

The

# COMMUNICATOR *Express*

VOLUME 8 MAY 2007

## MAINTAIN PROFESSIONAL INTEGRITY BY ENGAGING IN ONGOING TRAINING

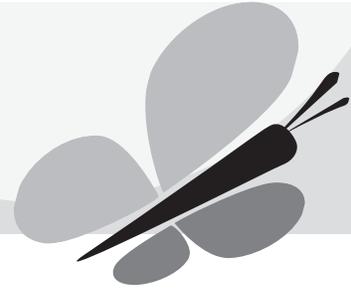
**A**s a medical interpreter, are you dedicated to your profession? If so, you have likely considered the need for intermediate and advanced training to supplement your personal study and daily practice. Indeed, the MMIA Standards of Practice list, as an indicator of mastery, the need to engage in "ongoing professional development". (Standard C6-E)

At the moment, several local organizations offer training beyond basic medical interpretation. Recently, IMIA members have received training notices on specialty workshops for interpreters, including some free training opportunities sponsored by that interpreter association.

Each semester, CCCS offers interpreter-training programs at its Woburn, MA and Nashua, NH locations. This edition of the Communicator Express outlines our 2007 Woburn course offerings. CCCS freelance interpreters and language coaches are offered a discount on all training programs (see page 2).

EACH SEMESTER, CCCS OFFERS INTERPRETER-TRAINING PROGRAMS AT ITS WOBURN, MA AND NASHUA, NH LOCATIONS.





## MAINTAIN PROFESSIONAL INTEGRITY BY ENGAGING IN ONGOING TRAINING CONTINUED FROM PAGE 1

### **The Art of Medical Interpretation: 54-hour Certificate Program**

#### **Spring Session I**

**May 8-August 7 (Tuesdays, 6:00PM-10:00PM)**

Instructor: Vonessa Phillips Costa

Guest Presenters: Zarita Araujo-Lane, LICSW and Dr. Richard S. Lane

#### **Spring Session II**

**May 24-August 23 (Thursdays, 6:00PM-10:00PM)**

Instructor: Vonessa Phillips Costa

Guest Presenters: Zarita Araujo-Lane, LICSW and Dr. Richard S. Lane

#### **Fall Session**

**September 11-December 11 (Tuesdays, 6:00PM-10:00PM)**

Instructor: Vonessa Phillips Costa

Guest Presenters: Zarita Araujo-Lane, LICSW and Dr. Richard S. Lane

This program targets interpreters at all levels and fosters an environment that gives each individual a measure of control over the learning process. Training sessions focus on interpreting technique, cultural competency and

CONTINUED ON NEXT PAGE

#### **To register, contact:**

**Stefanie DiMeo**

Program Coordinator

Cross Cultural  
Communication Systems, Inc.  
800 West Cummings Park,  
Suites 3800-3900  
Woburn, MA 01801  
Tel: 781-729-3736 x.111  
Fax: 781-729-1217  
E: [sdimeo@cccsorg.com](mailto:sdimeo@cccsorg.com)  
[www.cccsorg.com](http://www.cccsorg.com)



ethics, mastering medical terminology through the Samurai! method, developing specialized glossaries and increasing memory power. Learning is measured through role-play and interpreter evaluation tools. The Art of Medical Interpretation 54-hour training program has been approved by the American Translators Association for 5 Continuing Education Points.

Class size is limited to 30 interpreters and features spoken languages only. Language coaches and target language glossaries will be provided to groups of 3 or more interpreters working in each target language.

All applicants must pass a mandatory pre-screening exam in English and target language(s) prior to acceptance in program. There is a pre-screening fee of \$30.

Cost: \$695 per student/\$590 for CCCS freelance interpreters  
Ask about our payment installment plans.

### **Advanced Skills for Medical Interpreters**

(These workshops are open to interpreters who have already undergone at least 40 hours of formal interpreter training)

**June 28 (6 - 9:30 PM)**

#### **The Power of Language in the Circulatory System**

Instructor: Richard S. Lane, MD

This workshop is an introduction to the elements of the language of medicine. Participants will learn about roots of medical terms derived from ancient Greek and Latin and how to figure out the meanings of such words using the Samurai method. These techniques are designed to help the participant master the language of medicine while avoiding "rote" memorization. In this workshop, participants will also be introduced to the circulatory system through an experiential activity and begin to learn "the story" behind the logic, structure, and pathology of the heart, arteries and veins.

Cost: \$40 per student/\$30 for CCCS freelance interpreters

**July 12 (6 - 9:30 PM)**

#### **If You Know Diabetes, You Know Medicine**

Instructor: Richard S. Lane, MD

This workshop is an introduction to the disease known as diabetes. The first hour will concentrate on who gets the disease, why there is an epidemic of diabetes, and how the inability to manage blood sugar is just the tip of the iceberg for this complex disease. The second hour will review different body systems affected by diabetes and review the multiple approaches to treatment that are currently available.

Cost: \$40 per student/\$30 for CCCS freelance interpreters

**July 19 (6 - 9:30 PM)**

Cross Cultural Issues and the Challenge of Palliative Care at the End of Life

Instructor: Richard S. Lane, MD

This workshop will discuss the subspecialty of Palliative Care and how cross-cultural issues can arise in the practice of this work. Participants will discuss the difference between palliative medicine and hospice, and explore issues of sensitivity and competency. The group will review a complex palliative care case and see how we can move from cultural sensitivity to cultural competency in an end-of-life situation involving a patient and family from a non-dominant culture living in the United States.

Cost: \$40 per student/\$30 for CCCS freelance interpreters

**July 26 (6 - 9:30 PM)**

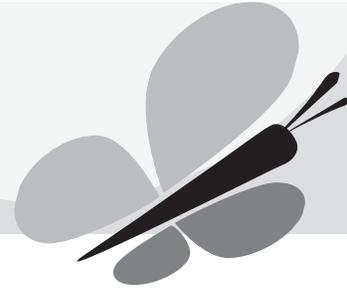
#### **A Breath of Fresh Air: The Pulmonary System**

Instructor: Richard S. Lane, MD

This workshop provides an overview of the structure of the lungs and how they function, along with an introduction to various respiratory ailments, including asthma, chronic obstructive lung disease, and various infectious conditions that can cause pneumonia, bronchitis and ultimately restrictive or obstructive problems. A review of treatment and medicines will also be presented.

Cost: \$40/\$30 for CCCS freelance interpreters

CONTINUED ON NEXT PAGE



## MAINTAIN PROFESSIONAL INTEGRITY BY ENGAGING IN ONGOING TRAINING CONTINUED FROM PAGE 1

### Legal Interpreter Training

#### **The Fundamentals of Legal Interpretation - 60-hour Certificate Program September 16-November 25 (Sundays 9AM-2PM)**

Instructor: Frank Geoffrion

This program will clarify the legal interpreter's role through the discussion of state and federal guidelines. Students will concentrate on mastering the techniques of legal interpretation and will participate in a series of interpreting-related activities designed to stimulate short-term memory development. Such activities include learning to "listen for meaning", shadowing, dual-task training, paraphrasing, sight translation, and consecutive interpreting. Students will also develop English and target language proficiency with concentration on terminology specific to legal matters.

The program is open to 30 applicants and features spoken languages only. Language coaches and target language practice materials will be provided for groups of 4 or more interpreters working in the same language pair. All applicants must pass a mandatory pre-screening exam in English and target language(s) prior to acceptance in program.

The Fundamentals of Legal Interpretation training program has been approved by the American Translators Association for 5 Continuing Education points.

All applicants must pass a mandatory pre-screening exam in English and target language(s) prior to acceptance in program. There is a pre-screening fee of \$30.

Cost: \$840 per student/\$715 for CCCS freelance interpreters

Ask about our payment installment plans.

CONTINUED ON NEXT PAGE



## Instructor Biographies



**Dr. Richard S. Lane** is an Internist in the Extended Care Facility Program at Harvard Vanguard Medical Associates of Boston, Massachusetts. Dr. Lane is an Associate Member of the American College of Physicians and a Member of the Society of General Internal Medicine. He is a bilingual educator, fluent in Spanish. Dr. Lane's interest are the doctor/patient relationship, teaching interview skills to medical students and residents, cross-cultural communication in medicine, care of elderly patients in rehabilitation and sub-acute units and integration of knowledge-based business practices with quality medical care. Dr. Lane became board certified in Palliative Care and Hospice Medicine in 2004, and he is currently the Medical Director of Affinity Hospice for Life of Massachusetts.



**Frank Geoffrion** is a federally certified court interpreter, Massachusetts certified court interpreter, and American Translators Association accredited to translate from Spanish to English. Mr. Geoffrion is a faculty member at the Agnes Haury National Institute for Interpretation at the University of Arizona and an Adjunct Professor of Legal and Medical Interpretation at Boston University. He was a consultant to the Federal Court Interpretation Certification Project and administered the Federal Court Interpreter Oral Certification Examination in Arizona, New Mexico and Texas.



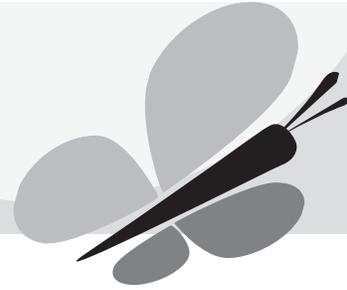
**Zarita Araujo-Lane, LICSW** is the president and founder of Cross Cultural Communication Systems, Inc. She has over 25 years experience working with cross-cultural populations in medical and mental health organizations. Ms. Araujo-Lane was the director of a mental health cross-cultural team for over ten years at Health and Education Services in the North Shore area. She has published articles in Cross Cultural Management including a chapter written in 1996 and 2005 on "Portuguese Families" for the book, *Ethnicity and Family Therapy* by Monica McGoldrick second and third edition. Ms. Araujo-Lane leads the creative team responsible for development of The Art of Medical Interpretation training material series, and has authored multiple articles for publications of the American Translators Association and other scholarly journals.



**Vonessa Phillips Costa** is the Director of the Cross Cultural Communication Institute at CCCS, Inc. She is a legal and medical interpreter trained at Bentley College in Massachusetts to work in the Portuguese<->English language pairs. Ms. Costa also coordinates translation services at Cross Cultural Communication Systems, Inc. She is a member of the Massachusetts Medical Interpreters Association and the American Translators Association, and has contributed articles to publications of both organizations. Ms. Costa currently teaches medical interpretation and travels nationwide to present on issues related to interpreting and cultural competency, and is part of the creative team responsible for the development of The Art of Medical Interpretation training material series.

**To register, contact:**  
**Stefanie DiMeo**, Program Coordinator

Cross Cultural Communication Systems, Inc.  
800 West Cummings Park,  
Suites 3800-3900  
Woburn, MA 01801  
Tel: 781-729-3736 x.111  
Fax: 781-729-1217  
E: [sdimeo@cccsorg.com](mailto:sdimeo@cccsorg.com)  
[www.cccsorg.com](http://www.cccsorg.com)



### LETTER FROM THE PRESIDENT

I want to take this opportunity to thank you for promptly requesting and returning the CORI . However this past week we were contacted by the CORI department and we were informed that only Medical and Educational Institutions in Massachusetts can request a criminal CORI. CCCS instead was advised to only request a Public Background check.

The Public Background check can be done directly from CCCS and we will be responsible for the \$30.00 fee.

Therefore we are kindly returning your check and the Criminal CORI to you with our sincerest apology for our mistake along with a big thank you for doing everything you were asked by CCCS.

Sincerely,  
Zarita Araujo-Lane, President



**cross cultural communication systems, inc.**

PO Box 2308, Woburn, MA 01888 | **p:** 781-729-3736 | **f:** 781-729-1217  
New Hampshire Regional Office: PO Box 733, Nashua, NH 03060 | **p:** 1-888-678-CCCIS | **f:** 603-386-6655  
cccsinc@cccsorg.com | **www.cccsorg.com**  
CCCIS Inc. is a SOMWBA and DBE-certified business Copyright 2006 CCCIS