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QUOTE OF THE MONTH

*"Look deep into nature, and
then you will understand
everything better."*

- Albert Einstein

LETTER FROM THE TREASURER OF IMIA



Dear Members,

FY 2012 marked another year in which the IMIA pushed the envelope globally raising the bar of our profession.

A significant milestone was reported at our extremely successful 2013 annual IMIA conference, which was held in Miami Beach, Florida, from January, 18-20. The National Board, a division of the IMIA, has crossed a milestone it has been working toward since its founding. It has received accreditation from the National Commission for Certifying Agencies (NCCA). The National Board also announced that all five of the pilot programs for the oral certification exams in Mandarin, Russian, Cantonese, Vietnamese, and Korean have been completed. Both the IMIA and the National Board take this opportunity to give a big thanks to the State of Oregon OHA Office of Equity and Inclusion for the grant making this

possible, to all the wonderful interpreters who volunteered for the pilot, and to the many supporting organizations coast to coast who participated by hosting the pilot exams. This project took a huge team effort over many months and we welcome the New Year - 2013 - with the expansion of the certification into more languages.

For the past 25 years, the IMIA has been the national and global standard bearer for the medical interpreting profession, advocating for the profession, increasing awareness of the profession and its strategically critical role in health care delivery, promoting standardized testing and credentials, and relentlessly raising the bar of quality, integrity, and ethics in the profession. It has been driven by the conviction that medical interpreting is a unique profession. It enables communication across language barriers in situations which can often be life threatening if the any aspect of highly technical medical vocabulary is even slightly misinterpreted between the physician and the patient. Recognizing the strategic role of our profession, IMIA has advanced on multiple fronts to strengthen our members' capabilities. We continue to offer webinars for up-close-and-personal training and sharing of ideas and issues. We offer a CEU programs, client-training programs, cross cultural training programs, certification programs, interpreter testing, medical terminology boot camps and much more. We consistently offer a veritable cornucopia of educational resources for the medical interpreter on panoply of subjects. We provide advocacy through the multidimensional contacts of our U.S. and international Board members and association members, to ensure that we have awareness among our U. S. and global government officials, healthcare and academic leaders of the critical importance of our work and its implications.

We have a global network of representatives who can be mobilized for communications and advocacy on the critical issues we face in this second decade of the twenty-first century. Most important, we remain true to our focus and never deviate from our mission to advance the standards of our profession, to ensure that, a medical interpreter carrying our certification will confidently and competently convey accurate communication between doctor and patient. We can accomplish these diverse but conjoined tasks and meet the challenge of our mission because we manage our resources prudently and we are ever mindful of the stewardship of our members' support. Our annual budget is managed for maximum impact. We consistently realize modest year-end surpluses, which have been particularly difficult in the recent economic environment, which needs no description here.

We continue to advance because of the extraordinarily shared sense of purpose on the Board. In countless conference calls, and meetings throughout the year, we focus on current needs, priorities, potentials, and threats. We monitor developments on a current basis, and adjust as necessary in a proactive rather than reactive way. The result, we hope, is the best possible International Medical Interpreters Association, serving and advocating for medical interpreters worldwide.

It is my privilege to serve as your Treasurer, and to contribute what I can to advancing the cause we all share.

Sincerely,



Juana Horton
Treasurer

Treasurer@imiaweb.org





NATIONAL CERTIFICATION



THE NATIONAL BOARD OF CERTIFICATION
FOR MEDICAL INTERPRETERS

WEBINAR COMING UP WEDNESDAY, MARCH 27TH AT 1PM EASTERN TIME - JOIN IN!

The National Board has monthly webinars that are a step-by-step guide on how to prepare for the written and oral certification exams, now available for interpreters of Spanish but very soon will be offered in Russian and Mandarin, followed by Cantonese, Korean and Vietnamese. The webinar will focus on the specifics of taking the exams, in general what the exams cover, including a description of what to expect when you get to the testing center, screen shots of the test setup, and more. Participating in the webinar is the best way to prepare to become a Certified Medical Interpreter, and it's free.

This one hour webinar is open to everyone and there is no need to pre-register. You will need a phone line and a computer with Internet access to fully participate. Please see the details that follow and note the different time zones:

- Wednesday, March 27th at 1pm Eastern, 12pm Central, 11 am Mountain and 10am Pacific time

Instructions for joining the Webinar will be posted soon at

www.certifiedmedicalinterpreters.org

PLEASE NOTE: A Webcast of the webinar is on the website here:

www.certifiedmedicalinterpreters.org/oral-exam

Schedule for the 2013 monthly webinars:
(All times are Eastern)

- Thursday, April 25 at 2 pm
- Friday, May 31 at 3 pm

- Saturday, June 29 at 4 pm
- Monday, July 29 at 11 am
- Tuesday, August 27 at Noon
- Wednesday, September 25 at 1 pm
- Thursday, October 31 at 2 pm
- Friday, November 22 at 3 pm
- Saturday, December 14 at 4 pm

NEWLY CERTIFIED INTERPRETERS

THE 7TH ANNUAL NATIONAL MEDICAL INTERPRETER CERTIFICATION FORUM

MAY 3, 2013 IN
PORTLAND, OREGON

Medical interpreters and other stakeholders are pooling their collective thought, energy, and influence to advance the burgeoning profession, with the simple, powerful goal of improving language access for patients through national certification, thus connecting patients with outstanding, vetted, professional interpreters. In that spirit, leaders, advocates and other stakeholders in the medical interpreting industry will travel from across the globe to convene on Friday, May 3, 2013, in Oregon for the 7th Annual National Medical Interpreter Certification Forum.

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

This list is based on information received from The National Board of Certified Medical Interpreters—these individuals became Certified in February 2013.

Congratulations!

Johanna Castilla (MA)

Allison Corbett (DC)

Licelot Cyrus (MA)

Raquel Diaz (NJ)

Ma Gallardo (WI)

Maryna Garbitt (MA)

Jeremy Greenwood (MA)

Alexandra Guevara Salcedo (NC)



Vajra Kilgour (NY)

Sergiy Libenson (ON, Canada) CMI-RUSSIAN

Cecilia Lopez (NJ)

Joan Milligan (OR)

Adriana Mocan (RI)

Nancy Ramirez (CA)

Olga Rivas (GA)

Erica Roman (MN)

Enrique Soto Lopez (GA)

Eva Tomczyk (MA)

Susana Torres (RI)

Silvia Villacampa (VA)

Adriana Wilson (MN)

Diana Worpek (MA)

PLEASE NOTE: We are unable to list CHIs as we do not have the information. We are working with CCHI to obtain those reports.

ABOUT THE NATIONAL BOARD OF CERTIFICATION FOR MEDICAL INTERPRETERS

The National Board of Certification for Medical Interpreters is an autonomous certifying body, 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 comprehensive national medical interpreting certification program. The National Board is a special division of the IMIA and has independent authority over all essential certification decisions. The purpose of certification is to ensure limited English proficiency patient safety by rigorous evaluation and assurance of the competency of medical interpreters, through written and oral exams. Those who pass the written and oral exams are bestowed the CMI credential which stands for Certified Medical Interpreter.

For more information, visit

www.certifiedmedicalinterpreters.org

The National Board of Certification

info@certifiedmedicalinterpreters.org

PO Box 300, Stow, MA 01775

765-MED-CERT or 765-633-2378

www.certifiedmedicalinterpreters.org

LANGUAGE RIGHTS CORNER



LANGUAGE RIGHTS IN SOUTH AFRICAN COURTS

[http://imThe right to a fair trial in South Africa is entrenched in section 35\(3\) of our](http://imThe right to a fair trial in South Africa is entrenched in section 35(3) of our)

Constitution and includes – very importantly – section 35(3)(k) which assures the right to be tried in a language that the accused person understands. This is essential to enable those charged with crimes to defend themselves adequately and answer properly to any charges levied against them by the State.

<http://www.peacepalacelibrary.nl/2013/01/language-rights-in-south-african-courts/>

WASH. STATE CONSIDERS GENDER- NEUTRAL LANGUAGE BILL

Over the past six years, state officials have engaged in the onerous task of changing the language used in the state's copious laws, including thousands of words and phrases, many written more than a century ago when the idea of women working on police forces or on fishing boats wasn't a consideration.

http://www.galvestondailynews.com/news_ap/nation/article_27c8f0ac-30d6-5449-af97-2936a58afc8b.html

HEALTHCARE DISPARITIES

PLAN OUTLINES ACTIONS TO IMPROVE HEALTH EQUITY

New recommendations from the Governor's Interagency Council on Health Disparities will focus



on ways to improve health equity in Washington by:

- Reducing disparities of access and quality of behavioral health services and outcomes.
- Reducing health disparities from environmental exposures and hazards.
- Reducing poverty and its effects on health disparities.

The council's recommendations are outlined in "2012 State Policy Action Plan to Eliminate Health Disparities."

<http://www.doh.wa.gov/Newsroom/2013NewsReleases/13002HealthEquityPlan.aspx>

HOW MIGHT IMMIGRATION REFORM INFLUENCE HEALTH CARE REFORM?

Immigrants -- both those who are documented and those who are not -- are less likely to have health insurance than their U.S.-born counterparts. Almost half the documented immigrants in the U.S. do not have health coverage, according to 2011 Employee Benefit Research Institute statistics.

<http://goo.gl/Oo4aI>

LANGUAGE TECHNOLOGY



SDL TO SUPPLY MULTIPLE EUROPEAN UNION INSTITUTIONS WITH COMPUTER-AIDED TRANSLATION SOLUTIONS

UK - The European Commission, the European Parliament, the Council of the European Union, the Court of Justice of the European Union, the European Court of Auditors, the European Economic and Social Committee, the Committee of the Regions of the European Union, as well as the Translation Centre for the Bodies

of the European Union will equip approximately 4300 internal translators with the SDL Trados Studio system.

<http://goo.gl/JlaQh>

THIS MINI-TRANSLATOR ATTACHES TO A PEN, PROJECTS TRANSLATIONS ON BOOKS

The device is something like a ring for a pen or pencil, fitting snugly on a writing utensil by way of its sponge interior. The Ivy Guide translator is easy enough to use: Attach it to a writing utensil, press and hold the button, underline the word you want translated, then the translated result is projected over the word. Releasing the button clears the translation.

<http://goo.gl/5Ddx0>

GOOGLE+ NOW THE NUMBER 2 SOCIAL NETWORK AS TENCENT WEIBO PLUMMETS

Interestingly for Google, if you consider YouTube a social network, comes in at number three. This, says Global Web Index, demonstrates the "immense opportunity of linking Google's services through the G+ social layer". It adds that is also a key indication of why Google+ integrated with the Google product set is "so key to the future of search and the internet".

<http://memeburn.com/2013/01/google-now-the-number-2-social-network-as-tencent-weibo-plummets/>

More Language Technology News on next page

"Tell me and I forget, teach me and I may remember, involve me and I learn."

-- Benjamin Franklin

LANGUAGE TECHNOLOGY (CONTINUED)

WEB PLAY STORE NOW OFFERING TO TRANSLATE FOREIGN DESCRIPTIONS USING GOOGLE TRANSLATE

The Play Store app started doing this back in November, but this is the first time we've noticed the option showing up as part of the Play Store online. Chrome users are probably used to Google Translate bars popping up from time to time, but this change makes the store more usable for users of any browser. There are a few examples linked below so you can check out the feature. As an interesting side note, one of the apps we saw this working on is not foreign, but the description has a lot of stars that makes Translate think it's Chinese. Nice try, Google.

<http://goo.gl/IWNx1>

BARCELÓ HOTELES SELECTS TRANSLATIONS.COM TO LOCALIZE WEBSITE INTO SEVEN LANGUAGES

Barceló is implementing Translations.com's enterprise-wide translation management system [GlobalLink®](http://www.globalink.com) to create and maintain www.barcelo.com in seven languages, including Spanish, English, French, Italian, German, Portuguese, and Russian. With a direct integration of GlobalLink into Barceló's existing content management system, Barceló is able to make updates in each language, ensuring that their customers are seeing the latest information specific to their destination or market.

<http://goo.gl/h2sk6>

GOOGLE TRANSLATE DOES NOT ALWAYS RECOGNIZE LANGUAGES

We all know nothing is perfect. Google does an excellent job in many areas, especially with web page translation and speech recognition for its Android operating system. Up until today, I had never had a problem with either of these things, and I use both on a fairly regular basis.

<http://www.ghacks.net/2013/02/04/google-translate-does-not-always-recognize-languages/>

INTERPRETER ETHICS

IMIA CODE OF ETHICS ETHICAL TENET #2

2. Interpreters will select the language and mode of interpretation that most accurately conveys the content and spirit of the messages of their clients.

View the entire IMIA Code of Ethics at :
<http://www.imiaweb.org/code/default.asp>

You set up with your agency and with the staff at your on-going position that you can come in 15 minutes late, a time you won't be getting paid for. You are walking in one day and a staff member - not in your department- comments on your tardiness.

- you laugh it off. He has no idea the situation you've set up already.
- you explain your situation at length including the ethical way you established your situation.
- you say something like 'actually, I'm early'

What are your other options? What would you do?

Send us your comments to
Ethics@imiaweb.org

IMIA CODE OF ETHICS IN ISIZULU HAS BEEN POSTED!

Visit

<http://www.imiaweb.org/code/isiZulu.asp>

Or download the PDF version at

<http://www.imiaweb.org/uploads/pages/735..pdf>

WEB-BASED WORKSHOP! CROSS CULTURAL TRAINING

The IMIA is proud to offer cultural competency training to medical interpreters! After much research on trainings available, the IMIA decided to offer the Quality Interactions Cross Cultural Competency one hour online module to its members. It is a great way to ensure that our members have the training they need to work in a healthcare environment.

Quality Interactions® for HealthCare Employees Non-clinical Course:

This web-based program teaches a cross-cultural, individual-based strategy for communicating effectively with diverse populations. This program is appropriate for healthcare administrators, office managers, customer service representatives, lab technicians, and interpreters – essentially anyone who works in healthcare but not necessarily in a direct clinical setting.

The learning objectives for the Nonclinical program model are based on the ResCUE model for culturally competent interactions and include the following:

- Respect and value cultural diversity
- Communicate clearly in cross-cultural interactions
- Understand and explore cultural differences
- Effectively engage an individual in a cross-cultural interaction

Benefits of this online training:

- You can do it anytime, anywhere, right from your computer
- You can stop the program and then go back to it later on another day
- It is not too long and is completely doable for busy interpreters
- You can add it to your resume under Education and show future employers that you have basic cultural competency training from a reputable source.

Quality Interactions Approach:

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

IMIA members are now able to take this course at a discounted rate:
IMIA Members: \$60

Learn more at :

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

IMIA ISP DIVISION CORNER

IMIA ANNUAL TRAINERS & ADMINISTRATORS SYMPOSIA

September 6 - 8, 2013

Hosted by:

Duke University Medical Center -
Durham, NC

September 6:

Administrators Symposium

September 7 & 8:

Trainers Symposium

[http://www.imiaweb.org/conferences/
admin_trainer_symp.asp](http://www.imiaweb.org/conferences/admin_trainer_symp.asp)

IMIA INTERPRETER SERVICE PROVIDER (ISP) MEMBERSHIP NOW INCLUDES 5 REPRESENTATIVES!

The Interpreter Service Provider (ISP) Division of the IMIA is pleased to announce that, effective immediately, each IMIA ISP organizational member can have up to five representatives in their membership profile. We feel that more representation from each organization will increase participation, dissemination of information, and generate more awareness of IMIA ISP activities. It will also help the IMIA promote collaborative relationships with diverse organizations which will help the IMIA grow and prosper.

To add more representatives to your existing ISP profile, go to:

[http://www.imiaweb.org/corporate/
profile.asp](http://www.imiaweb.org/corporate/profile.asp).

*"Courage is what it takes to
stand up and speak; courage
is also what it takes to sit
down and listen."*

-- Winston Churchill



THIS MONTH'S FEATURED IMIA ISP MEMBERS

CTS LANGUAGELINK

<http://www.ctslanguagelink.com>

"CTS LanguageLink has assisted us with translation and interpretation services for the past two years and has done an excellent job." -Los Angeles County

NITA (NEVADA INTERPRETERS AND TRANSLATORS ASSOCIATION)

<http://www.nitaonline.org>

NITA is a non-profit association; as per March 5th of 2009, NITA is classified by the United States Internal Revenue Service as a tax exempt business league under section 501(c)(6) of the Internal Revenue Code.



IMIA WELCOMES OUR NEW & RENEWING ISP MEMBERS!

CULTURAL INTERPRETATION SERVICES FOR OUR COMMUNITIES - CISOC

<http://www.cisoc.net>

CISOC is a non-profit, charitable social enterprise that strives to provide the highest quality interpretation and translation services in order to facilitate equitable access to health, legal, social, educational, community and other services to non-English- or non-French-speaking clients.

LANGUAGE LINE SERVICES

<http://www.language-line.com/>

With over 200 languages offered and 24/7, year-round support, LanguageLine Solutions continues to grow as a global presence, with locations across 18 time zones, and throughout the United States, the UK, Canada, Mexico, Puerto Rico, Costa Rica, and the Dominican Republic.

QUANTUM INC.

<http://www.quantumtranslations.com>

Founded in 1991, Quantum, Inc. is a multi-lingual and multi-faceted language services company which provides superior foreign language services, including in-person and telephonic interpretation, written translations and transcriptions in all languages and all fields of expertise.



2013 UPCOMING ISP DIVISION MEETINGS

ISP Division Meetings are usually held on the 4th Thursday of each month at 12pm Pacific / 2pm Central / 3pm Eastern.

- March 28
- April 25
- May 23
- June 27
- July 25
- September 26
- October 24
- November 28
- December 26

ISP Division Meetings Page:

[http://www.imiaweb.org/corporate/
Corpmtgs.asp](http://www.imiaweb.org/corporate/Corpmtgs.asp)

IMIA ISP MEMBERS, POST YOUR JOBS WITH IMIA FOR FREE!

Did you know that IMIA Corporate Members in good standing may post job on the IMIA web site at no cost? Just go to [http://www.imiaweb.org/corporate/
job-form.asp](http://www.imiaweb.org/corporate/job-form.asp), log in and post! Your job opportunity will be added to the next IMIA Weekly Notice, and will remain posted on the IMIA web site for 30, 60 or 90 days! Non-members may post their job opportunities for a \$100 fee. Please send questions to info@imiaweb.org.



ISP DIVISION CHAIR

Lena Toolsie, M.A.

Linguistics President and
Founder, Ad Astra, Inc.

<http://www.ad-astrainc.com>

**ISP Division is looking for a vice
chairperson!** Please contact:

IMIAISPDivision@imiaweb.org

IMIA NEWS

IMIA LIFELONG LEARNING WEBINAR SERIES

Cultural Influences in Organ Donation

Presenter: Jean Reyes de González

March 22, 2013 at 12pmEST

For more information please visit:

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

IMIA BOOT CAMPS ARE COMING!

This popular series will begin this year in Dover, New Hampshire on April 6 & 7, 2013 at Wentworth-Douglass Hospital.

April 6:

8 Hour Medical Terminology Boot Camp™

April 7:

8 Hour Difficult Situations Advanced Boot Camp™

For more information please visit:

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

IMIA ANNUAL TRAINERS & ADMINISTRATORS SYMPOSIA

September 6 - 8, 2013

Hosted by:

Duke University Medical Center - Durham, NC

September 6:

Administrators Symposium

September 7 & 8:

Trainers Symposium

For more information please visit:

http://www.imiaweb.org/conferences/admin_trainer_symp.asp

THE 7TH ANNUAL NATIONAL MEDICAL INTERPRETER CERTIFICATION FORUM MAY 3, 2013 IN PORTLAND, OREGON

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

IMIA LEADERSHIP GROWS & CHANGES

THE IMIA WOULD LIKE TO WELCOME MARLENE OBERMEYER INTO HER NEW POSITION WITH IMIA!



MARLENE VICKY

OBERMEYER, MA, RN

Chair, Accreditation Task Force

IMIA IS SEEKING STATE AND INTERNATIONAL REPRESENTATIVES

The IMIA does not yet have a state representative in every state, nor a country representative in each country but we are growing rapidly with your involvement! Requirements for IMIA Representation:

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

Questions may be directed to

info@imiaweb.org

US INTERPRETING



THE ROLE OF THE 16TH CENTURY INTERPRETERS IN THE NEWLY DISCOVERED WORLD

There is not such a thing as impartiality in military interpreting as the parties are not equal; one of them is called enemy. After Columbus' discoveries at the end of the 15th Century were known in Europe, and the Spanish conquistadors arrived in the Americas at the beginning of the 16th Century, they arrived to conquer and submit. It was a military enterprise, not a good-will tour; thus the interpreters that

aided Cortés, Pizarro and the other Spanish commanders were military interpreters, not diplomatic linguists. It is extremely important to keep in mind that most of these native interpreters, including Malintzin and Felipillo, were not citizens of the big empires the Spanish army was fighting against. They were members of other native nations that had been submitted, oppressed, and exploited by the powerful Aztec and Inca Empires

<http://goo.gl/B12Ok>

ASL INTERPRETERS JOIN THE NEWSPAPER GUILD

A group of more than 140 American Sign Language interpreters at Purple Communications, a private service provider, voted to join The Newspaper Guild in California, Arizona and Colorado last week. Purple Communications is the second largest video relay service provider in the country and the first to unionize. In recent years, workers have seen their hours increased, dental and vision benefits cut back, and an increasing productivity requirement. All of this contributes to workplace injuries and overall decreasing ability to provide the best services for Deaf and hard of hearing people, workers say. They noted the excitement of this historic event of joining the union.

<http://www.interpreteraction.org/aslinterpretersjointhenewspaperguild/#more->

"Leadership is the capacity to translate vision into reality."

--Warren Bennis

INTERNATIONAL INTERPRETING

ARMY INTERPRETER CHARGED WITH LYING ABOUT IRAQI CONTRACTOR CASH



A former U.S. Army interpreter from Woodbridge has been charged with lying to federal agents investigating whether he accepted money to help an Iraqi contractor obtain contracts from the United States government.

<http://washingtonexaminer.com/army-interpreter-charged-with-lying-about-iraqi-contractor-cash/article/2520411>

MINORITY LANGUAGES

WATCHING THE ANCIENT NAVAJO LANGUAGE DEVELOP IN A MODERN CULTURE

Werito, a radio personality at KNDN AM radio in Farmington, is considered the Jay Leno of the Navajo Nation, according to some of his listeners. The news is hardly news that Leno himself would share: lost turtles, funeral announcements, and pow wow updates. However, when Werito speaks, his audience listens. And the Navajo language needs the peoples' attention more than ever, according to those trying to preserve it.

<http://goo.gl/5Ddx0>

SCIENTISTS CREATE AUTOMATED 'TIME MACHINE' TO RECONSTRUCT ANCIENT LANGUAGES

Ancient languages hold a treasure trove of information about the culture, politics and commerce of millennia past. Yet,



reconstructing them to reveal clues into human history can require decades of painstaking work. Now, scientists at the University of California, Berkeley, have created an automated "time machine," of sorts, that will greatly accelerate and improve the process of reconstructing hundreds of ancestral languages.

<http://goo.gl/CMCFY>

SIGN LANGUAGE

CUTE SIGNING BABY!...BABY SIGN LANGUAGE

Cute video

<http://www.youtube.com/watch?v=7gSZfW4gVhI>



LEARN INDIAN SIGN LANGUAGE, ENTER SOUP CONTEST

Can you sign, as in American Sign Language? I can, or rather I used to be semi-proficient, now I'm just rusty. However, I didn't know that there's an Indian Sign Language version. The Schuylkill County Historical Society presents Indian Sign Language Rendezvous on at 7 p.m. Wednesday. "Porcupine" Pat will discuss how the Indian nations had their own culture and language, and to overcome any language barriers, Indian Sign Language was developed to help communication for trade and other needs. Participants will also learn how to sign their name, a place or activity. This program sounds fascinating to me. I recommend this free class for the whole family.

<http://republicanherald.com/news/learn-indian-sign-language-enter-soup-contest-1.1434509>

INTRANET LINGUISTS OF THE YEAR AWARD FOR 2012

The members of the Intranet™, the global network of professional interpreters and translators, have nominated Lydia Callis as their "Linguist of the Year" for 2012. The honorary Intranet Linguists of the Year Awards recognize the struggle - and sometimes the personal sacrifice - of linguists both alive and dead who have been the focus for media attention during the past year, and have increased public awareness of the importance of linguists and languages as a result.

http://www.intra.net/linguists_of_the_year/

THE GUY WHO SIGNED "AMERICA THE BEAUTIFUL" AT THE SUPER BOWL IS AWESOME

The Sandy Hook Elementary School Choir performed a tremendous rendition of "America The Beautiful" before the Super Bowl. And alongside them, this incredibly awesome sign-language interpreter did his thing.

<http://www.buzzfeed.com/ktlincoln/the-guy-who-signed-america-the-beautiful-at-the>

"I learned that courage was not the absence of fear, but the triumph over it. The brave man is not he who does not feel afraid, but he who conquers that fear."

— Nelson Mandela

VIEWPOINTS



Viewpoints, an online newsletter, was developed to provide members with a forum of ideas and viewpoints that can be recorded, to keep you thinking about the topics that affect our life as medical interpreters. Members can expound on their ideas by writing brief 200-600 word essays of reflections on any topic related to medical interpreting. Viewpoints Newsletter includes interesting facts, trends and profiles of people building their interpreting careers. You'll see winning personal essays about what makes medical interpreting a profession of choice for many members. Some topics that can be included are: Technology, what does it mean to interpreters?; Career Development, Patient Safety, Interpreter Safety, Mental Health, Mentoring, Work Ethics, Interpreter Education. Viewpoints is meant to be both informative and fun to read. This free online newsletter provides personal reflections, a few tips, and some useful ideas to help you engage in a more personal journey of satisfaction as a medical interpreter. Send submissions to info@imiaweb.org.



NEW ARTICLE

THE MAYA PROJECT REGARDING LANGUAGE - PART 2

Presented by

Cynthia M. Schenck

CEO Medical interpreters of the North
Shore

IMIA Board Director

IMIA ISP Division Journalist

READ THE WHOLE ARTICLE AT:

[http://www.imiaweb.org/uploads/docs/
Maya_Project_2nd_part_VIEWPOINTS.pd
f](http://www.imiaweb.org/uploads/docs/Maya_Project_2nd_part_VIEWPOINTS.pdf)

VISIT THE VIEWPOINTS PAGE AT:

[http://www.imiaweb.org/members/
viewpoints.asp](http://www.imiaweb.org/members/viewpoints.asp)

**WE ARE LOOKING FOR YOUR
VIEWPOINTS SUBMISSIONS!**

Please email to info@imiaweb.org.

FEATURED STUDIES



A BRIDGE BETWEEN CULTURES: INTERPRETERS' PERSPECTIVES OF CONSULTATIONS WITH MIGRANT ONCOLOGY PATIENTS.

Butow PN, Lobb E, Jefford M, Goldstein D,
Eisenbruch M, Girgis A, King M, Sze M,
Aldridge L, Schofield P.

Source

School of Psychology, University of
Sydney, Sydney, Australia.

phyllisb@psych.usyd.edu.au

Abstract

BACKGROUND:

Migration is increasing worldwide. In previous research into people with cancer from culturally and linguistically diverse backgrounds, interpreter accuracy, professionalism and continuity have emerged as key concerns for patients. Little is known about interpreters' perceptions of their role and the challenges they face. This study aimed to obtain their perspective.

METHODS:

Thirty interpreters (Greek n = 7, Chinese n = 11, and Arabic n = 12) participated in four focus groups which were audio-taped, transcribed and analyzed for themes using N-Vivo software.

RESULTS:

Skills as an interpreter were broadly perceived as conveying information accurately, being confidential and impartial. Three broad dilemmas faced by interpreters emerged: accuracy versus understanding; translating only versus cultural advocacy and sensitivity; and professionalism versus providing support. Some saw themselves as merely an accurate conduit of information, while others saw their role in broader terms, encompassing patient advocacy, cultural brokerage and provision of emotional support. Perceived challenges in their role included lack of continuity, managing their own emotions especially after bad news consultations, and managing diverse patient and family expectations. Training and support needs included medical terminology, communication and counseling skills and debriefing. Interpreters suggested that oncologists check on interpreter/patient's language or dialect compatibility; use lay language and short sentences; and speak in the first person.

CONCLUSIONS:

Resolving potential conflicts between information provision and advocacy is an important area of cross-cultural communication research. Further training and support is required to enhance interpreters' competence in managing delicate situations from a professional, cultural and psychological perspective; and to assist doctors to collaborate with interpreters to ensure culturally competent communication. Ultimately, this will improve interpreters' well-being and patient care.

PMID:

21110046

[PubMed - indexed for MEDLINE]

INTERPRETER EDUCATION



**MANHATTAN
CROSS CULTURAL
GROUP, INC.
ANNOUNCES ITS
NAME CHANGE TO**

QUALITY INTERACTIONS, INC.

Manhattan Cross Cultural Group, Inc., the leading provider of cross-cultural e-learning programs and resources for the health care industry, is proud to announce that, effective immediately, it has changed its name to Quality Interactions, Inc. The name change is part of a larger effort to emphasize the company's commitment to improving the quality of health care by providing health care professionals with the tools and skills they need to communicate more effectively with patients and colleagues of diverse backgrounds. Through the use of its e-learning programs and solutions, Quality Interactions aims to facilitate high quality, culturally competent health care and the elimination of racial and ethnic disparities.

www.qualityinteractions.org

TRANSLATION

FOUND IN TRANSLATION

Hindustantimes - A successful translation is not just about "replicating the words of one language into the other". It also emphasizes how the content and subject material is dealt with. "What comes through is the voice, the tone and the resonance," she says.

<http://goo.gl/QQSSf>

KIWI MILK SCANDAL 'LOST IN TRANSLATION

Questions about the safety of New Zealand milk have "not come on the radar" in China despite claims of international concern, says Bei-jing-based Kiwi and trade and business

commentator David Mahon. There have been reports of international questions after last week's revelations that the chemical dicyandiamide (DCD) used in fertilizer had been found in New Zealand dairy products four months ago.

<http://www.stuff.co.nz/business/farming/8236525/Kiwi-milk-scandal-lost-in-translation>

WORLDWIDE VOLUNTEER NETWORK TRANSLATES FOR FREE

Normally, this kind of translation is a commercial service; rates for translations of medical documents in Moscow translation agencies range from 400 to 1,200 rubles (\$13-40) per standard-size page. The price range depends on the scarcity-value of the language from which (or into which) the documents must be translated. The lowest rates, at 400-500 rubles per sheet, go to the English-language translators.

http://rbth.ru/society/2013/01/28/worldwide_volunteer_network_translate_s_for_free_22267.html

HOSPITAL TRANSLATORS AT THE PUSH OF A BUTTON

Providence institutes systemwide language help via screens Cue Martti, a mobile translation unit that with a push of a button connects hospital staff and patients to call centers in Ohio and California, according to hospital spokesperson Chris Thomas. The call centers are staffed 24 hours a day, seven days a week with translators fluent in 208 languages, including American Sign Language.

<http://www.theolympian.com/2013/02/14/242731/hospital-translators-at-the-push.html#storylink=cpy>



TRANSLATING BIRTH, LOVE AND DEATH

The translation and interpretation industry in the United States is vast and wildly diverse. It's

LANGUAGE NEWS

almost easier to list the areas of our lives—public and private—where it doesn't exist than where it does. Nataly Kelly, herself a Spanish-English translator and interpreter, has co-written a book with Jost Zetzsche on the industry. Some of best sections in *Found in Translation* are Kelly's own war stories click on the link to continue reading.

<http://www.theworld.org/2012/10/translating-birth-love-and-death/>

A SHARP NEW WORD

"Defined as a 'series of characters preceded by the # symbol', the word 'mot-dièse', literally meaning 'sharp word', will now be used in all official documents," a press report explained.

<http://www.thenational.ae/thenationalconversation/editorial/a-sharp-new-word#ixzz2JPf6qjx>



COULD THE BIRTH OF A WORD PREVENT THE DEATH OF A LANGUAGE?

Could big data prevent humanity from losing two languages each month? In my new book, *Found in Translation*, I wrote about the amazing story of the Wampanoag, a Native American group that was dead for 150 years. A member of the Wampanoag tribe, Jessie Little Doe Baird, decided to revitalize her ancestral language. The language is now spoken by children today, and while still endangered, has literally come back from the dead.

http://www.huffingtonpost.com/nataly-kelly/dying-languages_b_2641505.html

Language News continued on next page.

LANGUAGE NEWS (CONTINUED)

NEW VANCOUVER SCHOOL CONFRONTS LANGUAGE CHALLENGES

VANCOUVER, - Have you ever wondered how you might feel if you ended up in court the system grinds to a halt because you speak no English or French? Or worse yet, it just goes on and on without you being able to understand the case against you? Communication is tough enough with two official languages. But in this multi-cultural country over a hundred languages might be used - from Court, to immigration, to social services and more. Making sense of them is vital.

<http://www.newswire.ca/en/story/1108583/new-vancouver-school-confronts-language-challenges>

SUCCESS IN ANY LANGUAGE AS 92 JOBS ARE CREATED

A YORKSHIRE-based translation firm has created 92 jobs after experiencing soaring demand for its services around the world. New contracts with a total value of £12m have been secured by thebigword in the UK, Europe and the US. According to Larry Gould, thebigword's chief executive, there is an "urgent need" for staff to work in thebigword's linguist recruitment, customer service, logistics and IT operations.

<http://www.yorkshirepost.co.uk/business/business-news/success-in-any-language-as-92-jobs-are-created-1-5362264>

HOW KNOWING A FOREIGN LANGUAGE CAN IMPROVE YOUR DECISIONS

The study of how people process foreign languages has traditionally focused on the topics we wrestled with in high school French or Spanish classes -- botched grammar, misunderstood vocabulary, and mangled phonemes. But in recent years

psychologists have gone to the laboratory with a phenomenon that historically was only discussed in memoirs by bilingual writers like Vladimir Nabokov and Eva Hoffman: a foreign language feels less emotional than the mother tongue. Consider the case of taboo words.

http://www.scientificamerican.com/article.cfm?id=foreign-language-improve-decisions&WT.mc_id=SA_emailfriend

JOB OPPORTUNITIES

DID YOU KNOW THAT ALL DIFFERENT TYPES OF ORGANIZATIONS POST JOBS ON THE IMIA WEB SITE ALL THROUGH THE YEAR?

IMIA Members have access to job listings 24/7 at <http://www.imiaweb.org/members/jobs.asp>.



CURRENT JOB POSTINGS:

Medical Interpreter - casual status

Yale-New Haven Hospital
Posted on: 1/18/2013

Medical Interpreter

Located in Dorchester MA
Posted on: 11/29/2012

Freelance Medical Interpreter

Cyracom International
Posted on: 10/24/2012

Medical and Legal Interpreter

Cross Cultural Communication Systems, Inc.
Posted on: 9/4/2012

BOOKS OF THE MONTH

THE TIPPING POINT: HOW LITTLE THINGS CAN MAKE A BIG DIFFERENCE



[Paperback]

Malcolm Gladwell (Author)

Paperback: 301 pages

Publisher: Back Bay Books (January 7, 2002)

Language: English

ISBN-10: 0316346624

ISBN-13: 978-0316346627

The tipping point is that magic moment when an idea, trend, or social behavior crosses a threshold, tips, and spreads like wildfire. Just as a single sick person can start an epidemic of the flu, so too can a small but precisely targeted push cause a fashion trend, the popularity of a new product, or a drop in the crime rate. This widely acclaimed bestseller, in which Malcolm Gladwell explores and brilliantly illuminates the tipping point phenomenon, is already changing the way people throughout the world think about selling products and disseminating ideas.

*"The greatest enemy
of knowledge is not
ignorance, it is
the illusion of
knowledge."*

-- Stephen Hawking

CALENDAR OF EVENTS



IMIA LIFELONG LEARNING WEBINAR SERIES

**Cultural Influences in Organ
Donation**

Presenter: Jean Reyes de

González

March 22, 2013 at 12pmEST

For more information please visit:

[http://www.imiaweb.org/conferences/
learningseries.asp](http://www.imiaweb.org/conferences/learningseries.asp)

IMIA BOOT CAMPS ARE COMING!

This popular series will begin this year in
Dover, New Hampshire on April 6 & 7,
2013 at Wentworth-Douglass Hospital.

April 6:

8 Hour Medical Terminology Boot Camp™

April 7:

8 Hour Difficult Situations Advanced Boot
Camp™

For more information please visit:

[http://www.imiaweb.org/conferences/
bootcampseries.asp](http://www.imiaweb.org/conferences/bootcampseries.asp)

7th ANNUAL NATIONAL MEDICAL INTERPRETER CERTIFICATION FORUM

May 3, 2013

Portland, OR

[http://www.imiaweb.org/conferences/
may.asp](http://www.imiaweb.org/conferences/may.asp)

IMIA ANNUAL TRAINERS & ADMINISTRATORS SYMPOSIA

September 6 - 8, 2013

Hosted by:

Duke University Medical Center -
Durham, NC

September 6:

Administrators Symposium

September 7 & 8:

Trainers Symposium

For more information please visit:

[http://www.imiaweb.org/conferences/
admin_trainer_symp.asp](http://www.imiaweb.org/conferences/admin_trainer_symp.asp)

NATIONAL CALENDAR OF EVENTS:

<http://www.imiaweb.org/events/us.asp>

INTERNATIONAL CALENDAR OF EVENTS:

[http://www.imiaweb.org/events/
international.asp](http://www.imiaweb.org/events/international.asp)

POST AN EVENT!

All organizations are encouraged to
upload their own event on the IMIA
Interpreter Events Calendar! This helps
members stay informed of all the events
related to interpreting and translation.
Count on the IMIA Calendar to have the
most updated interpreter event
information at

[http://www.imiaweb.org/events/
default.asp](http://www.imiaweb.org/events/default.asp)

IMIA MEMBERSHIP

IMIA PROVIDES OUTREACH TO INTERNATIONAL AND MINORITY LANGUAGE INTERPRETERS BY OFFERING FREE MEMBERSHIPS TO NEW MEMBERS!

See press releases here:

[http://www.imiaweb.org/press/
default.asp](http://www.imiaweb.org/press/default.asp)

IMIA PROMOTES AND AWARDS MEMBERSHIPS TO NEWLY CERTIFIED INTERPRETERS

IMIA promotes unity through the CI
Division which stands for Certified
Interpreter Division, incorporating CHIs,
CMIs as well as those certified by RID, to
work together under one roof to further
promote certification as essential to
professionalization. The IMIA gives
complimentary memberships to all who
were certified after 2009 as a way to
recognize their effort. Just go to [http://
www.imiaweb.org/members/
application.asp](http://www.imiaweb.org/members/application.asp) note 'CI offer' under
notes.

IMIA INTERNATIONAL MEMBERSHIP OFFER!

If you are not a US-based Interpreter,
take advantage of our one year free trial!
Simply apply at [http://www.imiaweb.org/
members/application.asp](http://www.imiaweb.org/members/application.asp), and under
notes put 'international one year trial'.
Your application will be approved.

WEB-BASED WORKSHOP! CROSS CULTURAL TRAINING

**The IMIA is proud to offer cultural
competency training to medical
interpreters! After much research on
trainings available, the IMIA decided to
offer the Quality Interactions Cross
Cultural Competency one hour online
module to its members. It is a great way
to ensure that our members have the
training they need to work in a healthcare
environment.**

Quality Interactions® for HealthCare Employees Non-clinical Course:

This web-based program teaches a cross-
cultural, individual-based strategy for
communicating effectively with diverse
populations. This program is appropriate
for healthcare administrators, office
managers, customer service
representatives, lab technicians, and
interpreters – essentially anyone who
works in healthcare but not necessarily in
a direct clinical setting.

The learning objectives for the
Nonclinical program model are based on
the ResCUE model for culturally
competent interactions and include the
following:

- Respect and value cultural diversity
- Communicate clearly in cross-cultural
interactions
- Understand and explore cultural
differences
- Effectively engage an individual in a
cross-cultural interaction

Benefits of this online training:

- You can do it anytime, anywhere, right
from your computer
- You can stop the program and then go
back to it later on another day
- It is not too long and is completely
doable for busy interpreters
- You can add it to your resume under
Education and show future employers
that you have basic cultural competency
training from a reputable source.

Quality Interactions Approach:

[http://www.imiaweb.org/uploads/docs/
Quality_Interaction_Approach.pdf](http://www.imiaweb.org/uploads/docs/Quality_Interaction_Approach.pdf)

IMIA members are now able to take this
course at a discounted rate:
IMIA Members: \$60

Learn more at :

[http://www.imiaweb.org/education/
crossculturaltraining.asp](http://www.imiaweb.org/education/crossculturaltraining.asp)

COMMITTEE CORNER

FROM THE IMIA EDUCATION COMMITTEE



Claudia Falla
Education Committee Chair

Recruiting Education Committee Members and Leadership

The IMIA Education Committee is in need of your help! Please consider becoming a member. The Education Committee oversees various interpreter education related programs including the IMIA Training Directory and the IMIA CEU Program. The committee meets on the first Wednesday of each month from 12:00 to 1:00pm EST. For more information please visit the following link <http://www.imiaweb.org/uploads/pages/313..pdf>

Seeking: Training Directory Supervisor

There is a specific need for a Training Directory Supervisor. The supervisor is responsible for reviewing and approving listings for training programs which are submitted to the IMIA Training Directory. On average, there are 5 listings to be reviewed each month. This can be done online from the comfort of your home or office.

Seeking: Education Committee Secretary

The committee is also in need of a Secretary to draft meeting minutes and respond to email.

Please Join Us!

If you are interested in assuming either of these positions or joining the committee in some other capacity, please email Education@imiaweb.org. We would love to have you join us. With your help there's no limit to what can be accomplished!

The IMIA relies on its members to advance the profession. We have always been a grassroots organization that believes each person can make a difference.

Please see the different committees you can join:

Events Committee

Contact the Chair of the Conference Committee at Conference@imiaweb.org.

Education Committee

Contact the Chair of the Education Committee at Education@imiaweb.org.

eNews Committee

Contact the Chair of the eNews Committee at eNews@imiaweb.org.

Ethics Committee

Contact the Chair of the Ethics Committee at Ethics@imiaweb.org.

The External Relations Committee

Contact the Chair of the External Relations Committee at ERelations@imiaweb.org.

Fundraising Committee

Contact the Chair of the Fundraising Committee at Fundraising@imiaweb.org.

Medical Terminology Committee

Contact the Chair of the Medical Terminology Committee at MedicalTerminology@imiaweb.org.

Membership Committee

Contact the Chair of the Membership Committee at Membership@imiaweb.org.

Nominations and Governance Committee

Contact the Chair of the Nominations & Governance Committee at Nominations@imiaweb.org.

Public Relations Committee

Contact the Chair of the Public Relations Committee at PublicRelations@imiaweb.org.

THE IMIA STORE ITEM OF THE MONTH

Promote our profession and support the mission of the IMIA by making a purchase at the IMIA Store!

The Ever Popular IMIA Bumper Sticker!

**Medical interpreters
save lives in many languages**
International Medical Interpreters Association - www.imiaweb.org

*"Medical interpreters save lives in
many languages"*

As low as 50 cents each!

**Buy one now for yourself or your
colleagues at:**

[http://www.imiaweb.org/store/
default.asp](http://www.imiaweb.org/store/default.asp)



*The IMIA
is proud to
announce our*

CONTINUING EDUCATION UNITS (CEU) PROGRAM

Continuing Education Programs exist so that professionals can quantify and earn credit for all the continuing educational programs they participate in. Professional interpreters should earn and keep track of continuing education credits, as determined by IMIA guidelines. Certified medical interpreters, CMIs, in order to maintain their certification credential, will need to obtain 3 Interpreter CEUs® (30 hours of continuing education within 5 years). Certified Interpreters are therefore given five years to accumulate 30 hours of documented credit. (30 hours of CEU documented continuing education within 5 years for the National Board Exams Certification, and 32 hours or documented continuing education within 4 years for CCHI certification).

**To learn how your program can
qualify to offer**

IMIA CEUs, please visit:

[http://www.imiaweb.org/education/
ceuprogram.asp](http://www.imiaweb.org/education/ceuprogram.asp)



INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION
Leading the advancement of professional interpreters



2013 IMIA Boot Camp™ Series Dover, NH April 6-7, 2013



8 Hour Medical Terminology Boot Camp™

Language Neutral
A review course for all interpreters

MEDICAL TERMINOLOGY 101 FOR INTERPRETERS™

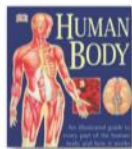
A review of basic medical terminology. Participants will acquire the essential knowledge of the basic components of medical terminology. Anatomy (structure), physiology (function), and pathology (diseases and disorders), are discussed. The session establishes a supporting knowledge that can encourage more independent and active learning. This is an interactive class. During the session's activities, the class will be divided into groups to work together and practice. Bring your dictionaries and a note pad. This session is language neutral and does NOT address the translation of terms, but the meaning of the terminology in English.

Learning Objectives:

- Identify basic anatomy and physiology related to the major body systems.
- Recognize prefixes, root words, and suffixes used to form medical terms.
- Explain terminology of common diseases and disorders associated to each body system.
- Recognize meaning of most common diagnostic procedures

Syllabus:

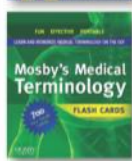
http://www.imiaweb.org/uploads/pages/663_.pdf



HUMAN BODY

An Illustrated guide to every part of the human body and how it works.

Baggaley, Ann. Dorling Kindersley Publishing, Inc. New York, New York. First edition 2001. (This small book will be given to each participant of the MT Boot Camp.)



Mosby's Medical Terminology Flash Cards 2nd. Edition

Mosby's Medical Terminology Flash Cards are the ultimate study tool for students who want extra help memorizing the prefixes, suffixes, and combining forms used to build medical terms. (Used by the instructor during the workshop.)

8 Hour Difficult Situations Boot Camp™

English <> Spanish

Workshop is mostly in English but linguistic examples are in Spanish. Advanced knowledge and experience required. Participants will be asked to role-play various scenarios throughout the session. Please come prepared to actively participate.

COURSE 1 OF THE IMIA BOOT CAMP ADVANCED SERIES

8-hour workshops that have been designed to meet the needs of advanced practicing medical interpreters in various and different advanced areas of healthcare interpreting. The first course to be offered is:

INTERPRETING IN DIFFICULT SITUATIONS: FROM DEATH TO PROFANITY™

Interpreting death, violence, trauma, psychiatric situations, embarrassing language and profanity requires an enormous amount of energy, poise and skills from even the most experienced medical interpreter. Participants will learn about the main conditions, characteristics and peculiarities of difficult situations to help formulate different strategies to maintain accuracy, to ensure safety and to cope with these specific situations. Through case based scenarios and real life examples, participants will address the cultural, interpersonal, linguistic and stressful issues that typically arise. Group exercises allow for the exploration of cultural and linguistic concepts embedded in the case based renditions and interventions.

Learning Objectives:

- Analyze the key characteristics and special conditions of difficult situations.
- Acquire specific techniques to address the cultural and linguistic issues embedded in difficult situations.
- Ensure that accuracy of interpretation is maintained regardless of the difficulty of the situation.
- Learn to normalize idiomatic expressions that are linguistically and culturally difficult.

Syllabus:

http://www.imiaweb.org/uploads/pages/663_2_.pdf

**MEDICAL
TERMINOLOGY
DATE / TIME / FEE**

Saturday, April 6, 2013
8am-9am registration / Class runs 9am-12pm & 1pm-5pm
\$159 member rate / \$239 non-member rate
(No on site registration available)

**DIFFICULT
SITUATIONS
BOOT CAMP
DATE / TIME / FEE**

Sunday, April 7, 2013
8am-9am registration / Class runs 9am-12pm & 1pm-5pm
\$159 member rate / \$239 non-member rate
(No on site registration available)



LOCATION:

Wentworth-Douglass Hospital
789 Central Ave, Dover, N.H. 03820
Phone: (603) 742-5252
Toll free: (877)-201-7100
Web Site:
<http://www.wdhospital.com>



IMIA: 0.8 IMIA CEU credits will be given to participants.

ATA: 8 ATA (American Translators Association) Continuing Education Points (CEPs) will be given to participants.

RID: To request RID CEUs, please send an email to the MassRID Certification Maintenance Program at CMP@MassRID.org, or contact your local CMP Coordinator.

SPECIAL OFFER!

SAVE FROM \$15 to \$25!

Get an IMIA Individual Membership (new or renewal) \$45/1yr, \$80/2yr, \$115/3yr when you pay for the membership while registering for this event! See option on the registration form - link below.

For Information & Registration go to: <http://www.imiaweb.org/conferences/bootcampseries.asp>



INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

MARCH 2013
E NEWS

Please Share the IMIA eNews with Your Colleagues!



INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION
Leading the advancement of professional interpreters

**Save the
Dates!**

IMIA ANNUAL TRAINERS & ADMINISTRATORS SYMPOSIA

September 6 - 8, 2013

Hosted by:

Duke University Medical Center
Durham, NC • <http://medschool.duke.edu>

This year the IMIA decided to combine both forums so that anyone interested and active in both realms can easily participate in both back to back. Join us in two very focused and informative symposia!

**September 6, 2013:
Administrators Symposium**

**September 7 & 8, 2013:
Trainers Symposium**

**More Information Coming Soon!
Visit**

www.IMIAWeb.org

**or email info@imiaweb.org
for information**

**Not To be
Missed!**



IMIA CONNECTION

IMIA PSA

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.youtube.com/watch?feature=player_detailpage&v=twINugacdY

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.

<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, resume, photo, etc.. 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>

JOIN IMIA'S SOCIAL MEDIA NETWORKS!



Linked In

-Individual Profile

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

-Group Profile

<http://linkd.in/l9ATUx>

Once connected, you can post interpreter related information for others to read.



Facebook

<http://on.fb.me/lB50Rn>

Please join the page using the above link and click "Like".



Twitter

@IMIAUpdates (Connected with Facebook)

<http://twitter.com/IMIAUpdates>

@IMIAeNews (By Ingrid Leeman E-News Chair)

<http://twitter.com/IMIAeNews>

For more information, reach Rose Long, the IMIA Social Media Director at imiasm@imiaweb.org

IMIA 2011-2016 STRATEGIC PLAN

EXTERNAL RELATIONS

- Create an External Relations Committee
- Develop MOUs with other associations to expand on current efforts
- Expand Public Relations Committee activities
- Increase organization visibility

LEADERSHIP DEVELOPMENT

- Develop Regional Chapters (local, regional, national, international)
- Develop Committee and Division initiatives
- Create leadership support positions
- Develop and institute Leadership Academy

View the entire plan at:

http://www.imiaweb.org/uploads/pages/83_3..pdf

IMIA BY LAWS BIT BY BIT

It is important for all our members to know and understand our bylaws well as it is the charter of the organization. Since the bylaws were revised in 2011, in 2012 we are going to include one article in each IMIA eNews edition. Please email izarocha@imiaweb.org if you have any questions about the text to follow.

ARTICLE 5 OFFICERS

5.10 Bonds The Treasurer and such other Officers or agents of the Corporation as the Board of Directors may from time to time determine, shall each give bond in such amount and with such surety or sureties as the Board of Directors may from time to time determine. The expense of any such bonds shall be paid by the Corporation.

ARTICLE 6 EXECUTIVE BOARD

6.1 Composition. The Executive Board shall be comprised of the Officers (president, vice-president, treasurer and clerk) and the Directors.

6.2 Duties. Duties of the Executive Board include proposing and discussing major policy directives for the IMIA before bringing such directives to the entire IMIA membership as is necessary, and making operational and executive decisions about the business of the Association following the policy directives previously established by the IMIA membership. The Executive Board will hear the presentations of the Committee Chairs.

6.3 Meeting. The Executive Board shall meet as often as is necessary to conduct their duties to the Association with a minimum of six (6) meetings a year. Meetings shall take place at times and locations selected by them, accommodating all. Meetings are to be called by the President and/or Secretary or by at least 3 members of the Board in writing with at least 14 days in advance, unless the Board agrees unanimously to suspend this requirement. Attendance shall be in person or by phone. Attendance will be noted in the minutes, provided that the attendance is for the full duration of the meeting.

6.4 Quorum and Voting. A quorum shall consist of at least six (6) members the Executive Board and the voting at meetings of the Executive Board shall be decided by the majority of the votes cast.

6.5 Personal Liability. The corporation shall purchase liability coverage for the Executive Board members. Liability coverage shall be kept current at all times. All persons, corporations or other entities extending credit to, contracting with, or having any claims against the corporation, may look only to the funds and property of the corporation for the payment of any such contract or claim, or for the payment of any debt, damages, judgment or decree, or of any money that may otherwise become due or payable to the from the Corporation.

6.6 Execution of Instruments. All contracts, deeds leases, transfers, bonds, notes and other obligations authorized to be executed by an officer of the Corporation in its behalf shall be signed by the President or the Treasurer except as the Executive Board may generally or in particular cases otherwise determine.

(Article 7 will appear in the April eNews)

See the IMIA Bylaws at:

<http://www.imiaweb.org/about/bylaws.asp>

ABOUT THE E NEWS



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.

MAKE THE ENEWS YOUR ENEWS!

In order to post it we need to receive the contribution by the 15th of each month to get it posted for the next month's eNews.



**eNews
Chairperson
Claudia Perla**

Please send suggestions, material and comments about the e-News to Claudia Perla, eNews Committee at IMIAeNews@imiaweb.org.

We thank you in advance for your personal contribution as a volunteer, donor, or participant.

ADVERTISE IN THE ENEWS

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

This information and the advertising submission form may found at:

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

IMIA WEB SITE ADVERTISING OPTIONS

Banners - Home Page:

- \$1500 / year - top home page
- \$1000 / year - member
- \$1300 / year - non-member

Banners - Other Pages:

- \$1300 / year - top
- \$800 / year - member
- \$1000 / year - non-member

Print Advertising Options

- \$100 for ¼ (quarter) page in booklet (color or b+w on line; print in gray scale only)
- \$150 for ½ (half) page in booklet (color or b+w on line; print in gray scale only)
- \$300 for full page in booklet (color or b+w on line; print in gray scale only)
- \$500 for insert in tote bags (you print and ship inserts to event – shipping address as per sponsorship instructions)

- \$600 for insert in tote bags and full page ad in booklet (print and on line; you print and ship inserts to event – shipping address as per sponsorship instructions)

Events Available to Advertise At:

- IMIA Trainers Conference
- IMIA Administrators Symposium
- IMIA Medical Terminology Boot Camp Series
- IMIA Conference on Medical Interpreting
- IMIA eNews: deadline for ad submissions is the 15th of each month

Ad Specs

- Color or Black and White (color or b+w on line; print in gray scale only)
- No bleeds
- Absolutely no white text/graphics on large black or dark backgrounds
- 1/2 inch print margin
- 1/4 page - vertical only, 4.5" x 3.25" print area
- 1/2 page - horizontal only, 7.5" x 4.5" print area
- Full Page - 7.5" x 10" print area

For more information please call
617-636-1798 or
email info@imiaweb.org

REACH INTERPRETERS THROUGH THE IMIA ENEWS

The IMIA eNews reaches more than 2,000 professional medical interpreters. There is no better way to target the buyers in your market. For more information go to <http://www.imiaweb.org/corporate/advertising.asp>.



IMIA Events
March 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4 11am EST Public Relations Committee Meeting	5 4pm EST IMIA Leadership Academy Session 6pm EST IMIA Executive Committee Meeting	6 12pm EST Education Com- mittee Meeting 7pm EST Medical Terminolo- gy Committee Meeting	7 11am EST IMIA Board Meeting	8 1pm EST IMIA Officers Meeting	9	10
11 10am EST Finance Committee Meeting	12 10:30am EST Events Committee Meeting	13 12pm EST Fundraising Com- mittee Meeting	14 1pm EST eNews Committee Meeting 3pm EST Membership Com- mittee Meeting	15 11am EST Ethics Committee Meeting 12pm EST Consortium of In- terpreter Associa- tions 3pm EST Trainers Division Meeting	16	17
18	19 4pm EST IMIA Leadership Academy Session 6pm EST IMIA Executive Committee Meeting	20	21 8pm EST State Chapters Meeting	22 12pm EST Lifelong Learning Webinar 1pm EST IMIA Officers Meeting	23	24
25 4pm CST Minnesota Chapter Conference Call for MN Members	26 10:30am EST Events Committee Meeting	27 1pm EST National Board Monthly Informa- tional Webinar	28 12pm EST NIAC Meeting 3pm EST ISP Division Meeting	29	30	31



INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

MARCH 2013 E NEWS

Please Share the IMIA eNews with Your Colleagues!



INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters



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

**SPECIAL OFFER
FREE NEW IMIA
MEMBERSHIP!**

FREE!

1 Year Individual IMIA New Memberships Offered To:

- * Interpreters Living Outside the US
- * Minority Language Interpreters
- * Nationally Certified Medical & Healthcare Interpreters (CMI, CHI, RID)



JOIN THE IMIA

www.imiaweb.org



PROMOTING THE PROFESSION WORLDWIDE

Visit www.IMIAWeb.org for more information • Email questions to info@imiaweb.org

NATIONAL MEDICAL INTERPRETER CERTIFICATION FORUM
Improving Language Access with Certified Medical Interpreters
Friday, May 3, Portland Oregon

This is a multi-stakeholder
event organized by
interpreters and the
following organizations:



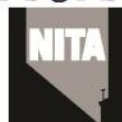
Tulsa Community College



Nebraska Association for
Translators & Interpreters



LANGUAGE
PEOPLE



Providence
Health
Authority



SAVE THE DATE!
MAY 3, 2013

Celebrate the 7th Milestone Convening of Stakeholders

National and state industry leaders and subject matter expert share perspectives
International speakers share global best practices for hospitals and interpreters
Updates on National Certification for Medical Interpreters
Advocacy updates on activities on reimbursement
What are the next major milestones for the medical interpreters & hospitals
Opportunities for involvement and round table discussions
An engaging, collaborative, inclusive environment

Speakers: Invited representatives of these organizations:

*Oregon Health Authority, Office of Equity and Inclusion*The National Board of
Certification for Medical Interpreters * Language Line Services * International Medical
Interpreters Association * U.S. Dept of Health * International delegates * and others

The only event in the field of language access in healthcare to focus on certification
which ensures equal opportunity for all individuals and organizations to come listen to
key speakers, learn from industry experts and contribute via your own voice at the
table via interactive round table discussions, surveys and Q/A sessions. CEUs will be
awarded.

7 consecutive years of stakeholder collaboration!

2007 Boston, MA * 2008 Portland, OR * 2009 Denver, CO * 2010 Washington, DC
* 2011 Los Angeles, CA * 2012, Tulsa, OK * 2013 Portland, OR *

Registration Link:

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

Space is limited, advanced registration is strongly advised!



National Certification Get the Facts

PR Committee 2012

Q1-2012

Who are we?

The National Board of Certification for Medical Interpreters is a certifying body composed of professionals representing all key stakeholder groups, including medical interpreters, trainers, employers, providers, and regulators. It is an autonomous division of the International Medical Interpreters Association and is the first national certification body developed by interpreters that has as its home the only national medical interpreter association. The National Board has 501c3 public charity status, the non-profit status that ensures activities are for the public good. A list of the Board Members is on the National Board website, at the link below.

Where are the exams offered?

The written exam is offered nationwide, at hundreds of proctored sites. The oral exam is available in key cities in the U.S. The lists are on the National Board website, at the link below.

***All exam content is based on our extensive 2009 job analysis of medical interpreters nationwide**

What do we offer?

The National Board offers a credible, valid and reliable national certification program for healthcare interpreters, with exams that have been scientifically validated. Interpreters who work in any language can apply to take the National Board written exam. Spanish interpreters can take the oral exam in order to qualify for the Certified Medical Interpreter (CMI) credential.

When can I take the exams?

Exams are scheduled according to candidates' availability. The written exam is available to all interpreters and is entirely in English. The oral exam is available for interpreters for Spanish. The oral exams for Russian, Vietnamese, Mandarin, Cantonese and Korean will be ready soon.

What are the steps to get certified?

1. To register online and see the prerequisites go to: www.certifiedmedicalinterpreters.org/register
2. Take the written exam (in English)
3. Take the oral exam (in Spanish, other languages soon!)

What's tested on these exams?

Written Exam

- Medical terminology knowledge in English
- Roles of the medical interpreter
- Code of Ethics
- Cultural competence
- Medical specialties
- Interpreter Standards of Practice (IMIA, CHIA, NCIHC)
- Legislation and regulations (HIPAA, CLAS)

Oral Exam

- Consecutive interpreting skills in context, in both working languages
- Sight translation (oral interpretation of written materials from English into target language)
- Cultural awareness in context

What's NOT on these Exams?

Simultaneous interpreting skills — Sight translation from target language into English — Written translation skills

Questions? Please refer to our **CMI Candidate Handbook** available for download from the National Board website, where there is also a schedule of our monthly webinars.

**Join our mailing list today! Join a National Board committee as a volunteer.
Sign up via our website.**

Become a professional – get certified!

www.certifiedmedicalinterpreters.org