



INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION
Leading the advancement of professional interpreters



October 2011 eNews

Quote of the Month

***"Things turn out the best for the people
who make the best of the way things
turn out"***

John Wooden

Letter from the Vice President



Dear IMIA members:

I am still amazed by the recent IMIA 25th anniversary conference that took place at Harvard Medical School in Boston on September 30 to October 2nd. Being the first IMIA President from outside of the US, I

had the extra challenge of not knowing several attendees, however, I was welcomed in a way I felt at home, thank you! This year marked several firsts; the Silent Auction and Poster Exhibition had never been done at an interpreter conference and will now become a staple of our annual events.

Our theme "*Client Education – Everyone's Responsibility*" couldn't be more appropriate. We launched the event on Friday with the IMIA Medical Terminology Boot Camp and three pre-conference sessions offered by **David Hunt**, **Rosana Balistreri** and **Andrew Clifford**. During the Stakeholder Meetings, leaders of IMIA and other associations met to brainstorm about the present and future of our profession. Members met with Committee and Division Chairs to discuss what they wanted from the organization reflecting the participatory model of the IMIA and giving attendees an interactive forum during the conference.

After a full day of deliberations and great conversations, we had a fun spirited reception for all attendees. Later that night, the Spirit of Boston cruise took us through the Boston Harbor. It was a great way to network with col-

leagues and I can't think of a better way to celebrate the International Translators Day together at sea.

On Saturday, we launched the day with the first expert panel on *Client Education* followed by a keynote speech by Ms. **Marion Boers**, President of the International Federation of Translators (IFT/FIT), who talked, among other topics, about the importance of working together. Her speech was followed by an enthusiastic motivational speaker **Yvonne Oswald**, who spoke about the Power of the Word and later did book signings of her new book.

At the end of the day, organizations joined the Interpreter Services Provider - ISP Division Reception. Other stakeholder groups also organized their get togethers, and the IMIA is happy to be a forum and host for these activities.

***Congratulations to the IMIA
and to all medical interpreters
for their 25th Anniversary and
the Wonderful Conference
Celebration!***

On Sunday, we welcomed our keynote speaker **Louis F. Provenzano Jr**, who did a wonderful speech about our collective responsibility towards client education and the professionalization of medical interpreting, which was followed by a second Expert Panel on *Certification Implementation* followed by the IMIA's Annual Meeting titled *The Status of the Profession*. During our annual meeting, presentations were given about the work of the organization and we recognized several of our IMIA past leaders for their selfless contribution to the profession. Each afternoon provided us the opportunity to hear from the expertise of over 25 speakers each day.

We also presented four Awards:





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- IMIA *Interpreter of the Year* to Mr. **Cesar Peña**
- IMIA *Provider Award* to Dr. **Eric Hart**
- IMIA *Raquel Cashman* to Mr. **Moe Rustom**
- IMIA *Education Award* to Ms. **Lourdes Cerna**

All the best,

Lola Bendana

Lola Bendana
IMIA President
President@imiaweb.org

I congratulate and thank our Award winners for their outstanding contribution and dedication to our field. I would like to thank the many volunteers that contributed to make this 25th anniversary celebration a success, State Representatives, International Representatives, Liaisons, Committee and Division Chairs, and members of the IMIA Board and Executive Committee. Last but not least, Ms. **Kyra Marino** and Ms. **Izabel Arocha** who are pivotal to the realization of the event.

We have many accomplishments to celebrate as well as many tasks to take on. I would like to invite you to join one of the many IMIA Committees or Divisions. Your profession needs you today, not tomorrow. To join simply go to your IMIA profile and click on the committee you wish to join or send the chairperson of the committee or division an email. The Trainers Division, for example, is looking for a new chairperson to work alongside with Hank Dallmann who is ready to move to other activities.

Perhaps most important is that this year we were able to become the first Conference Event site to have on site National Certification oral exams taking place and 17 candidates took these exams in the three days of the conference. We wish them the best of luck and hope that we can soon count on 17 more CMIs.

We have many online and face to face events planned for 2012. You will be receiving details soon. Please feel free to contact me at any time if you have questions or comments about IMIA.

If I don't see you at one of our forums, symposiums or boot camps, see you in Miami for our next full conference on February 15-17, 2013! Mark the date!

National Certification



**THE NATIONAL BOARD OF CERTIFICATION
FOR MEDICAL INTERPRETERS**

ABOUT THE NATIONAL BOARD OF CERTIFICATION FOR MEDICAL INTERPRETERS

The National Board of Certification for Medical Interpreters is a non-profit organization, founded by IMIA and LLS, formed from an independent group of industry professionals who represent all key stakeholder groups, including professional medical interpreters, trainers, employers, providers, and regulators. The National Board developed the first and most comprehensive national medical interpreting certification program to date. It serves as the certifying entity and has independent authority over all essential certification decisions.
www.certifiedmedicalinterpreters.org

CCHI Commissioners Continues Work to Develop Certification in Two Additional Languages

The Robert Wood Johnson Foundation, whose mission is to improve the health and health care of all Americans, awarded a \$308,750 grant to CCHI on July 1, 2011, to support a one-year program of work that will develop the Certified Healthcare Interpreter™ examination in two additional languages and conduct educational activities to help interpreters, interpreter trainers, supervisors, healthcare providers and other stakeholders in the healthcare arena understand certification so that more





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know how to use CCHI certifications appropriately.
<http://bit.ly/qSc4xYl>

There has been confusion about what makes one a "Certified Medical Interpreter (CMI)" or a "Certified Health Interpreter (CHI)" as opposed to having received a Certificate of Attendance or a Certificate of Achievement/Completion from an educational organization, so we thought it would be helpful to share the definitions/explanations. <http://bit.ly/obpa8m>

Language Rights Corner



National Indian Education Association 42nd Annual Convention and Tradeshow

Indian Country Today Media Network.com

Annual convention events include a culture night, language revitalization forum, a youth day, a college symposium, a tribal leader's summit, an awards gala and a social powwow. For more information, please visit:

indiancountrytodaymedianetwork.com/2011/10/national-indian-education-association-42nd-annual-convention-and-tradeshow-this-month/

Quebec Language Agency to go After Companies with English Names

A brief timeline of important events in the development of Quebec's sign laws:

1977 -- Bill 101, also known as the French Language Charter, is passed by a margin of 54-32 in Quebec's legislature. It includes provisions that require all commercial signs in Quebec to be in French only.

1981 -- Deadline for all signs in the province to comply with Bill 101's French-only requirement.

1982 -- Canadian Charter of Rights and Freedoms is passed.

1988 -- Supreme Court of Canada decision strikes down the French-only provisions of the language charter. Quebec government invokes the notwithstanding clause.

1993 -- Bill 86 is passed by Quebec's Liberal government to incorporate changes to Bill 101 mandated by the 1988 Supreme Court decision. The updated bill allows languages other than French to be included on commercial signs, but requires French to be "markedly predominant."

http://montreal.ctv.ca/servlet/an/local/CTVNews/20110829/mtl_signs_110829/20110830/?hub=MontrealHome

Healthcare Disparities News



AHIMA, HHS offering free Health IT training Native Times

"The Office of **Minority** Health is pleased to support another innovative and timely health IT project in the growing portfolio of important work on health **disparities**,"





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said Deputy Assistant Secretary for **Minority** Health
Garth N. Graham, MD.

Pictures of the conference soon to be posted on the Pho-
tos Section of the IMIA Website.

Is your training program listed in the IMIA Training Direc-
tory? If not please contact them and ask them to post it
there or how else are future interpreters going to find
them? Support interpreter education by promoting the
IMIA Training Directory.

Interpreter Ethics

IMIA Ethics Complaints Process Coming Soon

The Ethics Committee is working towards developing an
Ethical Complaints System so that the public has a means
to make complaints of medical interpreters who are
breaking ethical rules of conduct. For more information
about the Ethics Committee, go to

[http://www.imiaweb.org/committees/ethics-
committee.asp](http://www.imiaweb.org/committees/ethics-committee.asp)

US Interpreting News



Translator goes the extra mile at Nebraska School

A translator is providing critical support for students of
Spanish speaking parents at Dodge Elementary School in
central Nebraska. Aside from the typical translation of
letters to home, Birdie Lopez takes the time to ensure
parents understand what is happening with their chil-
dren's education, and she will ask follow-up questions if
parents are confused. She functions more as a social

worker, and the district named her Non-teaching Staff
Member of the Year for her efforts

[http://www.theindependent.com/articles/2011/08/21/n
ews/local/13796110.txt](http://www.theindependent.com/articles/2011/08/21/news/local/13796110.txt)

CyraCom International Named to Inc. 5000 List

CyraCom International, Inc. announced its inclusion
again in the Inc. 5000 list of fastest-growing private com-
panies in the country. This is the fourth time in the past
five years the language service provider made the list.

[http://www.prweb.com/releases/2011/8/prweb874430
9.htm](http://www.prweb.com/releases/2011/8/prweb8744309.htm)

Launching New Industry Standards for Language Services and Products

ASTM Committee F43 to develop performance testing
standards for health care industry, government agencies,
and educational institutions.

[http://www.prweb.com/releases/2011/8/prweb874430
9.htm](http://www.prweb.com/releases/2011/8/prweb8744309.htm)

Dictionary.com Announces Results of 2011 Student Preferences Survey

MarketWatch (press release)

31, 2011 /PRNewswire via COMTEX/ -- Dictionary.com (
www.dictionary.com), the leading online and mobile
dictionary with over 50 million monthly users, today un-
veiled the results of its Fall 2011 Student Preferences
Survey, which polled thousands of ...

For more information, please visit:

[www.marketwatch.com/story/dictionarycom-
announces-results-of-2011-student-preferences-survey-
2011-08-31](http://www.marketwatch.com/story/dictionarycom-announces-results-of-2011-student-preferences-survey-2011-08-31)

Sign Language News





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Translation of deaf suspect is complicating St. Paul murder trial

http://www.twincities.com/ci_18657495?nclink_check=1

Letter: American Sign Language should be every deaf child's right - The Flint Journal

The Flint Journal - MLive.com

Why wouldn't communication be the first step in teaching deaf children? Is it cool and calming for them to communicate? Mind you, this is being said about hearing children! The beautiful language of American Sign Language should be every deaf child. For more information: www.mlive.com/opinion/flint/index.ssf/2011/08/letter_american_sign_language.html

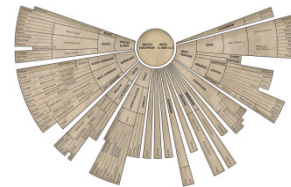
International Interpreting News



BBC World Service Programmes - The Interview.

The Interview Amanda Galsworthy. Amanda Galsworthy is President Sarkozy's official interpreter and has interpreted for many heads of states. There are some commonalities between the work of a diplomatic interpreter and medical interpreters. The fundamentals are the same.
<http://www.bbc.co.uk/programmes/p008p34g>

Minority Languages News



Taking advantage of the uprising against Gadhafi, Libya's Berber minority, around 10% of the population, is engaged in a cultural revival. *The teaching of Berber language courses and the airing of radio broadcasts*, acts punishable by torture or even death only a few months ago, are now openly practiced and Berber activists are adamant about preserving their newfound freedom.

Tamazight as a "national language" in 2002, has also allowed Tamazight to be taught in schools as an option. Nevertheless, it has strongly resisted calls for it to be given official status, an outcome that would help give Berbers meaningful access to the institutions of the state. Recent unrest in Berber areas threatens to develop into something larger if the status quo remains.

<http://bit.ly/pElMin>

Interpreter Education News



The importance of Medical Interpreters in the US

[#1nt](http://bit.ly/qUf45C)

Looking for Continuing Educational Offerings?

<http://www.imiaweb.org/education/trainingnotices.asp>





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IMIA Book of the Month



The Origins of Simultaneous Interpretation: The Nuremberg Trial by Francesca Gaiba

University of Toronto Press. 1998

ISBN: 0776604570 Paperback

From the author: This is a book about the use of conference interpreting at the Main Nuremberg Trial (1945-46). It is hard to believe that despite the thousands of books written about the Nuremberg Trial, no scholar was ever interested in describing how the Trial could possibly be carried out in four different languages (French, Russian, German and English). This book describes that and more. It provides a historical context, describing the history of conference (simultaneous) interpreting before, during, and after the Trial. It is also full of interesting details about the Trial: the use of IBM equipment, the reaction of Goering to the translation, the episode known as "translation mistake and more..."

Calendar of Events



The following are the different events the IMIA is offering in 2011 for your professional development.

- International Calendar of Events
- U.S. Calendar of Events
- IMIA Events

The IMIA would like to encourage all interpreters and stakeholders who are language access advocates to please share this PSA in every presentation you do.

To access the PSA, please go to:

http://www.imiaweb.org/Fluency_PSA_IMIA.mov

IMIA National Medical Interpreter Registry

Search the directory by name, language, state or country: The IMIA is proud to have the only national registry of medical interpreters in the US. It includes over 1,900 interpreters in over 100 languages, and each profile includes training, general education, work experience, references, and even their resume, if they wish to upload it. <http://www.imiaweb.org/corporate/find.asp>

Member Profile new Options

IMIA has recently added new options to the member profiles where you may add your certification credentials and Certification information. If you have been certified recently please go to your profile to update your information at <http://www.imiaweb.org/members/profile.asp>.

IMIA List Serve

Find out how to join IMIA Members-only **List Serve** at <http://www.imiaweb.org/members/listserve.asp>

Advertise with IMIA

Select the IMIA Events you would like to advertise at! Ads will appear in the IMIA Events program booklets (distributed to each attendee) and in the online version of the booklet for approximately a year. You may wish to advertise in the IMIA eNews which has the same rates





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and are published on a monthly basis. These remain in the website after publication.

<http://www.imiaweb.org/conferences/advertising.asp>

Join IMIA's Social Media Networks!

Linked In

-Individual Profile

<http://www.linkedin.com/in/imiaweb>

-Group Profile

<http://linkd.in/I9ATUx>

Facebook

<http://on.fb.me/IB50Rn>

Twitter

@IMIAUpdates (Connected with Facebook)

<http://twitter.com/%21/IMIAUpdates>

@IMIAeNews (By Ingrid Leeman E-News Chair)

<http://twitter.com/%21/IMIAeNews>

By Facebook, please join the page using the above link and click "Like. For Linked In connect with either of the two IMIA pages. Once connected, you can post interpreter related information for others to read. For more information, reach Mari Gonzales, the IMIA Social Media Director at gonzalezmarid@gmail.com

National Chapters Corner

IMIA Seeks National and International Chapter Representatives

The IMIA is growing rapidly and needs your help. If you are a member who wants to make a difference, apply to become an IMIA Chapter Representative or an assistant to our existing representatives. They need your help. To see requirements go to:

http://www.imiaweb.org/uploads/docs/Requirements_for_IMIA_Representation.pdf

For international go to:

http://www.imiaweb.org/uploads/docs/Requirements_for_IMIA_Representation.pdf

is pleased to announce that Olga Chmilar is the new Assistant Representative for the IMIA New York Chapter



In this capacity she will be assisting Eric Candle, the New York Chapter rep, in all NY Chapter activities. Ms. Chmilar is the Managing Director for Raland Translation, LLC. (formerly Premier Translation Services). Prior to managing the Translation department, she held various positions throughout her tenure at Premier Technical Services, including Instructional Designer/Trainer, Technical Writer/Trainer, Project Manager, Sales and Marketing Manager and General Manager. Olga has over twenty years of training experience, and ten years of translation solutions and services experience. Prior to joining Premier Technical Services, she worked at Xerox Corporation as a Training Program Launch Manager for the North American Solutions Group supporting Office/Production Color and Mid-volume Black & White Product Lines.

The IMIA is pleased to announce that Kathryn Hiester is the new Representative for the IMIA Pennsylvania Chapter



Kathryn Hiester

Ms Hiester was born in New York City to an Irish-American father and a Colombian mother who immigrated to the United States in her 30's. Her father died when she was young, so my siblings and her helped their mother at various appointments, including doctor's





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visits. She understands the difficult situations family members encounter when called to act as interpreters, and why professional medical interpreters have an important role in delivering quality health care. She's finding great professional and personal satisfaction in medical interpreting. With every patient-provider encounter, whether in-person or by telephone, I know that I am helping patients and providers understand each other, which, in turn, helps them provide and access quality health care. She is a member of the Delaware Valley Translators Association and work as a free-lance interpreter in a variety of venues, including major university hospital systems, in and around the Philadelphia area, where she lives with her family. She is keenly interested in advancing and representing the profession.

**The IMIA is pleased to announce that
Angela Outzen is the first Representative for the
IMIA Utah Chapter**



Angela Outzen is the Director of Language Services of the Urban Central Region of Intermountain Health Care in Utah, overseeing culturally competent language access and interpreting services for 5 hospitals. Mrs. Outzen is an active member of the American Translators Association, International Medical Interpreter Association (IMIA) and National Association for Judiciary Interpreters and Translators (NAJIT). Mrs. Outzen holds a BA in Education from Universidad de La Serena, Chile, a Masters of Science in Health Promotion and Education from the University of Utah, and a Masters in Public Administration from the University of Utah. She is a Certified Court Interpreter and a certified Medical Interpreter and Transla-

tor. Mrs. Outzen has worked in the private sector, education and health care with over 12 years of experience in hospital settings. For the last 10 years she has been dedicated develop medical interpretation programs and culturally competent health care access. She has also travelled extensively to over 30 countries developing an understanding of individuals and their culture.

About the IMIA Monthly e-news Brief



Claudia Perla, Interim Chairperson
enews@imiaweb.org

The IMIA e-News is our monthly news brief. The purpose and intent of this publication is to advance the medical interpreting profession by providing our members with the latest local, state and international news and reports, as well as provide monthly updates on useful websites, toolkits, and available trainings/resources.

We know our members do not have time to read everything that comes across their desks or emails, so we actually take the time to select, from a myriad of sources, and condense it into a summary of the most updated, relevant, useful and interesting news about the field on a monthly basis. The focus is not on being an organizational newsletter but on being industry news brief on medical interpreting.





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The IMIA is the world's largest professional association dedicated to medical interpreters.

Medical interpreters: **BE THE BEST THAT YOU CAN BE!**

Dear medical interpreter,

Joining the IMIA increases your work development potential and can open up new career opportunities. Become an IMIA medical interpreter: You'll feel a renewed sense of pride and confidence because **IMIA medical interpreters are respected as the best in their field**. Ample opportunities for professional development include:

- Committee Engagement
- Job Announcements
- Monthly Briefings
- Annual Conferences
- National Advocacy
- Leadership Development



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www.imiaweb.org



PROMOTING THE PROFESSION WORLDWIDE

