



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



2011 IMIA Professional Learning Series Free Webinars

The IMIA is committed to making continuing education accessible to interpreters everywhere, offering three outstanding professional workshops at not cost to IMIA members.

Vicarious Traumatization / Compassion Fatigue

Presented by Robyn Dean Robyn K. Dean, M.A., C.I/C.T., University of Rochester Medical School

February 2, 2011 (5:30-6:30pm EST)



Robyn K. Dean, M.A., C.I/C.T., was appointed to the faculty of the U of R School of Medicine in 1999, in recognition of her scholarship in the interpreting field and leadership in the education of interpreters, medical students, and other health care professionals. She has been an interpreter for 20 years, with particular service experience in healthcare and mental health settings. Ms. Dean holds a B.A. in ASL Interpreting and an M.A. in Theology. Ms. Dean's application of demand-control theory to sign language interpreting, as originally described in the Journal of Deaf Studies and Deaf Education (Winter 2001), has been the topic of numerous workshops, publications, and grant projects nationally and internationally. Since 2001, Ms. Dean's work has been funded by grants from the US Department of Education.

To access Audio portion of the meeting:

(408) 792-6300 ACCESS CODE: 88069241 (We recommend dialing in 10 minutes early to avoid issues.)

To access the Presentation, go to <http://www.imiaweb.org/education/freewebinars.asp> - the PowerPoint presentation is uploaded.

Mental Health Interpreting

Presented by Anita Coelho Diabate, Mental Health Interpreter, Cambridge Health Alliance

June 1, 2011 (5:30-6:30pm EST)



Anita Coelho Diabate is a Portuguese Medical and Mental Health interpreter with the Cambridge Health Alliance. Anita holds post-secondary certificates in both Medical and Mental Health interpreting from Cambridge College. In her role at the Cambridge Health Alliance, she works both within their internal Call Center and on the hospital units fielding Medical and Mental Health interpreter assisted calls and face-to-face requests while serving as a multilingual Information Specialist. As Vice President of the IMIA, her responsibilities include developing innovative ways in which to promote Medical Interpretation internationally, incorporating "best practice" orientation and member feedback into new programs for furthering professional interpreter development. As an IMIA Board Director, she is committed to sharing vital information on National Certification for the advancement of

Professional Medical Interpreters. Contact: adiabate@imiaweb.org

New Interpreting Technologies that Improve Access

Presented by Oscar Arocha, Senior Executive, Global Strategic Initiatives Language Line Services

October 5, 2011 (12-1pm EST)



Oscar J. Arocha, MM is a senior executive administrator with over 25 years experience in the healthcare sector. Prior to Language Line Services, Mr. Arocha was the Director of the largest and oldest Interpreter Services Department in the US, at Boston Medical Center (BMC), with close to 200,000 interpreter requests per year. As an international language access advocate, Mr. Arocha has presented on numerous conferences and been sought as a consultant on language quality measures and the development of comprehensive healthcare language service programs with specific technology integration for management and delivery processes. In 2006, he was invited by the Robert Wood Johnson Foundation to be part of the National Advisory Committee (NAC) in their Speaking Together initiative. He was called in 2008 by the RWJF to serve in the NAC of Aligning Forces for Quality (AF4Q). Mr. Arocha grew up in a diplomatic household, raised in international schools abroad. He lived in Venezuela, Italy, Egypt, Iran, Spain, Japan,

Austria, and Brazil. He holds an MA in Healthcare Management from Cambridge College, Massachusetts, and speaks French, Spanish, and Portuguese fluently.