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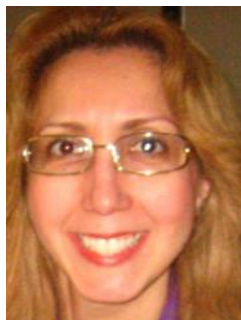
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## QUOTE OF THE MONTH

*"Patience and perseverance  
have a magical effect before  
which difficulties disappear  
and obstacles vanish."*

*-John Quincy Adams*

## LETTER FROM THE EXECUTIVE DIRECTOR OF IMIA



Dear Members,

It has been a long time since I have written directly to the IMIA members and I am very thankful for the opportunity. So much has happened since I stepped down as president back in December 2010. In the last two years and a half, I have seen the following developments I would like to highlight:

- ◆ The National Board grew and merged with the IMIA to become an IMIA Division, hired an Executive Director and are now offering certification in six languages, versus one. This is a huge achievement for the field. There are over 700 CMIs and an additional 600 who have passed the National Board written exam.
- ◆ The Lifelong Learning Series Webinars were developed and are offered as a free monthly continuing education opportunity to members.
- ◆ The Leadership Academy 8-month educational program was launched in 2011 and is now poised to start a new second class of future leaders in the field of medical interpreting.
- ◆ The Trainers and ISP Divisions have grown and continue to include monthly calls for trainers and interpreter service providers to collaborate and discuss their specific issues, including their annual event, combined in 2013 to take place in Durham NC.
- ◆ Other new divisions have been formed, such as the Minority Language Division, the Certified Interpreters Division, and others, to address the specific needs of our members.
- ◆ Our committees have been strengthened and are very active, with IMIA leadership growing each month.
- ◆ IMIA State Chapters and International Chapters have grown in numbers, and these chapters have organized events, represented the IMIA and engaged with their members, creating a sense of regional belonging that is important to members so we can think globally and act locally as an organization.
- ◆ Our staffing has expanded to include a paid executive director, myself, and an outreach director, Abbott Thayer, in addition to Kyra Marino, our administrator. Together we work to ensure that the administrative and executive tasks of the organization are met.
- ◆ Our name was officially changed to International Medical Interpreters Association and our tax status finally became non-profit, as it should have been from inception.
- ◆ IMIA Efforts have aided in the state of Oregon and New York recognizing the National Board and in NY further instituting reimbursement of language services.
- ◆ The IMIA has further developed its CEU Program which was launched in 2009 to now include a very robust review process.
- ◆ The IMIA is finalizing the development of a Commission for the Accreditation of Medical Interpreter Educational Programs.
- ◆ The IMIA has further developed its policies to include our Standards of Excellence and an Antitrust Policy, to enhance the democratic and transparent process.

Amidst so much activity we are certain to have growing pains. I have certainly not included all our achievements but these are the highlights in my view of the last two and a half years. We continue to grow our human and financial resources to meet the new demands of our members. We will accomplish that which was charted in our articles of incorporation when the organization was founded in 1986, and have gone beyond our founders' imagination.

Join us in our efforts to promote and upgrade medical interpreter standards, including the reimbursement of medical interpreters. It is your responsibility as an interpreter professional to learn more about the process and how you can get involved. Together we can do more. While there are some who will always focus on the difficulties and try to cause disunity, the IMIA continues to relentlessly strive for unity in the field as the umbrella organization that promotes and recognizes all standards, ethical codes, and initiatives.

I look forward to hearing your questions and comments at [iarocha@imiaweb.org](mailto:iarocha@imiaweb.org).

Sincerely,



Izabel Arocha, M.Ed.,  
Executive Director  
[iarocha@imiaweb.org](mailto:iarocha@imiaweb.org)



## NATIONAL CERTIFICATION



THE NATIONAL BOARD OF CERTIFICATION  
FOR MEDICAL INTERPRETERS

### WEBINAR COMING UP SATURDAY, JUNE 29TH AT 4PM 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:

- Saturday, June 29th at 4pm Eastern, 1pm Pacific time

Register for the webinar:

<https://www4.gotomeeting.com/register/537217271>

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)

- 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

### MORE MILESTONES!

The first Russian CMI, Sergiy Libenson, took the oral exam on February 7 and has already received his credential. Since then, the Mandarin and Cantonese oral exams have been validated by PSI and are available for all Mandarin- and Cantonese-speaking medical interpreters.

We are currently scheduling oral exams in Cantonese, Mandarin, Russian and Spanish. In the meantime, the oral exams for Vietnamese and Korean have been validated, and are expected to be available by April.

Medical interpreters interested in earning their credentials can find the requirements, guidelines, procedures, and information on available training at our website.

We highly recommend attending one of our webinars and downloading the CMI Candidate

Click for [Handbook](#). For more information, and to join our monthly webinars, visit [www.certifiedmedicalinterpreters.org](http://www.certifiedmedicalinterpreters.org)

## NEWLY CERTIFIED INTERPRETERS

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

**Congratulations!**

*Thelma Argueta (CA)*  
*Idilda Ayala-Hernandez (NH)*  
*Marina Bakica (CA)*  
*Yauheniyai Barshai (MA)*  
*Gabriela Chauvin (MD)*  
*Patricia Chavez-Dietz (GA)*  
*Kim Cofer (AR)*  
*Diana DeFilippis (MA)*  
*Jennifer Figueira (DE)*  
*Ana Gomez Espana Schwenk (CA)*  
*Elisa Gonzalez (CA)*  
*Karina Granadeno (MA)*  
*Kelsey Henriquez (WI)*  
*Deborah Jones (FL)*  
*Ana Sofia Lovett (MD)*



*Leslie Martinez (OR)*  
*Elizabeth Martinez-Gibson (SC)*  
*Kelly Martinkus (IL)*  
*David Melendez (MA)*  
*Myrian Melo (MA)*  
*Maria Myers (PA)*  
*Omar Osario (CA)*  
*Maria Oystese (VA)*  
*Maria Ozerskaya (Alberta)*  
*Ceci Phelan Stiles (MA)*  
*Carla Polonsky (MA)*  
*Bertha Rhouila (PA)*  
*Evelin Ricardo (PA)*  
*Carlos Romo (TX)*  
*Elizabeth Rondon (NY)*  
*Maria Ruiz (TX)*  
*Jose Segovia-Reyes (MI)*  
*Ana Stergiou (MA)*  
*Michael Vaal (WI)*  
*Lilya Valladolid (CA)*  
*Vicky Yepiz (CA)*

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)

**NEWLY CERTIFIED  
INTERPRETERS—CCHI**

According to the latest CCHI newsletter,  
the following are new CHIs.

**IMIA Congratulates them here:**

Lili Acevedo, CHI™-Spanish  
 Racel Aleman, CHI™-Spanish  
 Carmen G. Alvarez, CHI™-Spanish  
 Andrea Radosevich Bank, CHI™-Spanish  
 Caroll F. Barton, CHI™-Spanish  
 Rosa E. Betancourt, CHI™-Spanish  
 Hyrum C. Blake, CHI™-Spanish  
 Katherine Burns, CHI™-Spanish  
 Isbelia Casas, CHI™-Spanish  
 Jose Castillo, CHI™-Spanish  
 Rosa Castrejon, CHI™-Spanish  
 Tonya Evette Cerna, CHI™-Spanish  
 Minna Chang, CHI™-Mandarin  
 Wayne Chen, CHI™-Mandarin  
 Rose M. Culley, CHI™-Spanish  
 Lourdes Demallistre, CHI™-Spanish  
 Lauren Marie Egle, CHI™-Spanish  
 Emily Ehresmann, CHI™-Spanish  
 Cesar A. Escobar, CHI™-Spanish  
 Beatriz Fernandez-Jorda, CHI™-Spanish  
 Anna S. Ficken, CHI™-Spanish  
 J. Ricardo Flores, CHI™-Spanish  
 Karen G. Franklin, CHI™-Spanish  
 Patricia Gonzalez-Clark, CHI™-Spanish  
 Cynthia C. Granados, CHI™-Spanish  
 Cecilia Ibarra, CHI™-Spanish  
 Daniela Iñiguez, CHI™-Spanish  
 Nitaya Jandragholica, CHI™-Spanish  
 Maria I. Joseph, CHI™-Spanish  
 Eduardo A. Lebron, CHI™-Spanish  
 Scotia Raquel Leonardson, CHI™-Spanish  
 Pei Wen Linda Lin, CHI™-Mandarin  
 Gildana Lindo, CHI™-Spanish  
 Ibtihag Loza-Tadros, CHI™-Arabic  
 Angela Luther, CHI™-Spanish  
 Lijuan Ma, CHI™-Mandarin  
 Veronica Maldonado, CHI™-Spanish  
 Sandra Martinez, CHI™-Spanish  
 Laura A. Matilsky, CHI™-Spanish  
 Erika Y. Monroy, CHI™-Spanish  
 Melba Mueller, CHI™-Spanish  
 Lucille E. Murphy, CHI™-Spanish  
 Milad Najjar, CHI™-Arabic

Laura Neri, CHI™-Spanish  
 Abigail Orozco, CHI™-Spanish  
 Adriana L. Padilla, CHI™-Spanish  
 Leila M. Penate, CHI™-Spanish  
 Lisbeth A. Philip, PhD, CHI™-Spanish  
 Robert E. Pogue, CHI™-Spanish  
 J. Damian Popkin, CHI™-Spanish  
 Victor O. Quiroz, CHI™-Spanish  
 Nancy A. Ramirez, CHI™-Spanish  
 Jemise A. Ray, CHI™-Spanish  
 Sara Garcia Riek, CHI™-Spanish  
 Karla Cecilia Rodas, CHI™-Spanish  
 Ariel Rodriguez, CHI™-Spanish  
 Angelica Romero Leija, CHI™-Spanish  
 José L. Ruiz, CHI™-Spanish  
 Daniel Ruiz Alonso, CHI™-Spanish  
 Melissa Salazar, CHI™-Spanish  
 Carmen Aponte Salcedo, CHI™-Spanish  
 Lorena Sanders, CHI™-Spanish  
 Lourdes Santacruz, CHI™-Spanish  
 Rosana Sartirana, CHI™-Spanish  
 Julia M. Sepulveda Sanchez, CHI™-Spanish  
 Sherry A. Sheldon, CHI™-Spanish  
 Gabriela E. Siebach, CHI™-Spanish  
 Adriana Soto, CHI™-Spanish  
 Alisha Steele, CHI™-Spanish  
 Anabella Tidona, CHI™-Spanish  
 Sandra E. Tomeo, CHI™-Spanish  
 Karissa B. Traun, CHI™-Spanish  
 Samantha L. Valencia, CHI™-Spanish  
 Sandy Ariel Vargas, CHI™-Spanish  
 Heidi Marie Velhagen, CHI™-Spanish  
 Leandra Lurette Vernon, CHI™-Spanish  
 Anita Vilchis, CHI™-Spanish  
 RosaMaria C. Vitoria, CHI™-Spanish  
 Rocio D. Wright, CHI™-Spanish  
 Hui Yu, CHI™-Mandarin  
 Haixuan Jenny Zhu, CHI™-Mandarin

*"Know what you want to  
do, hold the thought firmly,  
and do every day what  
should be done, and every  
sunset will see you that  
much nearer to your goal."*

*-Elbert Hubbard*



**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)

And note 'CI offer'  
under notes.

Email questions to  
[info@imiaweb.org](mailto:info@imiaweb.org)



## LANGUAGE RIGHTS CORNER



### ANGLO-RIGHTS ACTIVISTS BLAST QUEBEC FOR NEW LANGUAGE BILL

Bill 14 seeks to increase French requirements

for Quebec businesses and gives authority to the government to remove the right of municipal councils to offer English-language services to citizens. Ministers Diane De Courcy and Jean-Francois Lisee wrote that the bill's measures are "prudent" and are needed to "ensure the linguistic security and vitality of the French majority, the English community, and the First Nations."

<http://www.sunnewsnetwork.ca/sunnews/canada/archives/2013/05/20130519-080418.html>

## HEALTHCARE DISPARITIES

### HHS UPDATES CLAS STANDARDS TO REDUCE HEALTH DISPARITIES



The Department of Health and Human Services has released an enhanced National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care – a blueprint meant to help organizations improve healthcare quality in serving diverse communities in the U.S.

The enhanced standards, developed by the HHS Office of Minority Health and released April 25, are a comprehensive update of the 2000 National CLAS Standards and include the expertise of federal and non-federal partners nationwide, to ensure an even stronger

platform for health equity, according to an HHS news release.

<http://www.govhealthit.com/news/hhs-updates-clas-standards-reduce-health-disparities>

### HEALTH EQUITY & CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES (CLAS): HOW ARE THEY CONNECTED?

Health inequities in our nation are well documented, and the provision of culturally and linguistically appropriate services (CLAS) is one strategy to help eliminate health inequities. By tailoring services to an individual's culture and language preference, health professionals can help bring about positive health outcomes for diverse populations. The provision of health care services that are respectful of and responsive to the health beliefs, practices and needs of diverse patients can help close the gap in health care outcomes. The pursuit of health equity must remain at the forefront of our efforts; we must always remember that dignity and quality of care are rights of all and not the privileges of a few.

<https://www.thinkculturalhealth.hhs.gov/Content/clas.asp>

## LANGUAGE TECHNOLOGY



### LANGUAGE BANK PROVIDES LIVE TELEPHONIC INTERPRETATION FOR PRACTITIONER, PATIENT

As medical personnel come and go from the curtained examination area, she glances from one person to another, hoping to pick up a familiar phrase. But the woman has little more than a dozen words in her English vocabulary. And

her husband, who is in the waiting room — the only family she has — is equally linguistically confused. Medical jargon often is difficult to understand. So imagine going to a doctor who doesn't speak your language.

<http://www.herald-mail.com/news/hm-language-bank-provides-live-telephonic-interpretation-for-practitioner-patient-20130517,0,5749216.story>

### LANGUAGES YOUR COMPANY SHOULD SPEAK (BUT HAS NEVER HEARD)

HBR Blog - Why do organizations like Microsoft and Google care about languages with so few speakers? Without a doubt, providing members of linguistic minority groups with access to technology in their native tongues is very important. It empowers these communities, enabling their languages to survive and thrive in the digital age. However, before we jump to the conclusion that Microsoft and Google's efforts are solely altruistic, let's consider some important facts.

[http://blogs.hbr.org/cs/2013/04/languages\\_your\\_company\\_should.html?utm\\_source=Socialflow&utm\\_medium=Tweet&utm\\_campaign=Socialflow](http://blogs.hbr.org/cs/2013/04/languages_your_company_should.html?utm_source=Socialflow&utm_medium=Tweet&utm_campaign=Socialflow)

### SMARTPHONES PUT A TRANSLATOR IN YOUR POCKET

Armed with software from Google and other companies, computer users can communicate in dozens of the 7,000 languages the United Nations says are spoken worldwide and translate entire Web pages with the push of a button. They also can use their smartphones while abroad to chat with people in their native tongues and even use the phone's camera to decipher local restaurants' menus.

[http://www.ydr.com/ci\\_23191191/smartphones-put-translator-your-pocket](http://www.ydr.com/ci_23191191/smartphones-put-translator-your-pocket)

## INTERPRETER ETHICS

### IMIA CODE OF ETHICS ETHICAL TENET #5

5. Interpreters will not interject personal opinions or counsel patients.

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

An interpreter is asked to sight translate an information sheet for a patient. One of the questions is about the sex of the patient, the form gives two options, but the patient looks visibly uncomfortable and, reluctantly, says "male." The interpreter interprets, the provider marks the "male" option. What should the interpreter do?

Please send your comments to  
[Ethics@imiaweb.org](mailto:Ethics@imiaweb.org)

## 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).



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

#### **EMPIRE INTERPRETING SERVICE**

<http://www.empireinterpreting.com>  
Provides on site and telephonic interpreting throughout the Northeast and into Canada including sign languages and over 100 spoken languages.

#### **MILFORD REGIONAL MEDICAL CENTER**

<http://www.milfordregional.org/>  
Milford Regional Medical Center, Inc. is a comprehensive healthcare system that comprises the Medical Center; Tri-County Medical Associates, Inc., an affiliated physician practice group; and the Milford Regional Healthcare Foundation.



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

#### **AD ASTRA, INC.**

<http://www.ad-astrainc.com>  
Ad Astra provides 24/7/365 linguistic support services, including translation, interpretation, transcription and language instruction, in 200 + native languages and sign language with a talent pool of trained and accredited linguists -- including 6,500 translators and 4,500 interpreters.

#### **MILFORD REGIONAL MEDICAL CENTER**

<http://www.milfordregional.org/>  
Milford Regional Medical Center, Inc. is a comprehensive healthcare system that comprises the Medical Center; Tri-County Medical Associates, Inc., an affiliated physician practice group; and the Milford Regional Healthcare Foundation.

#### **MULTI-LANGUAGES CORPORATION**

<http://www.multi-languages.com>  
Multi-Languages Corporation is one of the first companies in Canada to be certified by the EN 15038 (European Standards on Translation Services), the CGSB CAN 131.10 (Canadian Standards on Translation Services) and the NSGCIS-AIIA (Canadian Standards on Community Interpreting Services).

#### **UC IRVINE MEDICAL CENTER**

<http://www.uci.edu>  
Founded in 1965, the University of California, Irvine combines the strengths of a major research university with the bounty of an incomparable Southern California location...

#### **YALE NEW HAVEN HOSPITAL**

<http://ynhh.org>  
Interpreter & Translation Services. Yale-New Haven Hospital (YNHH) is a non-profit, 966-bed tertiary medical center receiving national and international referrals.



### **2013 ISP DIVISION MEETINGS**

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

- 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

#### The Challenges and Opportunities of Minority Language Interpreters

Presenter: Marlene Vicky Obermeyer,  
MA, RN

June 28, 2013 at 12pm EST

For more information please visit:

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

### 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 BOOT CAMPS ARE HAPPENING!

**Durham, NC—Sept. 7:**

8 Hour Difficult Situations Advanced Boot  
Camp™

**Durham, NC—Sept. 8:**

8 Hour Exploring Mental Health  
Interpreting Boot Camp™

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

*"A leader is one who  
knows the way, goes the  
way, and shows the way."*

*-John C. Maxwell*

## IMIA LEADERSHIP GROWS & CHANGES

**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.**

If you are interested in Chairing or Vice  
Chairing a Committee, please read:

Requirements for IMIA Representation:

[http://www.imiaweb.org/uploads/docs/  
Requirements\\_for\\_IMIA\\_Representation.p  
df](http://www.imiaweb.org/uploads/docs/Requirements_for_IMIA_Representation.pdf)

IMIA Requirements to Apply for  
Leadership:

[http://www.imiaweb.org/uploads/docs/  
IMIA\\_Requirements\\_to\\_apply\\_for\\_Leader  
ship.pdf](http://www.imiaweb.org/uploads/docs/IMIA_Requirements_to_apply_for_Leadership.pdf)

IMIA Disclosure Form March 2013:

[http://www.imiaweb.org/uploads/docs/  
IMIA\\_Disclosure\\_Form\\_March\\_2013.pdf](http://www.imiaweb.org/uploads/docs/IMIA_Disclosure_Form_March_2013.pdf)

Please feel free to direct any questions to  
[info@imiaweb.org](mailto:info@imiaweb.org)

## US INTERPRETING



**INSURERS NEED  
TO VIEW  
INTERPRETERS AS  
MEDICAL  
NECESSITY**

Boston- Qualified medical interpreters  
could be available in all medical settings,  
as there is a supply of them ready to  
serve in this area. But the problem is that  
health insurance companies are not  
required to reimburse for these services.  
This is so despite federal and  
Massachusetts regulations stating that

using a qualified medical interpreter is a  
patient's right. Medical errors and  
disparities in treatment can be both tragic  
and costly. Indeed, the National  
Conference of State Legislatures cited a  
2009 report by the Joint Center for  
Political and Economic Studies stating  
that health disparities for minorities  
increased national medical care  
expenditures by about \$230 billion  
between 2003 and 2006.

[http://www.bostonglobe.com/opinion/  
letters/2013/04/18/insurers-need-view-  
interpreters-medical-necessity/  
lwiN7sCbKw4tLJQwZPTS0J/story.html](http://www.bostonglobe.com/opinion/letters/2013/04/18/insurers-need-view-interpreters-medical-necessity/lwiN7sCbKw4tLJQwZPTS0J/story.html)

### DAKOTA COUNTY USED INTERPRETERS ALMOST 6,000 TIMES LAST YEAR

As one measure of the area's increasing  
cultural diversity, Dakota County last year  
spent more than \$61,000 for telephone  
translation and interpretation.  
LanguageLine Solutions provides the  
county with interpreters in 33 languages  
and makes them available by phone in an  
average of 13.7 seconds.

[http://www.startribune.com/local/  
south/204775641.html?refer=y](http://www.startribune.com/local/south/204775641.html?refer=y)

### LACK OF STANDARDS FOR OREGON MEDICAL INTERPRETERS RAISES ISSUES

OregonLive.com

Doctors who don't understand the  
language of their patients rely on  
interpreters to explain everything from a  
diagnosis to prescription routines. And  
although Oregon is one of only a handful  
of states with qualification and  
certification exams...

[http://www.oregonlive.com/pacific-  
northwest-news/index.ssf/2013/05/  
lack\\_of\\_standards\\_for\\_oregon\\_m.html](http://www.oregonlive.com/pacific-northwest-news/index.ssf/2013/05/lack_of_standards_for_oregon_m.html)

## INTERNATIONAL INTERPRETING

### CONFLICT ZONE FIELD GUIDE FOR CIVILIAN TRANSLATORS/ INTERPRETERS AND USERS OF THEIR SERVICES



FIT in partnership with Red T and the International Association of Conference Interpreters (AIIC), has drafted a Conflict Zone Field Guide for Civilian Translators/Interpreters and Users of Their Services. This document outlines the basic rights, responsibilities, and practices recommended by the three organizations. It applies to translators and interpreters serving as field linguists for the armed forces, journalists, NGOs and other organizations in conflict zones and other high-risk settings.

[Conflict Zone Field Guide for Civilian Translators/Interpreters](#)  
[Guide à l'usage des traducteurs/interprètes civils dans les zones de conflit](#)

### INTERPRETERS FOR JUSTICE

The APCI is delighted to announce its first Conference in London, when we also welcome EULITA for its third General Assembly. It will take place 4-6 April next year and full details are here

[http://apciinterpreters.org.uk/eulita\\_accommodation.aspx](http://apciinterpreters.org.uk/eulita_accommodation.aspx)

### AFGHAN INTERPRETERS LAUNCH UK LEGAL BID

Three Afghan interpreters who worked with British troops launched a legal bid on Friday challenging the U.K. government's decision not to give them the same assistance awarded to Iraqi interpreters, which their lawyers said is dangerous and discriminatory. Law firm Leigh Day said Afghan interpreters and their families are under threat from the Taliban and the British government has a duty to ensure

they're not left exposed. The firm said it filed for judicial review at Britain's High Court on behalf of the three Afghans, who were left unidentified for security reasons.

[http://www.huffingtonpost.com/huffwires/20130503/eu-britain-afghan-interpreters/?utm\\_hp\\_ref=green&ir=green](http://www.huffingtonpost.com/huffwires/20130503/eu-britain-afghan-interpreters/?utm_hp_ref=green&ir=green)

## MINORITY LANGUAGES



### LANGUAGE DISTANCE: THE REASON IMMIGRANTS HAVE TROUBLE ASSIMILATING

Immigration reform can be polarizing, but language assimilation is one thing people on all sides of the debate tend to agree on: How quickly im-migrants learn to navigate their host countries plays a big role in how likely they are to thrive in their new homelands.

<http://www.theatlantic.com/international/archive/2013/05/language-distance-the-reason-immigrants-have-trouble-assimilating/275561/>

### MAYA INTERPRETERS TRAINED TO OPEN DOORS TO A CULTURE

San Francisco is a hub of Maya language and culture, and one of the most densely Maya-populated cities in the country. There are an estimated 10,000 to 15,000 Yucatec Mayas — or Mayas from the Yucatan region in Mexico — living within its seven by seven-mile boundaries. The earliest Maya language dates back thousands of years, and modern variants of it survive in Mexico and Central America.

<http://missionlocal.org/2013/05/maya-interpreters-trained-to-meet-a-need-in-san-francisco/>

## SIGN LANGUAGE

### 2013 PUBLIC PAYROLLS: SIGN LANGUAGE INTERPRETERS ALLOW DEAF STUDENTS TO LEARN, INTERACT WITH CLASSMATES



**LAS CRUCES** - The two fifth-grade boys had something hidden under their desk. They had just returned from recess at Desert Hills Elementary and chattered quietly. Their neighbor, a student who is deaf, was curious, asking what they were doing in American Sign Language. Michele Gray, the afternoon sign language interpreter for the class, voiced his question: "Whatcha doin'?" she asked in a youthful voice. The conversation is simple but would not have occurred without Gray, who signs every comment by teachers and hearing students, no matter how small, and voices all of the deaf student's signs.

[http://www.lcsun-news.com/las\\_cruces-news/ci\\_23115429/2013-public-payrolls-sign-language-interpreters-allow-deaf](http://www.lcsun-news.com/las_cruces-news/ci_23115429/2013-public-payrolls-sign-language-interpreters-allow-deaf)

### LAWSUIT CLAIMS D.C. HOUSING AUTHORITY DID NOT PROVIDE INTERPRETERS TO HEARING-IMPAIRED RESIDENTS

Two hearing-impaired women are suing the D.C. Housing Authority, claiming the agency continuously denied them access to an interpreter, which they say led to them suffering repeated "embarrassment" and "humiliation" when attempting to participate in housing programs.

[http://dcist.com/2013/05/deaf\\_housing\\_case.php](http://dcist.com/2013/05/deaf_housing_case.php)



## 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 Idolly Fajardo Director of Arch Language Network in St. Paul Minnesota**

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/Arch Language Network 5 25 13.pdf](http://www.imiaweb.org/uploads/docs/Arch%20Language%20Network%205%2013.pdf)

### VISIT THE VIEWPOINTS PAGE AT:

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

## FEATURED STUDIES



### ERRORS OF MEDICAL INTERPRETATION AND THEIR POTENTIAL CLINICAL CONSEQUENCES: A COMPARISON OF PROFESSIONAL VERSUS AD HOC VERSUS NO

#### INTERPRETERS.

Flores G, Abreu M, Barone CP, Bachur R, Lin H.

#### STUDY OBJECTIVE:

To compare interpreter errors and their potential consequences in encounters with professional versus ad hoc versus no interpreters.

<http://www.ncbi.nlm.nih.gov/pubmed/22424655>

## INTERPRETER EDUCATION



### THE ACCREDITATION TASK FORCE IS FINALIZING THE STANDARDS

**WHICH WILL BE REQUIRED FOR THE  
VOLUNTARY ACCREDITATION OF A  
MEDICAL INTERPRETER EDUCATIONAL  
PROGRAM.**

To see the most updated list of the standards, please see:

[http://www.imiaweb.org/uploads/pages/580\\_10..pdf](http://www.imiaweb.org/uploads/pages/580_10..pdf)

## TRANSLATION



### DANTE IN TRANSLATION AND IN DAN BROWN'S NEW NOVEL

People can't seem to let go of the Divine Comedy.

You'd think that a fourteenth-century allegorical poem on sin and redemption, written in a medieval Italian vernacular and in accord with the Scholastic theology of that period, would have been turned over, long ago, to the scholars in the back carrels. But no. By my count there have been something like a hundred English-language translations, and not just by scholars but by blue-chip poets: in the past half century, John Ciardi, Allen Mandelbaum, Robert Pinsky, W. S. Merwin. Liszt and Tchaikovsky have composed music about the poem; Chaucer, Balzac, and Borges have written about it. In other words, the Divine Comedy is more than a text that professors feel has to be brushed up periodically for students. It's one of the reasons there are professors and students.

[http://www.newyorker.com/arts/critics/books/2013/05/27/130527crbo\\_books\\_a\\_cocella](http://www.newyorker.com/arts/critics/books/2013/05/27/130527crbo_books_a_cocella)

### MEDICAL TRANSLATION TOOLS BREAK LANGUAGE BARRIERS

One of the biggest challenges in EMS is communicating with people and patients who do not speak English. A language barrier can be an enormous problem preventing accurate assessment and good quality care. Fortunately, we have some good solutions in three basic flavors.

<http://www.ems1.com/ems-advocacy/articles/1447103-Medical-translation-made-easier/>



## LANGUAGE NEWS



### **DROP 'ILLEGAL IMMIGRANT' LABEL, URGES EU COMMISSIONER**

The term 'illegal immigrant' should not be used in official documents,

senior European Union politician Cecilia Malmström has said, after expressing support for the decision by Associated Press to drop the phrase. Her remarks came after the move by AP to ditch the words from its style book. Responding to the news, Malmström, who is European Commissioner for Home Affairs, tweeted: "Yes, words matter. @AP will no longer use the term 'illegal immigrant'. A milestone decision."

<http://www.publicserviceeurope.com/article/3297/drop-illegal-immigrant-label-urges-eu-commissioner#ixzz2TvdxyWAl>

### **HOST AN INTERNATIONAL HIGH SCHOOL EXCHANGE STUDENT SPONSORED BY THE U.S. DEPARTMENT OF STATE**

The U.S. Department of State invites you to make a difference by hosting an international high school exchange student in your home starting this fall. Approximately 2,000 Department of State-sponsored exchange students from over 50 countries, all of whom have undergone a competitive, merit-based selection process, will spend the 2013-14 academic year in communities across the United States. These exchanges students live with American families, attend American high schools, and participate in American culture, leadership activities, and community service. Exchange students can help bring the world into your home and community. We seek host families from all over the United States. Learn more or submit an interest form at [hosting.state.gov](http://hosting.state.gov) and please share this announcement with others. You can also email us at [youthprograms@state.gov](mailto:youthprograms@state.gov).

### **INTERNATIONAL AND FOREIGN LANGUAGE EDUCATION (IFLE) PROGRAMS:**

JNCL-NCLIS notes that the additional \$6.9m in funding requested for FY14, bringing the total request to \$80m, is still more than 40% below the FY10 level of \$125m for these vital programs. Moreover, significant and nationally important education research continues to go without funding, as several of the constituent programs of IFLE remain zeroed out. JNCL-NCLIS continues to call for robust funding of the nation's primary program at the higher education level for foreign language and international education.

**Foreign Language Assistance Program:** the Foreign Language Assistance Program was not reinstated in the FY14 budget, and the \$75m request for the Well Rounded Curriculum grants to State Education Agencies falls more than \$400m short of the six grant programs it would replace. JNCL-NCLIS opposes this request and continues to advocate for restoration of the full \$25m funding for the Foreign Language Assistance Program.

**US Department of Defense:** JNCL-NCLIS notes that the \$58m request for the Defense Language and National Security Education Office is \$180,000 below the FY13 level, and more than \$9m below the FY12 level.

**Department of State:** JNCL-NCLIS is alarmed by the 6.6% reduction in the funding for international exchanges in the Bureau of Educational and Cultural Affairs from FY13 levels, from 602m to 562m. JNCL-NCLIS calls for the full funding of the programs of the ECA at FY13 levels.

<http://www.languagepolicy.org/documents/JNCL%20Position%20on%20President%27s%20FY14%20budget%20FINAL.pdf>

### **LANGUAGE DIFFICULTY RANKING**

The Foreign Service Institute (FSI) has created a list to show the approximate time you need to learn a



specific language as an English speaker. After this particular study time you will reach "Speaking 3: General Professional Proficiency in Speaking (S3)" and "Reading 3: General Professional Proficiency in Reading (R3)" Please keep in mind that this ranking only shows the view of the Foreign Service Institute (FSI) and some language students or experts may disagree with the ranking. If there is a language in this list you would like to learn and it is in a high difficult category, don't let this stop you from learning it. Even if they are ranked as difficult, it does not mean that they are impossible to learn and maybe it is not hard for you at all.

<http://www.effectivelanguagelearning.com/language-guide/language-difficulty>

### **LISTS IN C LANGUAGE. ACCESS VIOLATION**

This is a bit tricky to explain but I'll try anyway. I'm trying to create a program that will get a list that ends with 0, and also has 0s in the middle. The program will check which is the minimum value between each zero (for example: for the list 6 -> 3 -> 15 -> 0 -> 1 -> 2 -> 0, the minimum values are 3 and 1), will delete them from the list, and insert them to another list.

<http://stackoverflow.com/questions/16081644/lists-in-c-language-access-violation>

*"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

## 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>.



**Director, Language Access Services**  
Wheaton Franciscan Healthcare  
Posted on: 5/14/2014

**Staff Interpreter / Korean**  
Einstein Medical Center Philadelphia  
Posted on: 5/9/2013

**Medical Interpreter**  
The Children's Hospital of Philadelphia  
Posted on: 5/7/2013

**HOSPITAL MEDICAL INTERPRETER**  
Natividad Medical Center  
Posted on: 4/30/2013

**Medical Interpreter - Armenian/Russian**  
University of California Davis Health System  
Posted on: 4/30/2013



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>, 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

### TRANSLATION & INTERPRETING

Translation & Interpreting is a refereed



international journal that seeks to create a cross-fertilization between research, training and professional practice. It aims to publish high quality, research-based, original articles that highlight the applications of research results to the improvement of T&I training and practice. It welcomes contributions not only from well-known senior scholars, but also from new, young scholars in the field. It is a free on-line journal, hosted by the University of Western Sydney's School of Humanities and Communication Arts, with the objective to be universally accessible to researchers, educators, students and practitioners of interpreting and translation, as well as to others interested in the discipline. Published twice yearly. ISSN 1836-9324



<http://www.trans-int.org/index.php/transint>

*"Change is the end  
result of all true  
learning."*

— Leo Buscaglia

## 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>

**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> 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>, and under notes put 'international one year trial'. Your application will be approved.

## CALENDAR OF EVENTS



### IMIA LIFELONG LEARNING WEBINAR SERIES The Challenges and Opportunities of Minority Language Interpreters

Presenter: Marlene Vicky Obermeyer,  
MA, RN  
June 28, 2013 at 12pm EST  
[http://www.imiaweb.org/  
conferences/learningseries.asp](http://www.imiaweb.org/conferences/learningseries.asp)

### **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  
For more information please visit:  
[http://www.imiaweb.org/  
conferences/admin\\_trainer\\_symp.asp](http://www.imiaweb.org/conferences/admin_trainer_symp.asp)

**IMIA BOOT CAMPS ARE HAPPENING!**  
**Durham, NC—Sept. 7:**  
8 Hour Difficult Situations Advanced Boot  
Camp™  
**Durham, NC—Sept. 8:**  
8 Hour Exploring Mental Health  
Interpreting Boot Camp™  
For more information please visit:  
[http://www.imiaweb.org/  
conferences/bootcampseries.asp](http://www.imiaweb.org/conferences/bootcampseries.asp)

**REGISTRATION OPEN!**  
**IMIA LEADERSHIP ACADEMY  
2013—2014**  
Developing the future language  
access leaders in health care.  
[http://www.imiaweb.org/education/  
leadershipacademy.asp](http://www.imiaweb.org/education/leadershipacademy.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)

**THE IMIA IS A FIT MEMBER  
ORGANIZATION.** Periodically we will  
provide information about the  
organization to the benefit of IMIA  
members.



#### **FIT Flash**

The FIT Flash presents brief  
feedback on Executive  
Committee and Council  
meetings. FIT members are  
invited to reproduce the file in their  
communication with their members. It  
can be downloaded at:  
[http://fit-ift.org/dedi303.nur4.host-h.net/  
index.php?  
y\\_compound\\_text\\_content&item\\_id=365  
3](http://fit-ift.org/dedi303.nur4.host-h.net/index.php?y_compound_text_content&item_id=3653)

### **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 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!

*"Coming together is a  
beginning; keeping  
together is progress;  
working together is  
success."*

*Henry Ford*

**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).

## 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 17 oz.  
IMIA Mug!**

**Show your  
commitment to  
advancing our  
profession!**

Just \$15.95 + shipping

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

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



**Language Access  
Leadership Academy**

**LEADERSHIP IS HARD TO DEFINE, BUT  
YOU KNOW WHEN YOU SEE IT.**

The IMIA Leadership Academy's goal is to develop interpreters' leadership skills so you have the confidence and authority to make a real difference in your organizations and communities at large. You may feel the desire to take on more of a leadership role than previously or you just know you want to make a difference and have been told you have natural leadership qualities.

- ⇒ Discover your identity as a leader
- ⇒ Learn to coach and mentor others
- ⇒ Learn the dynamics of great teams

**REGISTER TODAY!**

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



INTERNATIONAL MEDICAL  
INTERPRETERS ASSOCIATION  
Leading the advancement of professional interpreters



## 2013 IMIA Boot Camp™ Series Durham, NC Sept. 7-8, 2013



### 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)

### 8 Hour Exploring Mental Health Interpreting Boot Camp™

Language Neutral - English Only

#### 8 HOUR EXPLORING MENTAL HEALTH INTERPRETING BOOT CAMP™

This 8 hour workshop will explore a variety of concepts related to mental health interpreting practice to inform decision-making in a this environment. Issues such as safety, transference and counter-transference, emotional aspects of mental health therapeutic rapport, and cultural perceptions related to mental health will be discussed. Authentic and realistic case studies will be utilized and real time interpreting skills will be practiced. These will include interpreting speech disfluency and simultaneous interpretation for emotionally charged conversations that do not pause. This is not a workshop for the beginner interpreter. It will challenge participants to the requirements of fast thinking, clear beliefs and expectations of self and others in how to behave in emotionally charged encounters. At the end of the workshop, participants will be expected to:

#### Learning Objectives:

- Understand most important concepts related to mental health interpreting practice.
- Identify what constitutes transference and counter-transference
- Improve skills related to handling complex mental health encounters.

#### Recommended Reading:

Working with Interpreters in Mental Health

ISBN-10: 0415188792 | ISBN-13: 978-0415188791 | Edition: 1

#### Description:

Why are interpreters an important part of modern healthcare provision? In today's society, there is an increasing need for mental health professionals to work with interpreters, yet coverage of this subject in the existing literature is scarce. Working with Interpreters in Mental Health gives an insight into the issues and problems of professionals working with interpreters in the mental health field.

#### Amazon Link:

<http://www.amazon.com/Working-Interpreters-Mental-Health-Hitesh/dp/0415188792>

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

Saturday, Sept. 7, 2013  
7:30-8am registration / Class runs 8am-12pm & 1-5:30pm  
\$159 member rate / \$239 non-member rate  
Rates increase by \$50 after August 23rd, 2013  
(No on site registration available)

**MENTAL  
HEALTH**  
DATE/TIME / FEE

Sunday, Sept. 8, 2013  
7:30-8am registration / Class runs 8am-12pm & 1-5:30pm  
\$159 member rate / \$239 non-member rate  
Rates increase by \$50 after August 23rd, 2013  
(No on site registration available)



**LOCATION:**  
Duke University School of  
Nursing  
307 Trent Drive, DUMC 3322  
Durham, NC 27710  
<http://nursing.duke.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  
August 23rd  
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

JUNE 2013  
ENEWS

*Please Share the IMIA eNews with Your Colleagues!*



INTERNATIONAL MEDICAL  
INTERPRETERS ASSOCIATION  
Leading the advancement of professional interpreters

**Register  
Now!**

# IMIA ANNUAL TRAINERS & ADMINISTRATORS SYMPOSIA

**September 6 - 8, 2013**

*Hosted by:*

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

A forum for administrators and trainers to meet, discuss, and share best practices about medical interpreter management and education. Participants can choose to attend one or both symposia.

**September 6, 2013:  
Administrators Symposium**

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

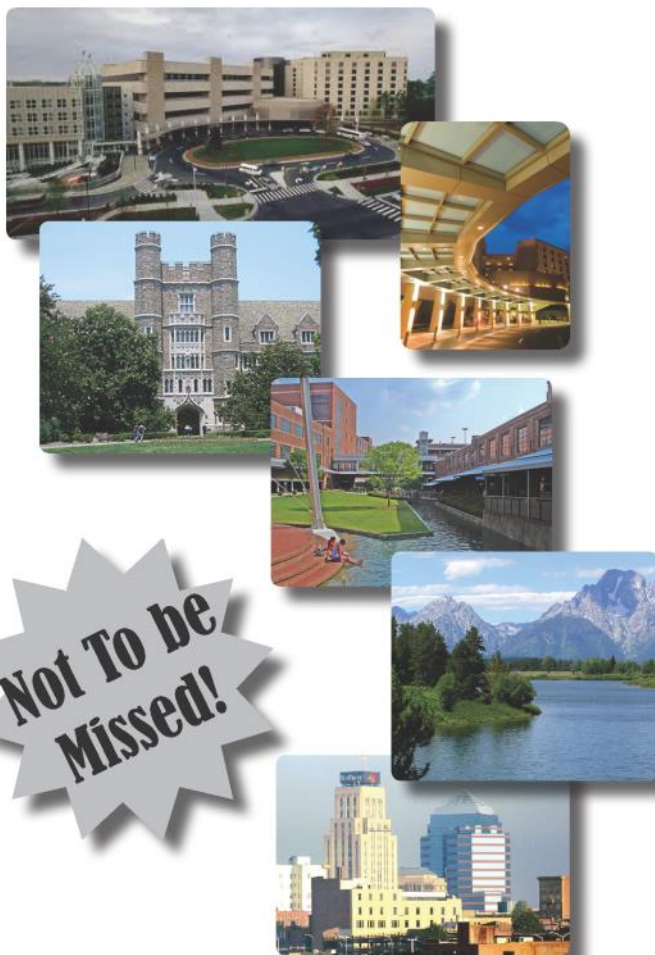
**Registration is Open!**  
Visit

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

[http://www.imiaweb.org/conferences/  
event-registration.asp?id=14](http://www.imiaweb.org/conferences/event-registration.asp?id=14)

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=twINuqacDdY](http://www.youtube.com/watch?feature=player_detailpage&v=twINuqacDdY)

### 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/IMIUpdates>

@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

### PROFESSIONAL EDUCATION & RESOURCES

- Promote IMIA CEU Program
- Develop International Education Directory
- Promote Interpreter Education Worldwide
- Support Professional Development of Medical Interpreters
- Develop an Accreditation Program for Medical Interpreter Training.
- Formalize a Patient/Provider Education Campaign

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 Izabel Arocha, IMIA

Executive Director, at

[iarocha@imiaweb.org](mailto:iarocha@imiaweb.org) if you have any questions.

### ARTICLE 8 COMMITTEES.

8.4 Communications Committee. The Communications 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, and (b) the President (acting in an ex officio voting capacity). The Communications Committee powers and duties include but are not limited to:

- Oversee Corporation's communications (website, eblasts, social media, advertising);
- Develop and disseminate the Corporation's communication policy;
- Update communications and review important communications prior to publication; and
- Review, approve and promote the Corporation's publications.

8.5 Conference Committee. The Conference 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, and (b) the President (acting in an ex officio voting capacity). The Conference Committee powers and duties include but are not limited to:

- Call for papers, speaker selection and interface
- Selection of venue, space and catering
- Select vendors and interface
- Organize all aspects of conference

8.6 Education Committee. The Education 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, and (b) the President (acting in an ex officio voting capacity). The Education Committee powers and duties include but are not limited to:

- Development of compendium of medical interpreter educational programs
- Promotion of continuing education for medical interpreters
- Organization of CEU system for IMIA members
- Development of IMIA Accreditation Guidelines for educational institutions
- Development of client education materials

8.7 eNews Committee. The eNews 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, and (b) the President (acting in an ex officio voting capacity). The eNews Committee powers and duties include but are not limited to:

- Development of eNews copy
- Dissemination of eNews to outside organizations
- Online publication posting and membership distribution
- Request and management of eNews submissions

(Article 8.8+. will appear in the next 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.



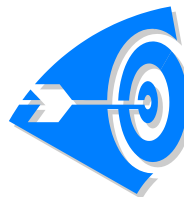
**eNews  
Chairperson  
Claudia Perla**

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  
June 2013**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
<b>3</b> <b>11am EST</b> Public Relations Committee Meeting  <b>3pm EST</b> IMIA Spanish Division Conference call	<b>4</b>	<b>5</b> <b>12pm EST</b> Education Committee Meeting  <b>7pm EST</b> Medical Terminology Committee Meeting	<b>6</b> <b>11am EST</b> IMIA Board Meeting	<b>7</b> <b>1pm EST</b> IMIA Executive Committee Meeting	<b>8</b>	<b>9</b>
<b>10</b> <b>10am EST</b> Finance Committee Meeting	<b>11</b> <b>10:30am EST</b> Events Committee Meeting  <b>6pm EST</b> IMIA Executive Committee Meeting	<b>12</b> <b>12pm EST</b> Fundraising Committee Meeting	<b>13</b> <b>1pm EST</b> eNews Committee Meeting  <b>3pm EST</b> Membership Committee Meeting  <b>4pm EST</b> Minority Language Division Meeting	<b>14</b> <b>12pm EST</b> NIAC Meeting  <b>1pm EST</b> IMIA Executive Committee Meeting	<b>15</b>	<b>16</b>
<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b> <b>8pm EST</b> State Chapters Meeting	<b>21</b> <b>11am EST</b> Ethics Committee Meeting  <b>1pm EST</b> IMIA Executive Committee Meeting  <b>3pm EST</b> Trainers Division Meeting	<b>22</b>	<b>23</b>
<b>24</b> <b>7pm CST</b> Minnesota Chapter Conference Call for MN Members	<b>25</b> <b>10:30am EST</b> Events Committee Meeting  <b>6pm EST</b> IMIA Executive Committee Meeting	<b>26</b>	<b>27</b> <b>3pm EST</b> ISP Division Meeting	<b>28</b> <b>12pm EST</b> Lifelong Learning Webinar  <b>1:30pm EST</b> IMIA Executive Committee Meeting	<b>29</b> <b>4pm EST</b> National Board Monthly Informational Webinar	<b>30</b>





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:

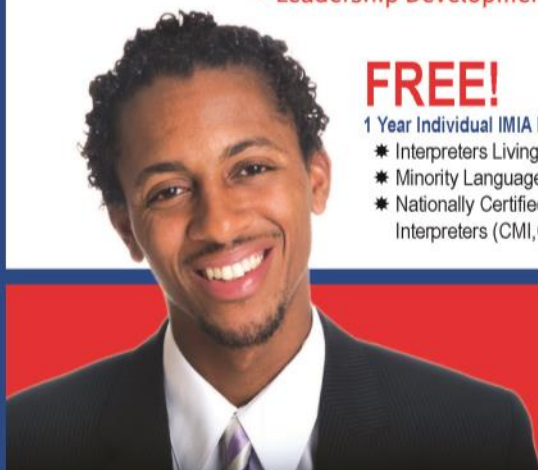
- Committee Engagement
- Job Announcements
- Monthly Briefings
- Annual Conferences
- National Advocacy
- Leadership Development

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



PROMOTING THE PROFESSION WORLDWIDE

Visit [www.IMIAWeb.org](http://www.IMIAWeb.org) for more information • Email questions to [info@imiaweb.org](mailto:info@imiaweb.org)



# INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

# JUNE 2013 E NEWS

*Please Share the IMIA eNews with Your Colleagues!*



## INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

## 2014 International Medical Interpreters Conference

**SAVE THE DATE!** January 16 - 19, 2014 • Houston, Texas



*Come Join Us  
to Celebrate  
IMIA's First Annual  
Conference in Texas!*

## MEDICAL INTERPRETER EDUCATION: *THE GATEWAY TO THE FUTURE!*

Royal Sonesta Hotel Houston • Houston, Texas  
<http://www.sonesta.com/RoyalHouston/>

**YOU WON'T WANT TO MISS THIS OPPORTUNITY...**

48 Workshops  
IMIA Boot Camps  
Pre-Conference Workshops  
Industry Speakers  
Panels  
Networking  
Earn CEUs

Email [info@imiaweb.org](mailto:info@imiaweb.org) for information

**Registration  
Opening Soon!**

**Information Continually Updated!**

<http://www.imiaweb.org/conferences/2014conference.asp>





## 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)**