where he currently serves as the Chief of the Department. He was previously Deputy Fire Chief over-seeing Operations, Community Risk Reduction and Special Operations and prior to that Fire Prevention Officer and FF-Advanced EMT. He is a Graduate Instructor at the Boston University School of Medicine's Graduate Program in Healthcare Emergency Management.

He holds a Bachelor's Degree in Fire Science from Columbia Southern University and a Master's Degree in Healthcare Emergency Management from Boston University. He has designed and delivered over 100 “hybrid” exercises to federal, state and local providers that emphasize learning and integration of private sector resources. The exercises have led to several policy changes and improved inter-agency relationships and well as private sector collaboration.

He has consulted for several Federal Agencies on Emergency Management and currently serves as a Guest Lecturer at the Uniformed Health Services University in Bethesda, Maryland and UPENN School of Medicine's Occupation Medicine Program lecturing on disaster and information management topics.

Track 1

Presentation # 1: Partnering with interpreters to achieve a greater cultural understanding- Dr. David Cardona

0.045 IMIA CEUs – 0.45 CEAP CEUs

As the United States becomes culturally and linguistically diverse, it is important for emergency managers and equity planners to create language access policies and procedures in effort to provide meaningful access for people with limited English proficiency (LEP), Deaf, hard of hearing, blind, visually impaired, and for people with functional needs. The role of professional, trained, qualified and certified interpreters are more important than ever. It has been well documented that limited English proficient (LEP) persons, and people with functional needs have difficulty accessing medical care and have poorer health outcomes than the population at large. Interpreters often can bridge the barriers of language and culture that exist between health care providers, first responders, and LEP patients.

Learning Objectives:

1. This presentation introduces the healthcare interpreter profession,
2. Different modalities for interpretation services,
3. Introduces legal implications for not using interpreters in settings,
4. Culturally and Linguistically Appropriate Services (CLAS) standards
5. Best practices for utilizing interpreters during emergencies.
6. Attendees will leave this presentation able to discuss the role healthcare interpreters play and increasing culturally competent emergency preparedness planning, and staff.

Presentation # 2: Oregon Relay Services - Closing the telecommunications gap for people with disabilities. Ken Arcia, Sprint CapTel Services

0.1 IMIA CEUs – 1 CEAP CEUs

The Public Utility Commission, in partnership with Sprint Accessibility, has been providing Oregon Relay services for more than 25 years to close the telecommunications gap for individuals who are Deaf, Deafblind, Hard of Hearing or have speech disabilities. Providing meaningful access to services for people who are culturally and linguistically diverse during emergencies is critical; what is also equally important is providing meaningful access to services to individuals with disabilities during emergencies. By developing policies, practices, and procedures that enable the use of Oregon Relay services to make and receive calls from and to individuals with disabilities, emergency planners and equity planners are not only ensuring compliance with the Americans with Disabilities Act, but ensuring that this population also has the same access to services as others.

Presentation Goals and objectives

1. Review of Oregon Relay Services, Federal Relay Services (VRI, VRS and RCC), and IP Relay (Sprint is the only provider in the industry offering this service).



Ken Arcia has been involved in the Relay Service industry for 20 years. He also has been using the Relay Service for over 30 years. He graduated from California State University, Fresno with a B.A. in Psychology and also attended graduate school there for Marriage and Family Therapy. He was born and raised in California and moved to Arizona in 2015. He has worked with Sprint Accessibility (formerly Sprint Relay) for over 12 years. His positions have included being Manager of the Video Customer Service department and currently he is a Customer Relations Manager for four states.

Lunch Presentation: Ten Years of National Certification - Xiomara Armas



Xiomara Armas is a BBA and NB Certified Spanish Medical Interpreter since 2011; she obtained her qualification with Georgia Department of Human Resources and Atlanta Workforce Development Agency in 2004 and started working with Cobb and Douglas county Health department, mental health and law enforcement, as well as freelance with several agencies. She's been working at Children's Healthcare of Atlanta (CHOA) for 15 years as Medical Interpreter with a deep interest in Family Education for medical conditions; she had been involved in multiple conferences, symposiums, learning days and classes for patients and families as well as Spanish recordings for Orientation videos, procedures and conditions for Hispanics patients and families, all of which earned her the 2010 CHOA Golden Apple award - Honorable Mention,

for her contributions and extraordinary accomplishments in Health Education. At the present she's a member of the Interpreting Shared Leadership council at CHOA. She joined the National Board in 2018 to be engaged in the National Board Certification process, for her strong belief that the NBCMI process aids in the development of highly prepared medical interpreters professionals.

Presentation # 3: Bringing people into focus: applying an equity lens in emergency management - Lisa Corbly, Multnomah County

0.045 IMIA CEUs – 0.45 CEAP CEUs

People are impacted differently and need different things to meet life safety or other basic needs before, during or after an emergency. When we consider equity, we are considering the whole community with an eye towards removing barriers to our services and programs. How to structurally

integrate equity into emergency management in a meaningful way is not an easy task. Where do you begin?

Multnomah County Emergency Management developed equity lens tools that can be applied throughout our emergency management programs.

Come with an open and creative mind. You will leave this presentation with more questions than when you arrive. These questions, if you follow them, can set you on a path toward more equitable outcomes in your community.

Learning objectives:

1. Learn about the tools,
2. How they were developed, and how they can be applied,
3. Realistic hurdles,
4. How to move the equity agenda forward in your community.



Lisa Corbly serves as the Planning Division Chief for Multnomah County Emergency Management. Lisa has 20 years of experience building community through natural hazards planning, community planning, international development, event production for cancer survivors and designing programs for children. She received a Master of Urban and Regional Planning from Portland State University and studied post-disaster recovery in SE Asia following the Indian Ocean Tsunami. She is the proud mother of a beautiful 5-year old boy; her inspiration for building safe and healthy communities.

Presentation # 4: Operation Gentle Voice Exercise (LEP/Interpreters and first responders Interactions) Lead: Professor John Burke, Boston University

0.2 IMIA CEUs – 2 CEAP CEUs

There have been many disasters in the United States and abroad in the last several years. The area of linguistic services and interpretation is a necessary component of any disaster plan. There seems to be a disconnect between those services and how to implement in a disaster. The Boston University Healthcare Emergency Management Graduate Program partnered in 2012 with the United States Office of Minority Health and its Center for Linguistic Cultural Competency to propose Operation Gentle Voice. The program is a grass roots effort to bring a solution to linguistic and translation services to all communities including a template for the Public Health and Hospital

Incident Command Systems. We have enlisted the support of the following entities to team together to address this issue and provide an activity to highlight these key issues.

Objectives:

1. Validate the role of medical interpretation in a disaster scenario for conference attendees.
2. Demonstrate the integration of medical interpretation with the Incident Command System

Goals:

The goal for the afternoon session is to have attendees formulate strategies to integrate medical interpretation in a disaster scenario working with public safety stakeholders

Town Hall Meeting: Challenges and Opportunities on Providing Culturally and Linguistically Appropriate Services During Emergencies - Q & A

0.045 IMIA CEUs – 0.45 CEAP CEUs

Emergency preparedness planners often discuss how to better assist all vulnerable populations during a disaster. Especial attention is now being placed on how to assist people with limited English proficiency, disabilities, and people with functional needs to access services pre, during, and post a disaster. Please join us to have a healthy discussion about the challenges and opportunities we faced to meet the needs of all the population we serve.

Objectives:

1. Discuss lessons learned from prior disasters
2. Hear from subject matter experts about their experiences
3. How emergency preparedness training programs addresses language barriers, and functional needs
4. How we can make it better.

Moderator: Linda Joyce



Linda Joyce, M.S., CMI-Spanish, is a Language Access Specialist and a remote, on site and conference interpreter. Linda was part of the team who developed, launched and implemented national medical interpreter certification in 2009. She became the Executive Director and then the Certification and Testing Director for the National Board of Certification for Medical Interpreters from 2011-2014.

Linda has served on the Board of the International Medical Interpreters Association (IMIA) and was the former Director of Language Interpretive Services at Grady Health System in Atlanta. Most recently Linda worked at Children’s Healthcare of Atlanta as a medical interpreter.

Linda is a proud member of the IMIA and the Medical Interpreters Network of Georgia (MING), and has worked for more than 35 years as an interpreter, trainer and educator. Linda

presents workshops nationally and internationally on various aspects of best practices for providing competent language access. She is an advocate for the continuing development of the medical interpreting profession and is passionate about issues related to equal access to healthcare. Linda has lived and worked in Spain, Germany, Brazil and Mexico and was a Gulbenkian scholar in Lisbon, Portugal.



Laurie J. Holien (Ho-leen)

Laurie Holien is the Director of Homeland Security and Emergency Management and a Professor for Concordia University in Portland, Oregon. She formerly served as the Deputy Director of the Oregon Office of Emergency Management (OEM). She has 20 years of operational experience in Emergency Management and Critical Infrastructure. Her background includes consulting for the Department of the Navy (SPAWAR), DHS, FEMA, and other local emergency management agencies.

She was appointed as a Naval Postgraduate School/Center for Homeland Defense and Security Alumni Fellow, and in this capacity worked at FEMA's Headquarters in Washington D.C., including activations of the National Response and Coordination Center. Prior to that, she was a strategic advisor and manager responsible for critical infrastructure protection and emergency management missions at the City of Seattle, Public Utilities Department. She has served as a Planning Section Chief on a level III Incident Management Team in King County, WA. Ms. Holien earned her Master's degree from the Naval Postgraduate School and holds a Bachelor's degree in Communications from the University of Washington.



Stan Thomas is the Administrator for the DHS|OHA Occupational Health, Safety & Emergency Management Program and primary contact for mass care strategies in Oregon. His work includes Emergency Support Function 6, Mass Care, Emergency Support Function 11, Food and water and State Recovery Function 4, Social Services. Stan also oversees Continuity of Operations Planning for both DHS and OHA. In 2014 Stan was asked to come to DHS to revamp both the emergency management and continuity of operations programs. Through the years he has led Oregon's efforts to improve mass care operations and has work closely with several state agencies and non-

governmental organizations. He has led statewide mass care operations for several Oregon wildfires including the Chetco Bar and Eagle Creek Fires, many inclement weather events, the Salem Water Crisis and the 2019 snowstorms that devastated many counties throughout Oregon. In 2018 Stan also deployed under EMAC to assist the with California's Shelter Task Force during the Camp Fire in Butte County CA.



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TRACK 2

Psychological First Aid – 8 Hours Training (Conference room C)

Trainer: Teresa Costa, Psy. D.

0.8 IMIA CEUs – 8 CEAP CEUs

Psychological First Aid does not assume that all survivors will develop severe mental health problems or long-term difficulties in recovery. Instead, it is based on an understanding that disaster survivors and others affected by such events will experience a broad range of early reactions (for example, physical, psychological, behavioral, spiritual). Some of these reactions will cause enough distress to interfere with adaptive coping, and recovery may be helped by support from compassionate and caring disaster responders. This course will prepare you to provide that support as a first responder.

Basic Objectives of Psychological First Aid: After completing the 8-hour course, students will be able to

1. Establish a human connection in a non-intrusive, compassionate manner.
2. Enhance immediate and ongoing safety and provide physical and emotional comfort.
3. Calm and orient emotionally overwhelmed or distraught survivors.
4. Help survivors to tell you specifically what their immediate needs and concerns are and gather additional information as appropriate.
5. Offer practical assistance and information to help survivors address their immediate needs and concerns.
6. Connect survivors as soon as possible to social support networks, including family members, friends, neighbors, and community helping resources.
7. Support adaptive coping, acknowledge coping efforts and strengths, and empower survivors; encourage adults, children, and families to take an active role in their recovery.
8. Provide information that may help survivors cope effectively with the psychological impact of disasters.
9. Be clear about your availability, and (when appropriate) link the survivor to another member of a disaster response team or to local recovery systems, mental health services, public-sector services, and organizations.



Dr. Teresa I. Costa received her Doctorate in Clinical Psychology in 2008 specializing in the Ecosystemic Child under Dr. Kevin O'Connor, one of the founders of the Association for Play Therapy. She began working with children in 1986 in a preschool setting as she worked towards her Bachelor of Arts in Child Development. She then joined the University of Oregon campus where she completed her Masters in Early Childhood Special Education. After a number of years as a regional autism specialist she joined the civilian workforce of the United States Air Force as a Director of several Child Development Centers in Montana and California. Through the following years she gained experience with youth and adults involved in the criminal justice system, providing

psychological services in a school devoted to children with special education needs and working with families helping them learn to advocate for their children's educational rights.

She and her husband are both Veterans so helping the local Veteran population is also a passion. In November of 2015 Dr. Costa received specialized training in Cognitive Processing Therapy (CPT) from the Veterans Administration. CPT is a proven treatment for Post-Traumatic Stress Disorder. Furthermore, on 07/22/2019 she became a Certified Clinical Trauma Professional by the International Association of Trauma Professionals. She received her training from Dr. J. Eric Gentry directly who also helped Dr. Costa focus on Compassion Fatigue for professionals in the health care field and first responders.

STAND-BY PRESENTATION

Interpreting the Unpredictable: Using standards of practice to navigate ethical conflicts **0.1 IMIA CEUs – 1 CEAP CEUs**

The hallmark of a successful interpreted event is preparation. What if you as a prepared interpreter, face an unpredictable moment, packed with emotional distress and ethical conflict while interpreting for, genetics testing, or Do Not Resuscitate (DNR) orders, and even a terminal diagnosis? Using three case studies and backed by research, this presentation will bring home the skills interpreters can apply to maintain professionalism in highly charged events.

Learning Objectives. At the end of this workshop, participants will be able to:

1. Articulate the challenges of interpreting in three fast-paced and dynamic medical encounters.
2. Participants will learn the basic terminology and procedures associated with each of the three highlighted topics.
3. Practice culturally competent skills to resolve distractions and manage the flow of the communication for best outcomes.



Tamas Farkas is the Language Access Programs Director at The Cross Cultural Health Care Program. Born in Budapest Hungary, Tamas moved to the United States in 1999. He attended the Metropolitan State University of Denver, spending one year abroad in Fribourg, Switzerland studying at the University of Fribourg. After graduating with a B.A. in German and French, he spent a year in San Juan, Puerto Rico learning Spanish. He worked as a medical interpreter before becoming the Training and Interpretation Coordinator at the Interpreter Network of Spring Institute. He became a trainer for the Bridging the Gap program in 2016 as well as the program manager for the Interpreter Network.

MC



Ana Catalina (Cata) Jones has been working in the interpretation industry since 2006. While working as a medical interpreter, she also developed the training program for non-experienced interpreters at Pacific Interpreters. She is a Certified Medical Interpreter since 2012, and also has ample experience evaluating interpreting skills and language proficiency, as well as training raters for LanguageLine Testing and Training. Ana holds a licensure in Psychology from Universidad de Iberoamérica, in San José, Costa Rica. Ana is also a member of the Healthcare Interpreter Council for the

Oregon Health Authority Office of Equity and Inclusion.