

Professional Development: Annual Education for Patient, Client, and Interpreter Safety

The interpreting profession has been in existence since the beginning of time when individuals began to interpret or translate in order to be understood. Happily though in recent years, interpreting as a profession has evolved from a supportive role, to a more methodological, technical and specialized occupation. Along with this evolution however, comes the responsibility that is inherent to any profession and that is the duty of being dependable, informed, and knowledgeable about many aspects associated with and relative to the field. An important component in addition to interpreting skills is the responsibility of ensuring the safety of the interpreter, the safety of the patient, and also the patient's right to have the best care from everyone.

The Joint Commission, the accrediting body for hospitals, is now requiring hospitals to ensure that all employees and contracted staff (such as contracted interpreters) adhere to the host organization's policies and procedures that may impact patient safety or patient rights. As a result of the new policies, CCCS, Embracing Culture has created a safety manual that guides you through several safety and confidentiality areas. By means of this manual CCCS, Embracing Culture continues to demonstrate its policy of maintaining a high standard of providing services to the client, the interpreter, and the patient. It also shows that we are staying current in the field, and most importantly help us to ensure the safety and to protect the rights of all involved. The new manual is entitled "2010 Annual Safety Education for Patients, Clients, and Interpreters" (safety manual) and will be distributed to all CCCS, Embracing Culture interpreters.

The safety manual includes many important areas such as:

Emergency Management: Every hospital has a comprehensive plan for managing emergencies and disasters. For a complete list of Emergency Codes please see the *Communicator Express March Edition*. Not all codes mean the same thing at each institution and for this reason we encourage all of our interpreters to investigate the codes upon arriving at a new assignment.

Infection Prevention: Healthcare environments are very different from other workplaces because of the increased presence of bacteria and viruses. Everyday objects such as door handles, elevator buttons, and even pencils can easily carry germs which can pose a threat to you. As an interpreter you should always be aware of the healthcare organization's infection prevention policies and procedures to help reduce the risk of transmitting an infection from one person to another.

Blood Borne Pathogens are microorganisms that are present in human blood and can cause disease. They may include but are not limited to hepatitis B virus (HBV) and the human immunodeficiency virus (HIV). The following are some standard procedures for interpreting when blood and other body fluids may be present. We do not know which patient may be carrying an antibiotic resistant bacteria, HIV or hepatitis virus and for that reason we need to take the necessary precautions.

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Always wash hands and other skin surfaces immediately if contaminated with blood or other bodily fluids. Hands and other skin surfaces should be washed and sanitized even if you wear gloves.

Sterile gloves are to be worn if you are interpreting in an area where you will potentially be exposed to blood and body fluids. After the encounter remove your gloves, wash and sanitize your hands and remember to replace the gloves after each assignment.

It is always a good idea to wear protective apparel or gear such as gowns, aprons, mask, and protective eyewear if splattering, splashing of any potential infectious material is likely to occur while interpreting.

If it becomes necessary to give mouth-to-mouth resuscitation, use ventilation devices at all times.

Interpreters should never handle syringes, needles and other sharp medical objects as this is the responsibility of the nurses

and providers. However, if you have been punctured with a sharp object whether it is a syringe, needle, or any other sharp material while interpreting, notify the nurse or provider immediately. Also specimens and spills are not to be handled by interpreters. We ask that if you come into contact with any of the above to report this immediately to a nurse or provider and then also to CCCS, Embracing Culture.

When interpreting for a patient who is in a private room as a result of being classified as "high risk" or there is a "precaution" sign outside the door of the patient's room, check with the attending nurse or provider as to what precautions you should follow and what safety gear you should wear while interpreting.

HAZ-COM is a sign you will see throughout the hospital in many different areas. Haz-Com means a "hazardous communication program" or hospital policy on how to handle and respond to hazardous materials.. There is also a federal and state regulation under the Occupational Safety and Health Administration (OSHA), called the "Right to Know Law." This regulation states that you have a right to know what hazardous materials you may be exposed to while in a particular facility or setting. This information is usually kept in each work area or hospital unit and provides information as to what chemicals are present and how to discard of them. Labels containing information about the chemical, warnings of the danger and the need for special precautions are required for all products. Chemicals are hazardous and can enter the body through ingestion, inhalation, absorption through the skin, or by swallowing. Chemicals can have acute or long-term effects.

Another safety precaution is related to fire safety. Never allow the fire to get between you and a route of escape. If you happen to be the first person on the scene of a fire in a hospital (or anywhere else) remain calm; notify the nearest staff person; ask to pull the nearest alarm, and then proceed calmly to the nearest exit. You should never re-enter the building until you have been approved to do so by a staff person or fire department personnel.

Confidentiality, HIPAA and Medical Records: The Health Insurance Portability and Accountability Act (HIPAA) and individual state laws protect patients' rights to confidentiality. Patient information from medical records may not be released without written patient authorization. As an interpreter, you have access to medical information during the interpreting session; however, this information is considered confidential and private and should never be shared with the patient's family, or a provider that is not part of the interpreting session.



STERILE GLOVES ARE TO BE WORN IF YOU ARE INTERPRETING IN AN AREA WHERE YOU WILL POTENTIALLY BE EXPOSED TO BLOOD AND BODY FLUIDS. AFTER THE ENCOUNTER REMOVE YOUR GLOVES, WASH AND SANITIZE YOUR HANDS AND REMEMBER TO REPLACE THE GLOVES AFTER EACH ASSIGNMENT.

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As mentioned, many state laws have added extra measures to protect the confidentiality of the patient's medical information. Some of these laws protect patient information in areas such as mental health status, sexually transmitted disease, pregnancy, and drug and alcohol abuse treatment. Some states may have laws on the book that depending on the age of a child, prevent the parent from receiving information about their child.

If a patient asks you to request medical records, it is wise to remember that those requests should be handled by the provider only. As an interpreter you should never provide any medical documentation to patients. In addition, if you keep any patient information on an electronic device such as a smart phone, Blackberry, etc., it is good to keep in mind that this information is protected by law and should be protected at all times from anyone viewing or having access to the patient's name, address, social security, medical details, etc.

Reporting abuse is another area that is also covered by law, although the law is not always clear on this matter. Check with your state to determine what the mandate is and what your responsibility is regarding reporting suspected abuse or neglect of a child or an incapacitated adult. Failure to report cases of abuse is a misdemeanor in many states, and although the law may be clear about providers' responsibility about reporting abuse, interpreters cannot assume that the provider will report a child abuse case. As interpreters we should never be the investigator; but rather report the suspicion to the appropriate authorities.

We at CCCS, Embracing Culture follow a strict policy regarding sexual harassment. The individual safety and dignity of staff, students, and freelance interpreters is very important to CCCS. Sexual harassment is never to be tolerated. If you have been the victim of sexual harassment, or suspect that you are being sexually harassed while on an interpreting assignment, please contact CCCS immediately. We are committed to ensuring that complaints are investigated immediately. Some sexual harassment examples are, but not limited to:

- Unwelcome and intentional physical contact that is of a sexual nature such as; rubbing a person's shoulders, touching, pinching, grabbing or brushing against another person's body.
- Quid pro Quo – Which means "this for that." The offer of something of value such as a promotion for a sexual favor or act.
- Hostile Work Environment – Situations where the work environment is hostile to an employee due to sexually offensive comments and conduct.
- Unwelcome sexually oriented gestures, noises, remarks, jokes, or the display of sexually explicit materials.

- Unwelcome and repeated flirtation, advances, propositions or requests to date.
- Threatening, or implying that "sexual cooperation" will have an effect on employment, compensation, advancement or any other condition of employment.
- Unwelcome comments, jokes, suggestions, or questions about another person's body, gender, sexual preference or sexual experiences.

Another area of importance relates to the Civil Rights Act of 1964, which in essence prohibits discrimination based on race, color, religion, sex, or national origin. Title VI under the Civil Rights Law, requires recipients of federal funds such as hospitals, to provide "meaningful access" to care. This law entitles LEP (Limited English Proficient) patients to have access to interpretation services at no extra charge.

There are other federal state laws that may also affect individuals such as; Title VII which prohibits discriminatory employment practices; the Americans with Disabilities ACT (ADA) which prohibits discrimination, harassment, and other types of discriminatory practices against individuals with disabilities.

Your position as an interpreter is very important and following respectful practices is always a good idea. For example:

- Think before you speak
- Avoid jokes that may center on race, religion, gender or ethnicity
- Be aware of disruptive behavior, sexual harassment, and, or other forms of harassment.
- Think about the potential effect of your behavior on others.

If you have any questions, please contact CCCS, Embracing Culture for additional information.

The above information is non-specific and should be used for educational purposes only. Each institution may have their own policies regarding emergencies and other procedures. For this reason as you provide interpreting services at various hospitals, it is imperative that you check with the personnel to see what their procedures and policies are for that facility. If you need clarification, or have questions, please contact CCCS. It is always important to double check information. If you like more clarification, the following sites may be of help.

MA law can be found on their website
<http://www.mass.gov/legis/laws/mgl/119.51a.htm>. The National Health Law Program: <http://www.probono.net/healthlaw/library>
Child Welfare Information Gateway:
<http://www.childwelfare.gov/responding/reporting.cfm>
HIPAA law: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html>
OSHA: <http://www.osha.gov>



VOCABULARY **PROFESSIONAL DEVELOPMENTS: Annual Education for Patient, Client, and Interpreter Safety**

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Accrediting	The act of granting formal recognition based on professional and suitable standards and is conferred by a recognized commission or board.
Blood Borne Pathogens	Pathogenic microorganisms that are present in human blood and can cause disease. They may include but are not limited to hepatitis B virus (HBV) and the human immunodeficiency virus (HIV).
HIPAA	The Health Insurance Portability and Accountability Act (HIPAA).
HAZ-COM	Hazardous communication program, or "policy on how to handle and respond to hazardous materials."
Right to Know Law	States that you have a right to know what hazardous materials you may be exposed to while in a particular facility or setting.
OSHA	Occupational Safety and Health Administration.
Sexual Harassment	Unwelcome and intentional physical contact, verbal or visual harassment (but not limited to) that is of a sexual nature.
ADA	Americans with Disabilities ACT (ADA) prohibits discrimination, harassment, and other types of discriminatory practices against individuals with disabilities.
Title VI, Title VII	Federal laws prohibiting discrimination in various settings. Contact the Office of Civil Rights for more detailed information on Civil Rights Laws.

PROFESSIONAL DEVELOPMENT QUIZ

STUDENT NAME	LANGUAGE	DATE
ADDRESS	PHONE	
FAX	E-MAIL	

Please mark each statement "True" or "False".

- Only a few hospitals have a comprehensive plan for managing emergencies and disasters. True False
- Emergency codes are a way to quickly notify staff of emergency situations existing within the hospital. True False
- Hospitals have codes which activates appropriate responses without creating general alarm among patient and visitors. True False
- Usually hospitals will use colors for their codes. True False
- The Joint Commission accredits providers. True False
- The Joint Commission requires the hospital's staff (and contracted Staff) to adhere to hosting policies and procedures that may impact patient safety or patient rights. True False
- HIPAA is The Health Insurance Portability and Accountability Act (HIPAA). True False
- Interpreters should always wear the same protective gloves during various interpreting assignments. True False
- An interpreter should provide the patient with their medical records if the patients ask for them. True False
- Quid pro Quo – Which means "this for that" or the offer of something of value such as a promotion, for a sexual favor or act. True False

NOTE: Get your CCCS Continuing Education Points by e-mailing your answers to mdepaula@cccsorg.com or faxing them to 781-729-1217.

PRESIDENT'S CORNER

Dear interpreter:

The country and the world are going through some financial challenges and CCCS, Embracing Culture has decided to reorganize in order to be more efficient. Due to these adjustments we are already seeing positive results. In the past month, despite the tough economy it was one of the most productive months for CCCS. It is amazing to see how your great work and loyalty as interpreters, in combination with our wonderful staff and customers is paying off.

At our Institute we are going to be teaching several intensive courses in strategic areas where the industry needs qualified and trained interpreters. Take a minute to check out our upcoming trainings which are located on second to last page of this newsletter. We are also going to provide a series of professional development workshops and practice exams so that you can prepare yourself for one of the two national certifications exams. We are also happy to announce that our new student catalogues and handbooks have been completed and will soon be made available.

For those that would like to work with us as interpreters, we have revamped the hiring process by creating a new entry exam and assessment manual. We as well now have a system in place to financially compensate interpreters for returning their quizzes, and at the same time provide them with constructive feedback.

In an effort to maintain our high quality, CCCS, Embracing Culture is pleased to announce its new Shadowing Program that is now in place and functioning. Amanda Duross has with our customer's permission shadowed interpreters at different sites and had had a chance to observe and coach interpreters from the pre-session to session to the post-session. We are proud of the work you do and how serious you take the task trusted upon you as you are the only one who can communicate with two parties who truly need each other. Unfortunately interpreters are not always recognized and respected by all, so by shadowing and by being in the field with you, we as a company hopefully can also make a difference by assisting our customers with brief trainings that encourages communication and cooperation between both the interpreters and the institution.

Throughout the years, but even more so in the past few months CCCS, Embracing Culture has being showered with complements either directly from practitioners or from interpreters. Just this week, Debbie was in tears twice when interpreters told her how much they love to work with CCCS, and that we show that each and every person is important to us. Almost 15 years ago when I started CCCS my goal was to provide quality, caring, and innovative cultural-linguistic services. Our hope and mission has been always to be compassionate and to put our heart into our work. Even though the interpreter field as a whole is changing, we feel that if we stay true to our principles, many others will as well embrace our mission.

CCCS is a small Minority Woman Owned Business with a mission to provide equal access to all LEP patients and customers and students and their families. We also are serious about developing a qualified bilingual workforce and we are so proud to know that many of our graduate students are working with the best local hospitals and institutions. It Takes a Team to Build a Future!



THE COUNTRY AND THE
WORLD ARE GOING
THROUGH SOME FINANCIAL
CHALLENGES AND CCCS,
EMBRACING CULTURE HAS
DECIDED TO REORGANIZE IN
ORDER TO BE MORE EFFI-
CIENT.



RITA DIAZ IS THE CCCS
INTERPRETER OF THE
MONTH

INTERPRETER'S CORNER

Congratulations to Rita Diaz (Spanish interpreter) who has been selected as Interpreter of the Month. We are grateful for your hard work and your commitment to the profession. Upon hearing that she was nomination she shared with us the following comments.

I am deeply honored to be nominated interpreter of the month. I have been working with CCCS as a medical interpreter for less than a year and it already has become my dream job. I have had the opportunity to work with a wide variety of patients and have been blessed with the opportunity to be of assistance to them.

My family includes my two sons, my daughter in law, my grandson Tomasito and my dog Goose. I enjoy reading in my spare but sometimes I have put it on hold so I can study my medical vocabulary.

The Green Interpreter: Several times during the year, we hope to provide you the reader with ideas to help you stay "green," or in other words help the environment. This month we would like to highlight "e-bills." More and more banks, credit card services and others are suggesting that clients register to receive e-bills and e-statements by e-mail rather than receiving them on paper. This idea has proven to be such a success that more and more businesses are getting on board. We do, however, suggest that you also do your homework before registering to pay or receive e-bills or e-statements, to make sure that you are not being charged for this service.

INTERPRETERS AND TRANSLATORS CONFERENCES 2010:

April 29-30, 2010: National Council on Interpreting in Health Care, 4th Annual NCIHC Membership Meeting, April 29-30, 2010, Carnegie Endowment for International Peace, 1770 Massachusetts Ave. NW, Washington D.C. 20036. To register visit www.ncihc.org.

May 22, 2010: NETA, 14th Annual New England Translators Association Conference and Exhibition, Boston, MA. www.netaweb.org

June 17, 2010: Interpret America: 1st North American Summit on Interpreting, Washington, D.C. www.interpretamerica.net

August 13-14, 2010: Texas Association of Healthcare Interpreters and Translators, 4th Annual TAHIT Symposium on Language Access, Houston Texas. <http://www.tahit.us>

September 3-5, 2010: IMIA International Conference on Medical Interpreting, Boston, MA. <http://imiaweb.org>

October 27-30, 2010: Annual Conference for the American Translators Association, Denver, CO. <https://www.atanet.org>

First National Trainer Symposium: Saturday, June 12, 2010, Rutgers University, New Brunswick, New Jersey. <http://imiaweb.org>

Interpreter Services Department: It's hard to believe that Spring has finally arrived. With the changing of the seasons, now is a good time to reflect on all that we provide to our staff, clients, interpreters and translators. They all strive to provide quality services to providers and individuals alike. We would like to thank these individuals for their continued commitment to excellence and to their profession. We would also like to express gratitude to all those that provide us with feedback, almost on a daily basis, whether it be positive or negative. It is this feedback that supports the quality services we provide and helps us to find ways to improve in the future. This feedback also helps CCCS, Embracing Culture to customize a plan to fill the needs of each client and at the same time provide them with a high level of service. We appreciate and value each and everyone that we provide services for and we want to ensure that we continue to achieve a high standard of communication at all times. Thank you.

Contracts Department: At this time we would like to show our appreciation to the clients that have been loyal to us for over 15 years and also to welcome into our partnership our new clients. It is a pleasure to work with all of you.

At CCCS, Embracing Culture we will always strive to remain current in the field, provide high quality services, and collaborate with you the client to the best of our abilities. If you have feedback for us, or would like to express any concerns we would love to hear from you. We try to make every effort to be readily available to our clients so that all of your needs can be met. Linda Demmons who manages the Contracts Department under Zarita Araujo-Lane, President of CCCS, Inc., is always available to answer questions or and/or visit with you at your convenience.

Cross Cultural Communication Institute Training:

FUNDAMENTALS OF LEGAL INTERPRETATION (60-HOUR PROGRAM)

Fall 2010 (\$795 plus materials).....FLIE0910MA

Woburn: Sunday, September 12 – December 12, 9 am – 2 pm

Orientation: Sunday, September 12, 8 am - 9 am

Note: Class will not be held on October 10 and November 28

This 60-hour workshop series will clarify the legal interpreter’s role and explore guidelines for legal interpreters. Students will participate in a series of interpreting-related activities designed to encourage short-term and long-term memory development. Such activities include learning to “listen for meaning,” memory exercises, shadowing, dual-task training, paraphrasing, and sight translation. Students will also develop an extensive vocabulary with concentration on terminology specific to legal matters. This program will also familiarize students with basic legal concepts.

Language coaches and target language materials will be provided for groups of 4 or more students working in the same language pair.

The American Translators Association has approved the Fundamentals of Legal Interpretation 60-hour training program for 10 Continuing Education Points.

THE ART OF MEDICAL INTERPRETATION: 60-HOUR CERTIFICATE PROGRAM

Intensive Summer 2010 (\$695 plus materials).....AMII0610MA

Ludlow, MA (Springfield area): June 3-5 and 7-11, 9 am – 5 pm (hours include orientation)

Intensive Summer 2010 (\$695 plus materials)AMII0610NH

Nashua: June 14 – 19 and June 21 – 22, 9 am – 5 pm (hours include orientation)

Intensive Summer 2010 (\$695 plus materials)AMII0610MA2

Brockton, MA: June 28 – July 1 and July 6 - 9, 9 am – 5 pm (hours include orientation)

Summer 2010 (\$695 plus materials)AMIE0710MA

Woburn: Tuesday and Thursday, July 6 – August 24, 6 pm – 10 pm

Orientation: Tuesday, July 6, 5 pm - 6 pm

Pre-requisites: Applicant must be at least 18 years of age, with a minimum of a HS diploma or GED, and must pass a mandatory screening examination in English and the target foreign language(s) prior to acceptance in the program. Applicants must pass the screening at a minimum of “Advanced Mid-Level” according to the industry standards. There is a \$40 non-refundable fee for the screening examination.

As professional standards for interpreters evolve, here at CCCI we do our best to stay up to date. For this reason our well known course entitled CCCI Art of Medical Interpretation class has now expanded from Fifty-four (54) to sixty (60) hours. These additional hours allow for more in depth coverage of topics and more practice time for essential skills. The 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, interpreting 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. Class size is limited to 30 students and features spoken languages only. Language coaches will assist students develop target language glossaries through role-playing exercises. Language Coaches will be provided to groups of 3 or more interpreters working in each target language.

A new training manual supports the classroom work; The Art of Medical Interpretation was designed to accompany this course and includes over 875 pages of interpreter practice guidelines, medical terminology, disease information, exercises, diagrams, quizzes, and over 90 role-plays. It serves as a resource guide to best practices and terminology for interpreting and is also an essential tool for developing professionals after they complete the classroom course work.

The American Translators Association has approved the Art of Medical Interpretation 60-hour training program for 10 Continuing Education Points.



NH CORNER



On April 1, 2010, the New Hampshire MIAB hosted a panel discussion entitled, "Certification Forum" and was directed towards healthcare providers, interpreter service providers, interpreters, and other interested parties.

Mara Youdelman, who was one of the presenters, is Chair of the Certification Commission for Healthcare Interpreters (CCHI), Project Director of the National Language Access Advocacy Project, and Senior Attorney for the National Health Law Program (NHeLP). Ms. Youdelman discussed the CCHI's work being completed by involved "stakeholders through a non-profit organization whose main mission is to develop and administer a national, valid, credible, vendor neutral certification program for healthcare interpreters."

Ms. Youdelman identified the members of the commission who represent a diverse group of individuals in the field including interpreters, field experts, stakeholders, etc. The presentation discussed CCHI's vision and goals, the timeline to achieve these goals, the benefits of certification, the Job Task Analysis (JTA) and the results of the JTA. Ms. Youdelman discussed the next steps in achieving a national valid and vendor-neutral certification program and

concluded with "myths and truths" regarding certification. For more information, visit www.healthcareinterpretercertification.org

Elena Langdon and Inna Persits-Gimelberg

representing the National Board of Certification for Medical Interpreters (NBCMI) also presented. They highlighted the progress being made by the NBCMI, what it means to be certified, the cost of taking the exams, prerequisites, written exam topics and subtopics, sample questions and testing sites. For more information, visit www.certifiedmedicalinterpreters.org

Lianne Moccia, who is a Community Interpreter and Translator presented on the topic "ASL/English Interpreting: Certification and Licensure in NH and Beyond." Ms. Moccia spoke about the background and history of the Registry of Interpreters for the Deaf, its mission, philosophy and goals. Ms. Moccia shared the ASL's Code of Professional Conduct, and ethical practices system. The final discussion centered on the types of certification, the certification maintenance program, and the reason for licensure. For more information, visit www.rid.org



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