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## QUOTE OF THE MONTH

*"No matter how many goals you  
have achieved, you must set  
your sights on a higher one."*

*- Jessica Savitch*

## LETTER FROM THE PRESIDENT OF IMIA



Dear Members,

Our involvement on the IMIA initiatives is critical for their success. I would like to invite members and non-members alike to take the IMIA Accreditation Survey; five minutes of your time will make a substantial difference in the program. Please join in and have a voice!

As you know, the 7th Annual National Medical Interpreter Certification Open Forum will take place in Portland, Oregon on May 3, 2013. A fantastic program has been put together by the organizing committee. As many as seventy languages will be represented. Interpreters, language access advocates and stakeholders will get together to discuss the improvement of language access for patients through National Certification. I would like to thank Dr. David Cardona, Coordinator of the Health Care Interpreter Program at the Oregon Health Authority, Office of Equity and Inclusion for the State of Oregon for his continuous support during the planning stages of the Forum and for his dedication to National Certification. Following the Forum, the IMIA is very proud to honor the first graduating class of the Language Access Leadership Academy, congratulations to our first group of leadership students! A special thanks to Ira Sengupta and Izabel Arocha for the work done to make the Leadership Academy a success. Last but not least, on Saturday and Sunday, we will offer the IMIA Boot Camps.

Our activities do not end there; we just opened registration for the IMIA 2013 Trainers & Administrators Symposium. For the first time, the Symposium will be offered at one venue on consecutive days to allow cross participation between these interrelated fields. The Administrators Symposium will be held on September 6th, 2013, and the Trainers Symposium will be held on September 7th and 8th, 2013. This event will be hosted by Duke University Medical Center, Durham, North Carolina. Please make sure you mark your calendars, we have an exciting and enriched program.

I would like to welcome our newest members of the IMIA Leadership family:

- Nelly Berg - IMIA Colorado Chapter Chair
- Dennis F. Caffrey - IMIA Events Committee Vice Chairperson
- Anarella Cellitti - Supervisor, IMIA Mentorship Program within the Education Committee
- Berthine Crevecoeur West - IMIA Georgia Chapter Vice Chair
- Leah daPonte - IMIA Delaware Chapter Vice Chair
- Ruth A. De La Rosa - IMIA Events Committee Chairperson
- Christina Frasier - IMIA Tennessee Chapter Chair
- Elizabeth Wahl - IMIA USA Research Division Chair

I would like to invite our members to actively work on the different Committees, Chapters or Divisions; there is something of interest for everyone and different levels of commitment to match individual circumstances. Your participation will definitely make a difference in your professional development, without our members, IMIA can't move forward with all of the important initiatives we have in place. Please apply today! You will love to work within the IMIA family.

If you have any ideas or feedback for the IMIA Executive Board to consider, please do not hesitate to email me at [president@imiaweb.org](mailto:president@imiaweb.org) I am always happy to connect directly with our members.

Thank you for your continuous support.

All the best,

*Lola Bendana*

Lola Bendana  
IMIA President  
[President@imiaweb.org](mailto:President@imiaweb.org)



## NATIONAL CERTIFICATION



THE NATIONAL BOARD OF CERTIFICATION  
FOR MEDICAL INTERPRETERS

### WEBINAR COMING UP FRIDAY, MAY 31ST AT 3PM EASTERN TIME

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, Russian, Mandarin, 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:

- Friday, May 31st at 3pm Eastern, 12pm Central, 11 am Mountain and 10am Pacific time

Register for the webinar:

<https://www4.gotomeeting.com/register/150166767>

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

[www.certifiedmedicalinterpreters.org/oral-exam](http://www.certifiedmedicalinterpreters.org/oral-exam)

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

- 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

### 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>

## NEWLY CERTIFIED INTERPRETERS

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



*Marina Bakica (CA)*  
*Jason Courtney (IN)*  
*Cecelia Defrancesco (FL)*  
*Rebecca Fleming (MA)*  
*Natalia Frost (MA)*

*Diana Holland (TN)*  
*Rachel Levison (MA)*  
*Alfredo Lorente (MN)*  
*Valerie Mayer (TX)*  
*Mark Nettesheim (MO)*  
*Helda Santos (RI)*  
*Sarah Shannon (NE)*  
*Otilia Trejo (TX)*

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](http://www.certifiedmedicalinterpreters.org)

**The National Board of Certification**

[info@certifiedmedicalinterpreters.org](mailto:info@certifiedmedicalinterpreters.org)

PO Box 300, Stow, MA 01775

765-MED-CERT or 765-633-2378

[www.certifiedmedicalinterpreters.org](http://www.certifiedmedicalinterpreters.org)

## LANGUAGE RIGHTS CORNER



### TIBETAN STUDENTS JAILED FOR DEFENDING LANGUAGE RIGHTS

A court in northwest China's Qinghai province has sentenced eight Tibetan students to prison terms of up to four years for their role in protests defending their right to use the Tibetan language, according to sources in the region and in exile. The students were sentenced on April 10 by the Chabcha (in Chinese, Gonghe) County People's Court in the Tsolho (Hainan) Tibetan Autonomous Prefecture, the India-based Tibetan Centre for Human Rights and Democracy (TCHRD) said on Wednesday.

<http://www.rfa.org/english/news/tibet/students-04172013150910.html>  
<http://www.rfa.org/englis/tibet/students-04172013150910.htm>

### VOTING RIGHTS LOST IN TRANSLATION

Rep. Steve King (R-Iowa) recently introduced the English Language Unity Act, which would require all "official functions" to be carried out in English, raising concerns that it would limit language access rights and damage the accessibility of our democracy. Denise Lieberman, a senior attorney with the Advancement Project's Voting Protection Program, spoke with Campus Progress about the bill and its connection to the "changing rhetoric of voter suppression."

[http://campusprogress.org/articles/voting\\_rights\\_lost\\_in\\_translation/](http://campusprogress.org/articles/voting_rights_lost_in_translation/)

## SPEAKING OFFICIAL LANGUAGE "NOT A HUMAN RIGHT"

Quebec's human rights commission is criticizing the proposed changes to the province's language laws under Bill 14. The controversial language bill would make some significant changes to Quebec's Charter of Rights and Freedoms, including designating the use of an official language as a "human right."

<http://www.cbc.ca/news/canada/montreal/story/2013/04/17/montreal-quebec-human-rights-language-bill-14-english-french.html>

## HEALTHCARE DISPARITIES

### U.S. SENATOR DANIEL AKAKA INTRODUCES MINORITY HEALTH EQUITY BILL

"The Health Equity and Accountability Act makes improving health outcomes for minorities in this country a priority," Akaka said. "My bill will make it easier for minority communities to access health care services by overcoming cultural and language barriers and increasing research on prevention and treatment of diseases that disproportionately affect minorities."

<http://www.hawaii247.com/2012/04/28/akaka-introduces-minority-health-equity-bill/>



## LANGUAGE TECHNOLOGY



### ONLINE TRANSLATOR BREAKS DOWN LANGUAGE BARRIERS ACROSS THE GLOBE

You might use Google Translate to read a hard-to-find manga comic book or decipher an obscure recipe for authentic Polish blintzes. Or, like Phillip and Niki Smith in Mississippi, you could use it to rescue a Chinese orphan and fall in love at the same time. Google is now doing a record billion translations a day, as much text as you'd find in 1 million books for everything from understanding school lunch menus to gathering national security intelligence. It translates in 65 languages, from Afrikaans to Yiddish, and can be used with speech recognition and as an app on mobile phones, even if there is no online connection.

[http://www.chinadaily.com.cn/cndy/2013-04/08/content\\_16381702.htm](http://www.chinadaily.com.cn/cndy/2013-04/08/content_16381702.htm)

### GOOGLE TRANSLATE HELPS FAMILY CONNECT WITH DEAF, ADOPTED DAUGHTER

Google is now doing a record billion translations on any given day, as much text as you'd find in 1 million books for everything from understanding school lunch menus to gathering national security intelligence. It translates in 65 languages, from Afrikaans to Yiddish, and can be used on websites, with speech recognition and as an app on mobile phones even if there is no connection.

[http://www.huffingtonpost.com/2013/04/08/google-translate\\_n\\_3029486.html](http://www.huffingtonpost.com/2013/04/08/google-translate_n_3029486.html)

*Language Technology news continued on next page*



## LANGUAGE TECHNOLOGY CONTINUED

### SHERPA BRINGS NATURAL LANGUAGE VOICE COMMANDS TO ANDROID

Sherpa utilizes Android's built-in voice recognition to translate speech to text, so it already has a high degree of accuracy. However, it recognizes commands with much greater flexibility. Instead of memorizing a list of commands, you can simply say "I have an appointment tomorrow at 2:30." The app will then ask what the title is and confirm if you want to add it to your agenda. It even comes with a handy multi-paned layout for tablet users. Hit the link below to give it a try.

<http://lifehacker.com/sherpa-brings-natural-language-voice-commands-to-andro-474945699>

### TO SAVE ENDANGERED LANGUAGES, TRIBES TURN TO TECH

In a windowless conference room in a Las Vegas casino, about three dozen people are swishing their fingers across iPads, trying out test versions of new apps and screening for glitches. But these are no Silicon Valley techies in town for one of the city's massive electronics shows. Many are from far-flung American Indian reservations, and their high-tech devices are serving a decidedly old-school purpose: trying to save their languages from the brink of extinction:

[http://abcnews.go.com/Technology/wireStory/save-endangered-languages-tribes-turn-tech-18975672#.UW\\_hbIIYL9A](http://abcnews.go.com/Technology/wireStory/save-endangered-languages-tribes-turn-tech-18975672#.UW_hbIIYL9A)

## INTERPRETER ETHICS

### IMIA CODE OF ETHICS ETHICAL TENET #4

4. Interpreters will refrain from accepting an assignment when family or close personal relationships affect impartiality.

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

### WHAT ARE APPROPRIATE PROFESSIONAL RELATIONSHIPS FOR AN INTERPRETER?

Respectful relationships with the patient, as well as respect for yourself as an Interpreter in wanting to provide quality interpretation services. Dependable relationships in which you arrive at the assignment location when you are assigned to arrive or you notify your supervisor according to your agency policy. Caring relationships in which you complete the tasks that you have been assigned to provide, so that the patient can have the best possible care. Trusting relationships in which you properly protect the patient's health information and privacy (adapted from The Tribute, October 2012 ed.)

*"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*

## 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>

## IMIA ISP DIVISION CORNER

### **REGISTRATION OPEN!**

#### **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).

*"He who is not courageous  
enough to take risks will  
accomplish nothing in life."*

*-- Muhammad Ali*



### **THIS MONTH'S FEATURED IMIA ISP MEMBERS**

#### **CYRACOM INTERNATIONAL, INC.**

<http://www.cyracom.com/>

CyraCom International is a leading provider of innovative language services, including to government, healthcare, and business. ISO certified, CyraCom has a wealth of experience and expertise in the fields of translation and interpretation (T&I) curriculum design, development, training and research.

#### **NCTA THE NORTHERN CALIFORNIA TRANSLATORS ASSOCIATION**

<http://www.ncta.org>

Offering a public access referral service, NCTA's 600 members enjoy continuing education and networking events, quarterly meetings offering stimulating industry-specific presentations, our flagship publication Translational, and the opportunity to find clients by participating in the referral service.



### **IMIA WELCOMES OUR NEW & RENEWING ISP MEMBERS!**

#### **CATHOLIC CHARITIES ARCHDIOCESE OF BOSTON COMMUNITY INTERPRETER SERVICES**

<http://www.ccab.org/cis.html>

For over 25 years, Community Interpreter Services (CIS) has assisted limited English speakers in accessing legal, health, educational, and other services through oral interpretation and written translation.

#### **OKLAHOMA STATE DEPARTMENT OF HEALTH**

<http://www.ok.gov/health/>

The Oklahoma State Department of Health, through its system of local health services delivery, is ultimately responsible for protecting and improving the public's health status through strategies that focus on preventing disease. Three major service branches, Community & Family Health Services, Prevention & Preparedness Services and Protective Health Services, provide technical support and guidance to 68 county health departments as well as guidance and consultation to the two independent city-county health departments in Oklahoma City and Tulsa.



### **2013 ISP DIVISION MEETINGS**

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

- 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](mailto: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](mailto:IMIAISPDivision@imiaweb.org)

## IMIA NEWS

### IMIA LIFELONG LEARNING WEBINAR SERIES Patient Navigation for Medical Interpreters

Presenter: Juan Felipe Gutierrez Sanin  
May 24, 2013 at 12pm EST

For more information please visit:  
[http://www.imiaweb.org/conferences/  
learningseries.asp](http://www.imiaweb.org/conferences/learningseries.asp)

### IMIA BOOT CAMPS ARE HAPPENING!

**Nashville, TN—May 18:**

*8 Hour Medical Terminology Boot Camp™*

**Nashville, TN—May 19:**

*8 Hour Difficult Situations Advanced Boot  
Camp™*

**Also coming up:**

Durham, NC September 7-8

For more information please visit:

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

### REGISTRATION OPEN!

#### IMIA ANNUAL TRAINERS & ADMINISTRATORS SYMPOSIA

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**September 6:**

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Trainers Symposium

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admin\\_trainer\\_symp.asp](http://www.imiaweb.org/conferences/admin_trainer_symp.asp)

## IMIA LEADERSHIP GROWS & CHANGES

**THE IMIA WOULD LIKE TO WELCOME  
THE FOLLOWING INDIVIDUALS INTO  
THEIR NEW LEADERSHIP POSITIONS!**



**Nelly Berg**  
IMIA Colorado Chapter  
Chair



**Dennis F. Caffrey**  
Events Committee Vice  
Chairperson



**Anarella Cellitti**  
IMIA Mentorship  
Program Supervisor



**Berthine Crevecœur  
West**  
IMIA Georgia Chapter  
Vice Chair



**Leah daPonte**  
IMIA Delaware Chapter  
Vice Chair



**Ruth A. De La Rosa**  
IMIA Events Committee  
Chairperson



**Christina Frasier**  
IMIA Tennessee Chapter  
Chair



**Lissie Wahl-Kleiser  
Ph.D.**  
IMIA USA Research  
Division Chair

## US INTERPRETING



### OUR VIEW: "IT'S THE WRONG TIME TO ADD COSTLY INTERPRETERS"

Assembly Bill 1263  
by Speaker John A.

Pérez seeks to improve and expand medical interpreter services for Medi-Cal patients. Access to care can be difficult if patients don't speak English well. Without a qualified interpreter, it's sometimes hard for non-English speaking patients to describe their symptoms or for health care providers to make sure, for example, patients under-stand a drug regimen:

[http://  
www.mercedsunstar.com/2013/04/10/29  
34100/our-view-its-the-wrong-time-  
to.html](http://www.mercedsunstar.com/2013/04/10/2934100/our-view-its-the-wrong-time-to.html)

### PÉREZ STUMPS FOR BILL TO BOOST ACCESS TO MEDICAL INTERPRETERS

In a Sacramento Bee opinion piece, Assembly Speaker John Pérez (D-Los Angeles) stumps for a bill (AB 1263) that would "develop a more comprehensive language assistance program, by seeking additional federal funding for medical interpreter services through the Medi-Cal program." He argues "having more trained and professional interpreters through the Medi-Cal system will save lives of Californians with limited English proficiency" and will reduce costs to the state. Medi-Cal is California's Medicaid program:

[http://www.californiahealthline.org/  
articles/2013/4/15/perez-stumps-for-bill-  
to-boost-access-to-medical-  
interpreters.aspx#ixzz2QoWgsiQ4](http://www.californiahealthline.org/articles/2013/4/15/perez-stumps-for-bill-to-boost-access-to-medical-interpreters.aspx#ixzz2QoWgsiQ4)

*US Interpreting news continued on next page*



## US INTERPRETING CONTINUED

### TENS OF THOUSANDS HEALTHCARE 'NAVIGATORS' TO BE HIRED

Tens of thousands of health care professionals, union workers and community activists hired as "navigators" to help Americans choose healthcare options starting Oct. 1 could earn \$20 an hour or more, according to new regulations issued Wednesday. The 63-page rule covering navigators, drawn up by the Centers for Medicare & Medicaid Services, also said the government will provide free translators for those not fluent in English -- no matter what their native language is.

<http://washingtonexaminer.com/obamacare-to-pay-navigators-20-to-48-an-hour-provide-free-translators/article/2526167>

### USING DATA GATHERED FROM A NUMBER OF HOSPITALS THAT EMPLOY IN-HOUSE INTERPRETERS, SERVICEHUB HAS BEEN PUBLISHING A SERIES OF ARTICLES...

that analyze various performance characteristics for on-demand service requests. The fourth article in this series was just published—the subject of which is "Unresponsiveness" and looks at the worst 5% (slowest response times). What are their causes and what might be done to improve the situation? The data sample is composed of 127,000 requests collected during 2012 (24x7). How does your organization's performance compare to these published statistics? These articles can be downloaded at

<http://servicehub.net/?p=503>

## INTERNATIONAL INTERPRETING

### CONFLICT REPORTING IN THE POST-EMBED ERA

"I shall proceed to describe, to the best of my power, what occurred under my own eyes, and to state the facts which I



have heard from men whose veracity is unimpeachable, reserving to myself the exercise of the right of private judgment in making public and in suppressing the details of what occurred on this memorable day."

<http://atwar.blogs.nytimes.com/2012/02/27/conflict-reporting-in-the-post-embed-era/?ref=interpreters>

### WELCOME THE TRANSLATORS

Translators, interpreters and others who have helped United States troops and diplomats now want to resettle in the United States. They speak many strategically important languages of the region. The United States does not have an adequate number of interpreters and translators who are proficient in these languages.

<http://query.nytimes.com/gst/fullpage.html?res=9800E1DC1E31F930A35752C1A9619C8B63&ref=interpreters>

### GOA ASSEMBLY DEBATES OFFICIAL LANGUAGE ACT

Goa Legislative Assembly today debated the issue of official language in the state with Chief Minister Manohar Parrikar assuring that both Konkani and Marathi languages will get due share as per the law. Independent legislator Vijay Sardesai raised the issue on the floor of the House during the Question Hour, alleging that Marathi had managed to gain "back door entry" to the Official Language Act through different notifications issued until 2010.

## MINORITY LANGUAGES



### INTERSECTIONS: INCREASED DEMAND FOR ARMENIAN LANGUAGE SKILLS

On a Saturday morning in a brightly lit classroom at the Burbank Adult School, a group of students are practicing their

language skills. Except it's not English they're learning. It's not even Spanish. It's Armenian. Though its Western counterpart has been on an UNESCO endangered language list for a few years, there seems to be a demand for Armenian-language skills in Southern California, a mecca for the Armenian diaspora that has settled more steadily in the area over four decades. The local linguistic landscape of the area is definitely changing:

<http://www.glendalenewspress.com/opinion/tn-gnp-0418-intersections-increased-demand-for-armenian-language-skills,0,1831261.story>

### HOW TO OVERCOME LANGUAGE BARRIERS IN HEALTHCARE?

Good communication is a crucial factor in the provision of effective health care, and language barriers can play a major role in restricting patient access to health and social care services. However, at a time when the NHS is facing £20bn of efficiency savings, and the UK is more culturally and linguistically diverse than ever before, can health services really afford universal interpreting services?

<http://www.onmedica.com/ViewsArticle.aspx?id=01c3299c-7cc6-4baa-a3a9-45f949e1e221>

### ANOTHER VIEW: PATIENT SAFETY MUST NOT GET LOST IN TRANSLATION

More than 40 percent of Californians speak a language other than English at home, and almost 7 million Californians have a limited English proficiency. At some point we've probably all seen someone having difficulty at the grocery store, or the bank, or in general navigating daily life in our state with limited English proficiency:

<http://www.sacbee.com/2013/04/13/5338322/patient-safety-must-not-get-lost.html#storylink=cpy>

## SIGN LANGUAGE

### **CAMBORNE DEAF CENTRE REOPENS AFTER 18 MONTHS, THANKS TO MASSIVE COMMUNITY SUPPORT**



There were scenes

of jubilation in Camborne on Friday, when Cornwall Deaf Centre reopened after a major refurbishment. Members of the deaf community, their families, friends and supporters joined together to celebrate a day they thought might never come. Read more:

<http://www.thisiscornwall.co.uk/Camborne-Deaf-Centre-reopens-18-months-thanks/story-18643990-detail/story.html#ixzz2Pz3YPm2G>

### **JUSTICE DEPARTMENT CONTINUES CRACKDOWN ON MEDICAL FACILITIES THAT FAIL TO OFFER AUXILIARY AIDS AND SERVICES FOR PATIENTS WHO ARE DEAF**

The U.S. Department of Justice (DOJ) announced in early April 2013 that it has reached five settlements in the past four months with health care providers—one hospital, two rehabilitation centers, an ear nose and throat practice, and a sports medicine center—concerning access to services for persons who are deaf. The settlements provide insight (but not a definitive conclusion) into the auxiliary aids or services that the DOJ considers necessary to comply with Title III of the Americans with Disabilities Act (ADA):  
<http://www.lexology.com/library/detail.aspx?g=8fe2e789-c3a1-49c8-a4f6-d8fc45d870a3>

### **SPELLING BEE WITH A TWIST—SIGN LANGUAGE**

About seventy second-graders tested their mettle on the huge stage normally used for concerts and shows and carefully spelled and signed words like “car,” “dig” and “fox” during two rounds held for each of five classes that took part:

<http://www.monroenews.com/news/2013/apr/17/spelling-bee-twist-sign-language/>

## 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](mailto:info@imiaweb.org).



### **NEW ARTICLES**

#### **Interview with Doug Reed of Accipio Interpreter Services in Lexington Kentucky**

Presented by Cynthia M. Schenck  
CEO Medical interpreters of the North  
Shore, IMIA Board Director, IMIA ISP  
Division Journalist

#### **READ THE ARTICLE AT:**

[http://www.imiaweb.org/uploads/docs/Accipio\\_Language\\_Services\\_Interview\\_4-9-13.pdf](http://www.imiaweb.org/uploads/docs/Accipio_Language_Services_Interview_4-9-13.pdf)

#### **Meeting with interpreters and translators in Cuba**

By Linda Joyce, IMIA State Chapter Chair,  
WV and Certification and Testing Director  
for the National Board of Certification for  
Medical Interpreters (National Board)

#### **READ THE ARTICLE AT:**

[http://www.imiaweb.org/uploads/docs/Article\\_on\\_Cuba\\_trip\\_May\\_2013.pdf](http://www.imiaweb.org/uploads/docs/Article_on_Cuba_trip_May_2013.pdf)

#### **VISIT THE VIEWPOINTS PAGE AT:**

<http://www.imiaweb.org/members/viewpoints.asp>

## FEATURED STUDIES



### **MAPPING THE CONCEPT OF VULNERABILITY RELATED TO HEALTHCARE DISPARITIES: A SCOPING REVIEW**

The aim of this paper is to share the results of a scoping review that examined the relationship between health care disparities and the multiplicity of vulnerability factors that are often clustered together.

**Methods:** The conceptual framework used was an innovative dynamic model that we developed to analyze the co-existence of multiple vulnerability factors (multi-vulnerability) related to the phenomenon of the 'Inverse Care Law'. A total of 759 candidate references were identified through a literature search, of which 23 publications were deemed relevant to our scoping review.

**Results:** The review confirmed our hypothesis of a direct correlation between co-existing vulnerability factors and health care disparities.

Several gaps in the literature were identified, such as a lack of research on vulnerable populations' perception of their own vulnerability and on multimorbidity and immigrant status as aspects of vulnerability.

**Conclusions:** Future research addressing the revealed gaps would help foster primary care interventions that are responsive to the needs of vulnerable people and, eventually, contribute to the reduction of health care disparities in society.

Author: Cristina Grabovschi Christine Loignon Martin Fortin  
Credits/Source: BMC Health Services Research 2013, 13:94



## INTERPRETER EDUCATION



### REGISTRATION NOW OPEN FOR THE INTERNATIONAL MEDICAL INTERPRETER

#### ASSOCIATION (IMIA) 2013 TRAINERS & ADMINISTRATORS SYMPOSIA

April 19th, Durham NC – The IMIA is pleased to unveil the 2013 Administrators and Trainers Symposia program, for the first time offered at one venue on consecutive days to allow cross participation between these interrelated fields. The IMIA listened to its membership and has organized the 2013 Symposia to meet the needs of a variety of stakeholders. The events are built around the theme "Improving Minority Language Access Quality: Preparing 21st Century Minority Language Medical Interpreters".

[http://www.imiaweb.org/conferences/admin\\_trainer\\_symp.asp](http://www.imiaweb.org/conferences/admin_trainer_symp.asp)

#### ADD YOUR VOICE TO THIS SURVEY: ACCREDITATION FOR MI EDUCATIONAL PROGRAMS?

The IMIA National Accreditation Task Force has decided to do a survey to assess how much interpreters and trainers agree with the National Accreditation Standards developed specifically for those providing medical interpreting training. This survey asks questions about what minimum specifications training organizations should have in order to get accredited by the IMIA. Your opinions are important to us. We thank you for taking the time to fill out this survey. Your individual answers are anonymous and any reporting will be in the aggregate. The information you provide will greatly assist the IMIA to study how these standards should be published and applied for future accreditation of training programs. All responses are confidential and will be given in the aggregate. Please do not include identifying information on the open ended questions. To take the survey please go to:

<http://www.surveymonkey.com/s/MJJG5DS>

#### RAQUEL DE PEDRO RICOY, DEPARTMENT OF LANGUAGES AND INTERCULTURAL STUDIES, HERIOT-WATT UNIVERSITY, EDINBURGH: **ABSTRACT**

The training of public service interpreters is a very complex endeavour that must balance pedagogical considerations and market requirements. This paper considers the interrelationship between academic programmes, qualifications, curriculum design and standards in the field of public service interpreting (PSI) in connection with the perceived status of the profession and the desirability of regulated monitoring practices, whilst not losing sight of the constraints imposed by socio-economic circumstances. The desirability of conducting extensive empirical research into the needs of public service agencies and PSI providers alike, as well as into the profile of interpreters, is also emphasised, in an attempt to match training provision and community needs in a multicultural, multilingual context. It can be concluded that a coherent, integrated approach to training, practice and quality assurance will result in an enhanced status of the PSI profession, which can only be beneficial to society at large:

[http://www.iostrans.org/issue14/art\\_depedro.php](http://www.iostrans.org/issue14/art_depedro.php)

## TRANSLATION

#### TRANSLATION COMPANIES IN 181 COUNTRIES LAUNCH A GLOBAL INITIATIVE IN FAVOR OF NGOS

Kontax - Kontax France - Bihorel - France - NGOs act as a 'global conscience', highlighting issues that governments prefer to ignore, forming pressure groups across borders, and countering bureaucracy. Whether as adversaries or allies, governments are increasingly taking them into account because of their true power, based not on coercion from without, but on courage from within:

[http://kontax.com/Translation Companies in 181 Countries Launch a Global Initiative in Favour of NGOs-5840-en.html](http://kontax.com/Translation%20Companies%20in%20181%20Countries%20Launch%20a%20Global%20Initiative%20in%20Favour%20of%20NGOs-5840-en.html)

#### TRANSLATOR: MP'S MESSAGE WAS CLEAR

I spoke to a New Zealand journalist this morning who speaks both English and Danish and he told me that the reason why people have been so offended is because it has not been correctly translated." Inger Mortensen, who lives in New Zealand, translated the opinion piece. She said yesterday she took pride

[in her translations being accurate:  
http://www.nzherald.co.nz/nz/news/article.cfm?c\\_id=1&objectid=10876314](http://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&objectid=10876314)

## LANGUAGE NEWS



#### LIBRARY ADDS LANGUAGE- LEARNING TOOL

The Verona Public Library has a new database for learners who want to explore

languages. The Pronunciator database, funded by the Friends of the Verona Public Library, is a language-learning service for all ages and literacy levels with 3,000 available courses. For example, a Spanish speaker can learn Chinese in a Spanish context, without having to go through English.

<http://www.myveronanj.com/2013/04/08/library-adds-language-learning-tool/>

#### PYONGYANG DECLARES 'STATE OF WAR' WITH SOUTH KOREA

MOSCOW, March 30 (RIA Novosti) - North Korea has declared that it is entering a "state of war" with South Korea, saying that all issues between the neighboring countries will be handled in accordance with wartime protocol, Reuters reported on Saturday citing North's official KCNA news agency. "From this time on, the North-South relations will be entering the state of war and all issues raised between the North and the South will be handled accordingly," the agency said citing a statement carried by KCNA:

<http://www.en.rian.ru/world/20130330/180338237.html>

## 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](http://www.imiaweb.org/members/jobs.asp).



**Hospital Medical Interpreter**  
Natividad Medical Center (CA)

**Medical and Legal Interpreter**  
Cross Cultural Communication Systems,  
Inc.



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](mailto:info@imiaweb.org).

## BOOK OF THE MONTH

**IS THAT A FISH IN YOUR EAR? :  
TRANSLATION AND THE MEANING OF  
EVERYTHING** [Paperback] by David  
Bellos

An NBCC Award and Los Angeles Times  
Book Award finalist  
A New York Times Notable Book for 2011  
One of The Economist's 2011 Books of  
the Year

People speak different languages, and  
always have. The Ancient Greeks took no

notice of anything  
unless it was said in  
Greek; the Romans  
made everyone  
speak Latin; and in  
India, people  
learned their  
neighbors'  
languages—as did  
many ordinary  
Europeans in times  
past (Christopher  
Columbus knew Italian, Portuguese,  
and Castilian Spanish as well as the  
classical languages). But today, we all use  
translation to cope with the diversity of  
languages. Without translation there  
would be no world news, not much of a  
reading list in any subject at college, no  
repair manuals for cars or planes; we  
wouldn't even be able to put together flat-  
pack furniture. Recent publications of  
the FITISPos Group-University of Alcalá  
related to Translation and Interpreting in  
Healthcare Settings:



LÁZARO-GUTIÉRREZ, RAQUEL (2012) La  
interpretación en el ámbito sanitario.  
Estudio de la asimetría en consultas médi-  
-cas. Saarbrücken: Editorial Académica  
Española. ISBN: 978-3-8473-6744-4

VALERO-GARCÉS, CARMEN y RAGA,  
FRANCISCO (ed.) (2012) Retos del siglo  
XXI en comunicación intercultural.  
Saarbrücken Alemania: Editorial  
Académica Española, LAP LAMBERT  
Academic Publishing,. ISBN: 978-3-8473-  
6101-5

VALERO-GARCÉS, CARMEN (2012) "Déme  
algo, doctor. Estrategias de gestión  
interrelacional en consultas médicas inter-  
-culturales" en Pragmática y  
comunicación intercultural en el mundo  
hispanohablante. pp. 67-90. Ámsterdam/  
Nueva York: Routledge. ISBN: 978-90-420-  
-3604-8/ 978-90-012-0877-2

More information: [http://www2.uah.es/  
traduccion](http://www2.uah.es/traduccion)



## IMIA MEMBERSHIP

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

By joining the IMIA, these interpreters  
join an international registry of  
medical interpreters who can be  
searched by country, state, or  
language, increasing their chances of  
work.

See the entire 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 for new memberships! 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.

## CALENDAR OF EVENTS



### IMIA LIFELONG LEARNING WEBINAR SERIES

#### Patient Navigation for Medical Interpreters

Presenter: Juan Felipe Gutierrez Sanin

May 24, 2013 at 12pm EST

[http://www.imiaweb.org/  
conferences/learningseries.asp](http://www.imiaweb.org/conferences/learningseries.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 BOOT CAMPS ARE HAPPENING!

**Portland, Oregon—May 4:**

*8 Hour Exploring Complex Ethical  
Dilemmas Boot Camp*

**Portland, Oregon—May 5:**

*8 Hour Medical Terminology Boot  
Camp™*

**Also coming up:**

Nashville, TN May 18-19

Durham, NC September 7-8

For more information please visit:

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

### SAVE THE DATE FOR THE 2014 IMIA ANNUAL CONFERENCE!

To take place in Houston, Texas

January 16-19, 2014

*Details to follow soon!*

### NATIONAL CALENDAR OF EVENTS:

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

*"Unity is strength...  
when there is teamwork  
and collaboration,  
wonderful things can  
be achieved."*

*--Mattie Stepanek*

## IMIA MEMBERSHIP

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

By joining the IMIA, these interpreters join an international registry of medical interpreters who can be searched by country, state, or language, increasing their chances of work.

See the entire 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 for new memberships! 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.



## COMMITTEE CORNER

### FROM THE IMIA ENEWS COMMITTEE



**eNews Chairperson  
Claudia Perla**

### RECRUITING ENEWS COMMITTEE MEMBERS AND LEADERSHIP

The IMIA Enews Committee is in need of your help! Please consider becoming a member. The Enews Committee is in charge of collecting the most recent news from our field, and keep promoting the hard work our interpreters do at international levels as well as Nationwide. The committee meets on the second Thursday each month at 1:00pm EST. For more information please visit the following link:

### SEEKING: VICE-CHAIR

### PLEASE JOIN US!

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

### IMIA ENEWS COMMITTEE WELCOMES JYOTI NUNNA AS THE COMMITTEE / DIVISION LIAISON



Jyoti is a freelance Medical Interpreter with the Presbyterian and the Carolinas health care systems and the Department

of Social Services in Charlotte, NC. She is fluent in English, Hindi, Marathi and Telugu languages. She is originally from Mumbai, India where she practiced as a

Medical Social Worker. Jyoti is currently pursuing a Master's degree in Gerontology and completed her internship with the Council on Aging. Her interest areas are reducing health care disparities and advocating for aging Asian Immigrant patients. In her spare time, Jyoti also volunteers for the Hospice and Palliative Care of Charlotte region. Her diverse background gives her a passion for IMIA's mission and programs.

**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](mailto:Conference@imiaweb.org).

#### Education Committee

Contact the Chair of the Education Committee at [Education@imiaweb.org](mailto:Education@imiaweb.org).

#### eNews Committee

Contact the Chair of the eNews Committee at [eNews@imiaweb.org](mailto:eNews@imiaweb.org).

#### Ethics Committee

Contact the Chair of the Ethics Committee at [Ethics@imiaweb.org](mailto:Ethics@imiaweb.org).

#### The External Relations Committee

Contact the Chair of the External Relations Committee at [ERelations@imiaweb.org](mailto:ERelations@imiaweb.org).

#### Fundraising Committee

Contact the Chair of the Fundraising Committee at [Fundraising@imiaweb.org](mailto:Fundraising@imiaweb.org).

#### Medical Terminology Committee

Contact the Chair of the Medical Terminology Committee at [MedicalTerminology@imiaweb.org](mailto:MedicalTerminology@imiaweb.org).

#### Membership Committee

Contact the Chair of the Membership Committee at

[Membership@imiaweb.org](mailto:Membership@imiaweb.org).

#### Nominations and Governance Committee

Contact the Chair of the Nominations & Governance Committee at

[Nominations@imiaweb.org](mailto:Nominations@imiaweb.org).

#### Public Relations Committee

Contact the Chair of the Public Relations Committee at

[PublicRelations@imiaweb.org](mailto:PublicRelations@imiaweb.org).

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

## THE IMIA STORE ITEM OF THE MONTH

### The Popular IMIA Lapel Pin



**Wear with the IMIA  
Lapel Pin with pride!  
Show your  
commitment to  
advancing our  
profession!**

Just \$5.95 + shipping

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

<http://www.imiaweb.org/store/default.asp>

*"Experience is not what happens to you; it's what you do with what happens to you."*

*--Aldous Huxley*



INTERNATIONAL MEDICAL  
INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters



## 2013 IMIA Boot Camp™ Series Nashville, TN May 18-19, 2013



### 8 Hour Medical Terminology Boot Camp™

Language Neutral  
A review course for all interpreters

#### MEDICAL TERMINOLOGY 101 FOR INTERPRETERS™

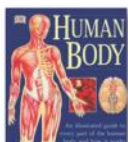
A review of basic medical terminology. Participants will acquire the essential knowledge of the basic components of medical terminology. Anatomy (structure), physiology (function), and pathology (diseases and disorders), are discussed. The session establishes a supporting knowledge that can encourage 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:

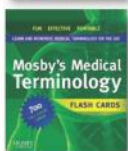
[http://www.imiaweb.org/uploads/pages/663\\_.pdf](http://www.imiaweb.org/uploads/pages/663_.pdf)



#### 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™

Language Neutral - English Only

Advanced knowledge and experience required. Participants will be asked to role-play various scenarios throughout the session. Please come prepared to actively participate.

#### 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](http://www.imiaweb.org/uploads/pages/663_2_.pdf)

**MEDICAL  
TERMINOLOGY  
DATE/TIME / FEE**

Saturday, May 18, 2013  
7:30-8am registration / Class runs 8am-12pm & 1-5:30pm  
\$159 member rate / \$239 non-member rate  
Rates increase by \$50 after May 3rd, 2013  
(No on site registration available)

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

Sunday, May 19, 2013  
7:30-8am registration / Class runs 8am-12pm & 1-5:30pm  
\$159 member rate / \$239 non-member rate  
Rates increase by \$50 after May 3rd, 2013  
(No on site registration available)



#### LOCATION:

Vanderbilt Hospital  
Room Number: TVC  
(The Vanderbilt Clinic)  
Rooms 2701- 2704  
1211 Medical Center Drive  
Nashville, TN 37232  
<http://mc.vanderbilt.edu/>



#### EACH WORKSHOP OFFERS:

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, send email to MassRID Certification Maintenance Program [CMP@MassRID.org](mailto:CMP@MassRID.org), or contact your local CMP Coordinator.

Register by  
May 3rd  
for  
**BEST  
RATES!**

**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

MAY 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](http://www.IMIAWeb.org)**

**or email [info@imiaweb.org](mailto: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 share this PSA in every presentation you do.

[http://www.youtube.com/watch?feature=player\\_detailpage&v=twlNuqacDy](http://www.youtube.com/watch?feature=player_detailpage&v=twlNuqacDy)

### 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 OPTIONS

Did you know you may add your credentials and Certification information, resume, photo, and more to your IMIA profile? Update your profile at <http://www.imiaweb.org/members/profile.asp>

### IMIA LIST SERVE

Join IMIA Members-only List Serve: <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/I9ATUx>

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/%21/IMIADupdates>

@IMIAeNews (By Ingrid Leeman E-News Chair)

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

For more information, reach Rose Long, the IMIA Social Media Director at [imiasm@imiaweb.org](mailto:imiasm@imiaweb.org)

## IMIA 2011-2016 STRATEGIC PLAN

### ORGANIZATIONAL DEVELOPMENT

- **Maintain pioneer & leadership position in the field**
- **Strengthen organizational structure**
- **Enhance administrative structure**
- **Expand leadership structure regionally**

View the entire plan at:

[http://www.imiaweb.org/uploads/pages/83\\_3..pdf](http://www.imiaweb.org/uploads/pages/83_3..pdf)

## IMIA BY LAWS BIT BY BIT

It is important for IMIA members to know and understand our bylaws well as it is the charter of the organization. article in each IMIA eNews edition. Please email Ilabel Arocha, IMIA Executive Director, at [iarocha@imiaweb.org](mailto:iarocha@imiaweb.org) if you have any questions.

### ARTICLE 8 COMMITTEES.

The directors may elect or appoint one or more committees and may delegate to any such committee or committees any or all of their powers, provided that any committee to which the powers of the directors are delegated shall consist solely of directors. Unless the directors otherwise determine, committees shall conduct their affairs in the same manner as is provided in these bylaws for the directors. The members of any committee shall remain in office at the pleasure of the directors. All committee chairs will be elected every three (3) years at the Annual Meeting by the majority vote of the Executive Board. The term of office begins January first, allowing a transition period. These chairs will be elected for a term of four (4) years and may be reelected for additional terms.

8.1 Standing Committees. The Corporation shall have the following standing Committees ("Standing Committees"): Audit, Communications, Conference, Education, eNews, Ethics, External Relations, Fundraising, Medical Terminology, Membership, Nominating and Governance, Public Relations and such other standing committees as the Board of Directors may establish from time to time by amendment to this Article 8. Each Standing Committee shall be subject to the direction of the Board of Directors and shall, in addition to the powers and duties specified in these Bylaws, have such powers and duties as may from time to time be delegated to it by the Board of Directors. Except as otherwise provided in these Bylaws, the size of each Standing Committee

shall be fixed by the President. New committees will be voted in by the majority of the Executive Board at the request of a member. An active committee is one with more than one member and with regular monthly meetings. A committee which does not have a meeting in four months will lose its standing committee status and become an inactive committee. A committee member that does not attend for two months in a row will become an inactive committee member. Committee chairs can reinstate such a member. Every committee chair shall submit a report of its activities to the membership at the annual meeting and to the Executive Board of the Association at the Executive Board meetings. Standing committees must submit monthly minutes to the Executive Board for review.

8.2 Ad Hoc Committees. Subject to the approval of the Board of Directors, the President may from time to time establish such Ad Hoc Committees as the President may deem necessary or appropriate from time to time. Any such Committee shall be subject to the direction of the Board of Directors and, except as otherwise provided in these By-laws, shall have such composition, powers and duties and term of existence as may be determined by the President, with the advice of the Vice President.

8.3 Audit Committee. The Audit Committee shall be composed of (a) such members (at least one of whom shall be a Director) as may be appointed by the President, with the advice of the Vice-President, provided that no Elected Officer shall serve on the Audit Committee in any appointed or ex officio capacity. The Audit Committee powers and duties include but are not limited to:

(a) Review the financial statements, books and records and accounting systems of the Corporation and shall report its findings and recommendations to the Board of Directors;

(b) It shall have the power to employ a certified public accountant for the purpose of assisting it in the performance of its duties and for the purpose of performing such duties (including an audit, review or compilation of the Corporation's financial condition) as may be prescribed by the Audit Committee and

(c) Upon the request of the Audit Committee, the Board of Directors shall include in the Corporation's Budget a reasonable amount to be expended by the Audit Committee, if it so elects, in connection with the services of such certified public accountant.

(Article 84+ will appear in the June eNews)

See the IMIA Bylaws at:

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

## ABOUT THE eNEWS



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](mailto: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](mailto: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  
May 2013

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		<b>1</b> <b>12pm EST</b> Education Committee Meeting	<b>2</b> <b>11am EST</b> IMIA Board Meeting	<b>3</b> <b>1pm EST</b> IMIA Executive Committee Meeting  <b>MAY FORUM!</b>	<b>4</b> <b>IMIA Portland, OR Boot Camps</b>	<b>5</b> <b>IMIA Portland, OR Boot Camps</b>
<b>6</b> <b>11am EST</b> Public Relations Committee Meeting	<b>7</b>	<b>8</b> <b>12pm EST</b> Fundraising Committee Meeting  <b>7pm EST</b> Medical Terminology Committee Meeting	<b>9</b> <b>1pm EST</b> eNews Committee Meeting  <b>3pm EST</b> Membership Committee Meeting	<b>10</b> <b>1pm EST</b> IMIA Executive Committee Meeting	<b>11</b>	<b>12</b>
<b>13</b> <b>10am EST</b> Finance Committee Meeting	<b>14</b> <b>10:30am EST</b> Events Committee Meeting  <b>6pm EST</b> IMIA Executive Committee Meeting	<b>15</b>	<b>16</b> <b>8pm EST</b> State Chapters Meeting	<b>17</b> <b>11am EST</b> Ethics Committee Meeting  <b>1pm EST</b> IMIA Executive Committee Meeting  <b>2pm EST</b> Consortium of Interpreter Associations  <b>3pm EST</b> Trainers Division Meeting	<b>18</b> <b>IMIA Nashville, TN Boot Camps</b>	<b>19</b> <b>IMIA Nashville, TN Boot Camps</b>
<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b> <b>12pm EST</b> NIAC Meeting  <b>3pm EST</b> ISP Division Meeting	<b>24</b> <b>1:30pm EST</b> IMIA Executive Committee Meeting  12pm EST Lifelong Learning Webinar	<b>25</b>	<b>26</b>
<b>27</b> <b>4pm CST</b> Minnesota Chapter Conference Call for MN Members	<b>28</b> <b>10:30am EST</b> Events Committee Meeting <b>6pm EST</b> IMIA Executive Committee Meeting	<b>29</b>	<b>30</b>	<b>31</b> <b>1pm EST</b> IMIA Executive Committee Meeting		





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

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INTERNATIONAL MEDICAL  
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MAY 2013  
E NEWS

*Please Share the IMIA eNews with Your Colleagues!*



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*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](http://www.IMIAWeb.org)**

**or email [info@imiaweb.org](mailto:info@imiaweb.org)  
for information**

*Not To be  
Missed!*







## 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](http://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](http://www.certifiedmedicalinterpreters.org)**