



# Communicator Express

cross cultural communication systems, inc.

March 2011

## HAZ-COM The Right to Know Law

**Y**ou have a right to know the types of hazardous chemicals to which you may be exposed to at your workplace. This is a State Law and a Federal Regulation under the Occupational Safety and Health Administration (OSHA). This also may include chemicals, which may not be visible in pipes or behind walls.

Each hospital has a written Hazardous Communication Program (HAZ-COM). Usually this information is kept in each work area or hospital unit and gives information about which chemicals may be present in the area, how they are stored and how they are to be safely discarded. It also includes other information such as spill clean up procedures. As a per diem interpreter, the risk of being exposed to harmful chemicals is very remote, however you should be prepared in case you arrive for your assignment and a spill has taken place there.

Labels are required on all chemicals. Labels contain information about the chemical including warnings, danger, or the need for special precautions. You should report any chemicals with a missing, torn or unreadable label. An employee may use an unlabeled chemical if they are the one transferring the chemical and will use it or discard the contents by the end of their shift.

A chemical is considered "hazardous" if it can harm your health. A chemical can produce acute or long-term effects. Chemicals can enter your body in three ways:

- absorbed through the skin
- ingested (swallowed)
- inhaled as you breathe

It is essential that you understand what health effects are associated with the chemicals you may be exposed to, and know about any protective equipment you may need to use.

Material Safety Data Sheets or MSDS contain more information than will fit on most labels. MSDS are supplied by the manufacturer and may have different formats but they are required to contain specified information. Especially important is information about physical, health and fire hazards of the materials to which you are exposed and with which you work.

The MSDS also describe appropriate first aid measures as well as data on personnel protection, emergency procedures and additional information on the chemical characteristics. Copies of the MSDS for all chemicals used in a department can be found in the Haz-Com Manual in that department.

Major Emergency Spills or Leaks — are defined as any spill or leak of a hazardous material of such a nature that an immediate health threat is present and cannot be contained with routine cleanup measures. Should such a leak or spill occur while you are present, be alert for any fire or toxic fumes that may be associated with the leak or spill, and let hospital personnel know immediately of the situation.

### Chemicals

Chemicals are all around us and, although most are safe to use, many can be dangerous. Your health and that of those around you can be harmed if you do not learn about a chemical before using it. Material Safety Data Sheets (MSDS) provide detailed information about the product, including any possible health risks and symptoms associated to exposure. The MSDS explains emergency first aid, proper spill clean up, and the chemical's potential for fire or explosion. Consider the MSDS to be an extended container label; it is the best source for complete product information. The Hospital's MSDS are kept in yellow and black striped notebooks usually located with other procedure manuals. You may also access MSDS through the hospital's intranet site.

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# HAZ-COM (CONTINUED FROM PAGE 1)



If there is a chemical spill:

- Determine if anyone is injured and assist him or her. If someone needs urgent treatment, try to bring them, if possible, to the emergency room.
- Call the Security Department, your supervisor and the Engineering Office.
- Block off the area so that no one else is exposed to the hazard. Close any door leading to the area. Wait by the spill area, well out of danger until help arrives.
- Determine what the chemical is before rushing in.
- Find the MSDS for that chemical. Follow directions in the infection control measures.
- Prevent any flames or sparks in the areas.
- After the danger is over, fill out an Occurrence Assessment Report.

### Fire Safety (Code Red)

Reporting a fire (Code red)

When a fire occurs in a hospital, hospital staff is trained to follow the R.A.C.E. formula.

|                        |   |
|------------------------|---|
| <b>R</b> escue         | SAVE LIVES OF PEOPLE IN DANGER  |
| <b>A</b> ctivate       | ACTIVATE THE ALARM<br>Pull the alarm and ask the switchboard operator to declare the appropriate emergency code |
| <b>C</b> ontain        | CLOSE THE DOORS TO THE ROOM WHERE THE FIRE IS LOCATED   |
| <b>E</b> xtinguish     | FIGHT THE FIRE IF IT CAN BE DONE SAFELY   |
| Or<br><b>E</b> vacuate | IF THE FIRE CANNOT BE EXTINGUISHED SAFELY, EVACUATE THE BUILDING  |

**NEVER ALLOW THE FIRE TO GET BETWEEN YOU AND A ROUTE OF ESCAPE!**

### Fire Categories & Extinguishers

If you need to use a fire extinguisher, it is important to know what kind of extinguisher you are using and how to properly use it.

There are three kinds of extinguishers:

| Fire Classes | Materials                             | Extinguisher Type   | Extinguisher Description  |
|--------------|---------------------------------------|---|---|
| A            | Wood, Paper, Drapery, Bedding, Litter | ABC  | Red with flexible hose-filled with powder.<br><b>Note:</b> Some older extinguishers in this class may be silver                                       |
| B            | Grease, Oil, Metal                    | B    | Red that has large horn-filled with CO2. Caution: the Flammable Liquids tube connecting the horn to the extinguisher can become <b>extremely cold</b> |
| C            | Electrical                            | ABC  | Red with flexible hose-filled with powder   |

CONTINUED

## HAZ-COM (CONTINUED FROM PAGE 2)

Before using a Fire Extinguisher, check to make sure the following is attached:

- A colored card indicating that the State has inspected the fire extinguisher within the last seven years
- A card indicating that it has had a monthly in-house inspection
- A beaded plastic strip locking the pin in position and indicating that the extinguisher is charged

### To Use All Fire Extinguishers:

To utilize any extinguisher effectively, try to remember PASS.

|          |                                    |          |
|----------|------------------------------------|----------|
| <b>P</b> | Pull the pin from the handle       | PULL PIN |
| <b>A</b> | Aim towards the base of the fire   | AIM      |
| <b>S</b> | Squeeze the handle                 | SQUEEZE  |
| <b>S</b> | Sweep back and forth over the fire | SWEEP    |

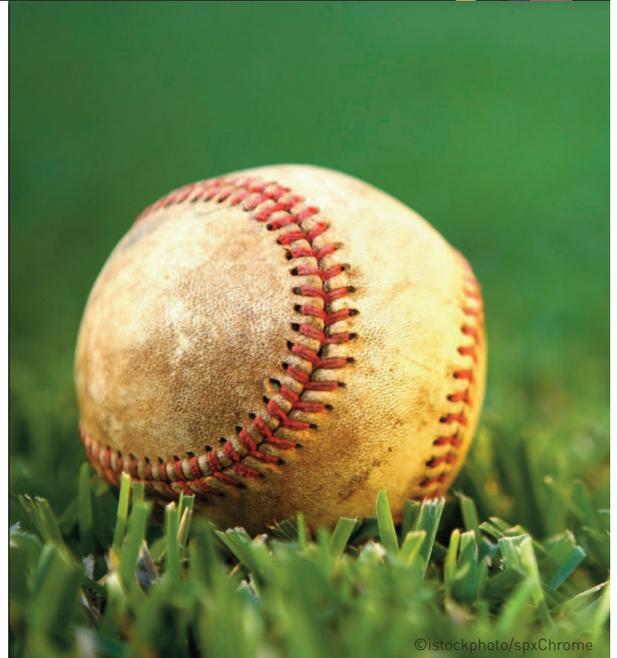
Or, in more detail:

- Place the extinguisher on the floor.
- Place the palm of your right hand under the bottom handle.
- Place your thumb on the holder (to the right of the handle).
- With your left hand, pull the pin.
- Grab the horn or hose tightly with your left hand.
- Stand up.
- Point the hose at the base of the fire, moving hose or horn from side to side following the flow of the fire (remember PASS).

When you are in hospitals or other healthcare facilities, you may notice other equipment and devices in place that help lessen the effects of a dangerous fire. We may see sprinkler heads, heat detectors, smoke detectors and pull stations. Usually, this equipment is programmed so that when they are activated the fire department and all hospital personnel are notified.

**Sprinkler heads** are located in hospital rooms, closets, hallways, offices, kitchens and cafeterias. These heat-activated devices will activate at 165 degrees (F). Upon activation, the sprinkler will produce a circular spray of water with a range of 15 feet. Heat detectors are located in all high heat areas such as mechanical rooms, sterile equipment processing areas, etc. These devices will activate if the temperature in the room exceeds the rated degree of temperature for that device (135 or 200 degrees F). Smoke detectors are located in all hallways at 30 foot intervals and are smoke activated.

Pull stations are located at all exit stairways from the floor and at all building exits and must be manually activated. Some pull stations have plastic covers over them, which contain additional alarms. These alarms are not fire alarms. Their purpose is to alert hospital personnel that someone is tampering with the alarm. In the event of a fire emergency, pull the cover and then pull the fire alarm.



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## Traffic-Baseball Season

Baseball season is upon us and the Boston Red Sox are favored to win the World Series. Whether you are a baseball fan or not, it is a good idea to be interested in the Red Sox home game schedule. Why? Have you ever tried to get around Boston just after a Red Sox game has ended? If this has happened to you, no further explanation is needed. It goes without saying that the streets of Boston turn into a parking lot, especially the ones near Fenway Park. As an interpreter though, you do not need to be caught off guard. Instead of being stuck in traffic, be aware of when they will be playing in Boston and at what time. [Click here](#) for their complete schedule; the games in red are home games. Another thing to take into consideration is that although most games last about 2 ½ hours, sometimes the games go into extra innings and may take much longer. For an update on the game, all Red Sox games are broadcast on the radio at WEEI 850 on your AM dial.

|               |                  |
|---------------|------------------|
| <b>ACROSS</b> | 1. CODE PINK     |
|               | 6. AMBU          |
|               | 7. CRASH CART    |
|               | 8. PYLORIC       |
|               | 9. BEEN HAD      |
|               | 11. DSMIV        |
|               | 13. NAILS        |
|               | 14. EMAILS       |
|               | 15. FIRE         |
| <b>DOWN</b>   |                  |
|               | 2. OSHA          |
|               | 3. IMMUNIZATIONS |
|               | 4. GPS           |
|               | 5. WASH HANDS    |
|               | 10. CAGE         |
|               | 12. PINK EYE     |

Answers to March Crossword



## President's Corner

In order to meet the needs of our customers, and to continue serving our LEP population with reliable and comprehensive services as mandated by federal and state laws, CCCS has restructured its emergency services for after hours, weekends and holidays.

We are please to introduce our new Manager for this program, Daniel De Oliveira. We are happy that Daniel has accepted this new position. He is very detail oriented, industrious and his customer service skills are exemplary. He will still work with the Interpreter Services Office and a few hours with Contracts Department. Thanks to Debbie, Daniel and our interpreters, we are proud to inform that CCCS has been able to increase its emergency coverage, and is now covering more than 95% of all its emergency requests.

As part of this restructuring we have contracted with Aniqua Jerger, an interpreter colleague who will be the main person receiving your calls on the emergency phone line. She comes to us with a background that includes many years of customer service in both English and Spanish. She learned to speak Spanish fluently while living in the Dominican Republic as a missionary for over 10 years. During this time period she also worked almost exclusively with a Haitian Creole group for over a year and attended a three month Haitian Creole language course which allowed her to gain a basic understanding of the language and their culture. Additionally, she worked in customer service at a local school for the deaf.

These experiences among others have helped her to understand the importance of being respectful towards individuals from other backgrounds and cultures.

As an active interpreter, her work experience includes both community and healthcare interpreting. In addition to these settings she worked in the dental field for 3 years, where frequently she interpreted for Spanish speaking patients. We welcome Aniqua to CCCS and we know that her varied experiences along with her customer service experience will be an asset to the company.

We are happy to inform you that two local hospitals who use CCCS services as their main interpreting company have just received great reviews on their interpreting services. We are extremely proud of our interpreters for their dedication to quality and for effectively executing the Standards of Practice on a regular basis. You are an asset to the profession, and invaluable to our clients and the customers that you serve.

Sincerely,

Zarita Araujo-Lane



DANIEL DE OLIVEIRA



ANIQUA JERGER

## Interpreter Services

### Reminder Calls

In times past, people would tie a string around their finger as a reminder. Later on when the person saw the string, they would remember what they had pending, or what needed to get done. Nowadays people use to do lists, alarms on their cell phones or computers to help them remember (personally I have never seen a string tied around someone's finger). These reminder methods work, but are not fool proof. In addition, most people lead very active, jam-packed lives in a world that is saturated with information. With so many things being thrown at us it is easy to forget. We recognize that our dear interpreters are not immune to these challenges and may forget to do their reminder calls to patients.

In most cases before a scheduled appointment, the interpreter needs to call to remind the patient that they have an appointment. These calls need to be done at least 48 hours in advance of the appointment.

Why is this so important? All healthcare facilities are looking for ways to be more efficient and cost-effective.

If the patient doesn't arrive for their appointment then the institution loses money and still ends up paying for interpreter services. Many patients depend on those reminder calls as means of recalling the details of their appointments. If the patient does not receive their reminder call, or if they receive it with less than 48 hours before their appointment, then many times they will not keep it.

By calling in advance, we allow the patients enough time to prepare themselves for the appointment (many need to arrange for transportation) and also if they can't make the appointment, the institution can possibly find another patient for that time slot. Last but not least, the institution can cancel the appointment with the interpreter if they are not needed. In the long run, everyone wins.

Some interpreters find it helpful to set aside a few moments at the same time everyday to prepare themselves for their appointments. This could be first thing in the morning or sometime in the evening. During this time, many go over the type of assignments that they have coming up, their location and if they need to make a reminder call. Being prepared in this way, helps us feel more organized, makes us more efficient, and allows us to confidently do our job.

So, whether you use your alarm on your cell, tie a string on your finger, or write a short note on your hand, (my father would always do this) thanks for helping us make sure that patients are aware of their appointments and in this way receive the best available care.

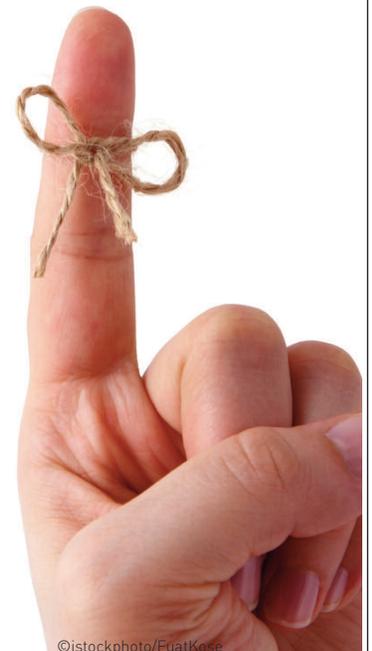
### Vaccines & Vaccine Safety

The CDC website contains detailed information on the pros and cons of vaccines. Their website includes flyers and handouts that give an overview of each of the vaccines and when they should be administered. If parents choose to not have their children vaccinated, they will find information here that will help them understand their responsibilities and the risks involved. For those parents that are interested in vaccinations for their children, the following website includes an up to date list of vaccines that are currently available along with an explanation on why at times there may be a shortage. The information on this website is available in many languages. [Click here](#) for more details.



### April-National Child Abuse Prevention Month

The Centers for Disease Control and Prevention promotes the safety for all children. Children need to be protected as many times they are left without an advocate. "CDC promotes the development of safe, stable and nurturing relationships between children and their parents or caregivers." Please continue to do your part protecting the physical and emotional welfare of children. For more information please [click here](#).



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## NH Corner

### English Idioms Explained

| Idiom                                | Explanation  | Example  |
|--------------------------------------|--|--|
| <b>Busted</b>                        | Caught doing something wrong   | Yesterday, Nair was busted for driving under the influence.  |
| <b>Up the river without a paddle</b> | A difficult situation, mission impossible                                    | Próspero was up the river without a paddle, because he had just woken up and had only 30 minutes to get ready and arrive at his assignment that was 80 miles away. |
| <b>Light reading</b>                 | Written material that is not complicated, usually includes a lot of pictures | Chris went to the magazine shop because he wanted to pick up some light reading before the flight.   |
| <b>Break a leg, Knock'em dead</b>    | Do well, commonly used in regards to a performance                           | Orpa really knock'em dead with her performance.  |
| <b>Take a hike, Get lost</b>         | Leave, go away   | Hortencia didn't like how she was being treated, so she told Ricardo to take a hike.   |

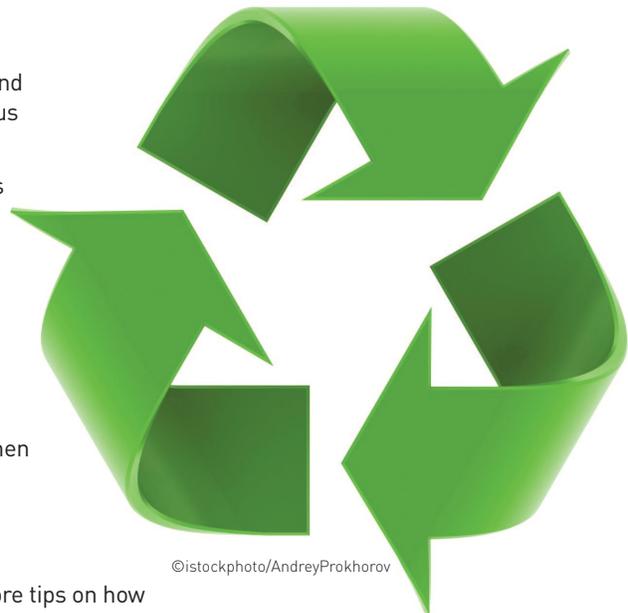
## Going Green

### BEING GREEN AT HOME

In the past we learned about being green at the workplace and being a green commuter; in this edition we would like to focus on how to be green at home.

Here are some simple steps that will help you to achieve this goal and save you some "green"!

- First and foremost, recycle
- Use your dishwasher instead of washing your dishes by hand
- Turn off the faucet while lathering in the shower or brushing your teeth, then proceed with rinsing
- Check your windows for cracks or misalignment, which might allow the outside air to sneak in, and seal them off
- Check with your energy provider on how to save energy when heating or cooling your home
- Unplug your electronic devices when not in use
- Always buy "energy saver" certified products



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Please remember that our planet is counting on you. For more tips on how to be green at home please visit:

[www.greenlivingtips.com](http://www.greenlivingtips.com)  
[www.nationalgridusa.com](http://www.nationalgridusa.com)



## Ask Dr. Lane

### What are the Side Effects related to Alcoholism?

The following are some of the side effects related to alcoholism.

#### **Seizures**

Not every patient who walks into the emergency room presents the common side effects of alcohol withdrawal such as tremors, shakes and anxiety. Alcohol related seizures are of the nature of grand mal and they may happen anytime from 24 hours to 7 days after the last drink. These patients need to be treated with anticonvulsants and most likely will be hospitalized until the seizures are under control.

#### **Gastrointestinal Problems**

Alcoholism can cause trouble in the gastrointestinal tract, including tears in the area between the stomach and esophagus due to the alcoholic's violent vomiting. Alcoholism also heightens the risk of diarrhea, hemorrhoids and ulcers. It can contribute to pancreatitis, and has been proven to cause esophagitis, which can lead to bleeding in heavy drinkers.

#### **Heart Disease and Stroke**

Heart disease is the leading cause of death in alcoholics. Studies have shown that people who consume more than three drinks a day have abnormal blood clotting factors. Heavy alcohol consumption can raise blood pressure even in people with no history of heart disease. One study found that binge drinkers had a risk for cardiac emergency that was two and a half times that of non-drinkers.

Heavy drinking, and particularly binge drinking, may also increase the risk for hemorrhagic stroke, caused by bleeding in the brain. Over-consumption of alcohol may trigger irregular heartbeats, which can be dangerous in people with existing heart disease. Alcohol abuse has also been associated with idiopathic dilated cardiomyopathy, a condition in which the heart enlarges and its muscles weaken, putting the patient at risk for heart failure.

#### **Cancer**

Cancer is the second leading cause of death in alcoholics. Alcoholics are 10 times more likely to develop cancer than non-alcoholics. Though alcohol has not been proven to directly cause cancer, it produces enzymes in saliva that may be carcinogenic and increase the risk of upper digestive cancers in certain individuals. Studies also suggest that smokers that are alcoholics may suffer genetic damage associated with cancer of the upper airways, the esophagus, and liver.

#### **Pneumonia**

Research suggests that alcohol damages the bacteria fighting capability of the lung cells, leaving the alcoholic more susceptible to pneumonia, an infection of the lungs.

#### **Acute Respiratory Distress Syndrome**

Research indicates that patients with a history of alcohol abuse run a significantly higher risk of developing acute respiratory distress syndrome during hospitalization. This form of lung failure can be fatal, and is triggered by severe infection, trauma, blood transfusions, and pneumonia.

#### **Genital and Reproductive Problems**

Alcoholism increases estrogen levels in women and reduces testosterone in men, which may result in impotence in men and menstrual disorders and infertility in women. Any drinking during pregnancy puts the fetus at increased risk for birth defects, including leukemia and fetal alcohol syndrome.

#### **Neurological or Mental Disorders**

Alcoholics may suffer nerve damage resulting from severe vitamin deficiency, and may experience impairment in cognitive ability, including memory. Alcoholism may also be factor in certain emotional disorders or psychosis. Certain alcohol-related conditions can result in permanent brain damage or death (Wernicke-Korsakoff Syndrome).

#### **Muscle and Bone Disorders**

Severe alcoholism has been linked to osteoporosis, the loss of bone density and muscular deterioration (especially in the muscles of the heart). Peripheral neuropathy causes nerve damage, resulting in tingling, pain, and numbness in the limbs, and affects 5-15% of alcoholics.

#### **Diabetes**

Alcohol use can result in hypoglycemia, which is dangerous for diabetics taking insulin, since while intoxicated, they may not be able to recognize and treat hypoglycemia symptoms.

#### **Cirrhosis**

Cirrhosis is a liver disease in which parenchymal tissues die and the liver becomes filled with fibrous tissue. It is commonly the result of alcohol abuse, but can also be caused by malnutrition or infections such as hepatitis. If cirrhosis involves more than 60% or 70% of the liver, a patient can get very sick, and the liver may eventually be destroyed. But if the disease is stable and it affects less than 20% of the liver, the liver will function adequately. A patient may not initially show symptoms of cirrhosis, but blood tests are an effective diagnostic tool. When the liver becomes seriously inflamed as a result of heavy alcohol intake, a patient might first be diagnosed with alcoholic hepatitis. Women are at a higher risk for liver disease because they produce fewer stomach enzymes.

## Ask Dr. Lane (CONTINUED FROM PAGE 7)

### Alcoholism Vocabulary

|                                    |   |
|------------------------------------|---|
| <b>Wernicke-Korsakoff Syndrome</b> | A brain disorder caused by lack of the vitamin B1, thiamine   |
| <b>Enzymes</b>                     | Enzymes are complex proteins that create a specific change in other substances in the body, while at the same time remain unchanged. An example would how enzymes change sugars into a substance that the body can use. |
| <b>Hypoglycemia</b>                | Low blood sugar   |
| <b>Peripheral neuropathy</b>       | A disorder affecting the nerves outside of the brain and spinal cord (peripheral). This disorder can be very painful and can result in the inability to control muscles.  |
| <b>Estrogen</b>                    | A female sex hormone.   |
| <b>Testosterone</b>                | The main male hormone which influences the development of male sex organs.  |
| <b>Fetal alcohol syndrome</b>      | If a pregnant woman consumes alcohol during her pregnancy then her child may be born with fetal alcohol syndrome.   |
| <b>Cognitive ability</b>           | Mental skills that are necessary to perform the simplest of tasks   |

#### Bibliography

Sharp brains – <http://www.sharpbrains.com/blog/2006/12/18/what-are-cognitive-abilities/>

Medline plus – <http://www.nlm.nih.gov/medlineplus/>

American Cancer Society – [cancer.org](http://www.cancer.org)

## Sumalee Vatanavoraluk (Thai Interpreter)

CCCS was recently saddened by news that in March, Sumalee Vatanavoraluk a CCCS Thai interpreter passed away while visiting her home country.

Her colleagues have described her as a positive person with a warm smile. She has also been described as a professional, polite interpreter that always went out of her way to help the patients. As well, it was said that she was always talking about how much she loved her life, family and her country.

No doubt Sumalee will be sadly missed by all that knew her.



## Upcoming conferences

### **MAY 13-15, 2011 NAJIT'S 32ND ANNUAL CONFERENCE, LONG BEACH, CALIFORNIA**

The National Association of Judiciary Interpreters & Translators (NAJIT) mission is to "promote quality services in the field of legal interpreting and translating." For more information or to register for the conference, please visit NAJIT's website at [www.najit.org](http://www.najit.org).

### **MAY 18 LANGUAGE ACCESS IN HEALTH CARE SYMPOSIUM –NEW ORLEANS, LOUISIANA**

This one day event will feature sessions on certification, medical vocabulary and the National Code of Ethics & Standards of Practice for Medical Interpreters. There is no cost to attend this event and healthcare staff, policy makers, interpreters and advocates are invited to attend.

For more information, please [click here](#).

### **MAY 18-21 – ALC LAS VEGAS, NV**

Some of the topics covered at this year's conference include; "Machine Translation; Medical Interpreter Certification Update; Future of the Language Industry; and Contractor vs. Employee: Introduction to the Contract Interpreter Information Center."

For more information, please [click here](#).

### **MAY 19 & 20 -5TH ANNUAL NCHIC (NATIONAL COUNCIL ON INTERPRETING IN HEALTH CARE) MEMBERSHIP MEETING-NEW ORLEANS, LA**

This year the keynote speaker will be Dennis Andrulis, Ph. D., and he will be presenting on the topic: Language Access in Healthcare, Disasters, and Emergency Response. Other scheduled topics include; "National Standards for Healthcare Interpreter Training Programs," and "What Every Hospital & Healthcare Provider Needs to Do for LEP Patients."

For more information, please [Click here](#)



## Upcoming Trainings/Courses (Woburn, MA)

### **THE ART OF MEDICAL INTERPRETATION: 60-HOUR CERTIFICATE PROGRAM**

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.

[Click here](#) to download the catalogue. If you are interested in more information please contact us at 781-729-3736 or by email, [info@embracingculture.com](mailto:info@embracingculture.com).

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

### **LATE SPRING EVENING CLASSES**

**May 10-July 5, 2011 (Tuesdays and Thursdays, 6:00pm-10:00pm)**

### **SUMMER INTENSIVE**

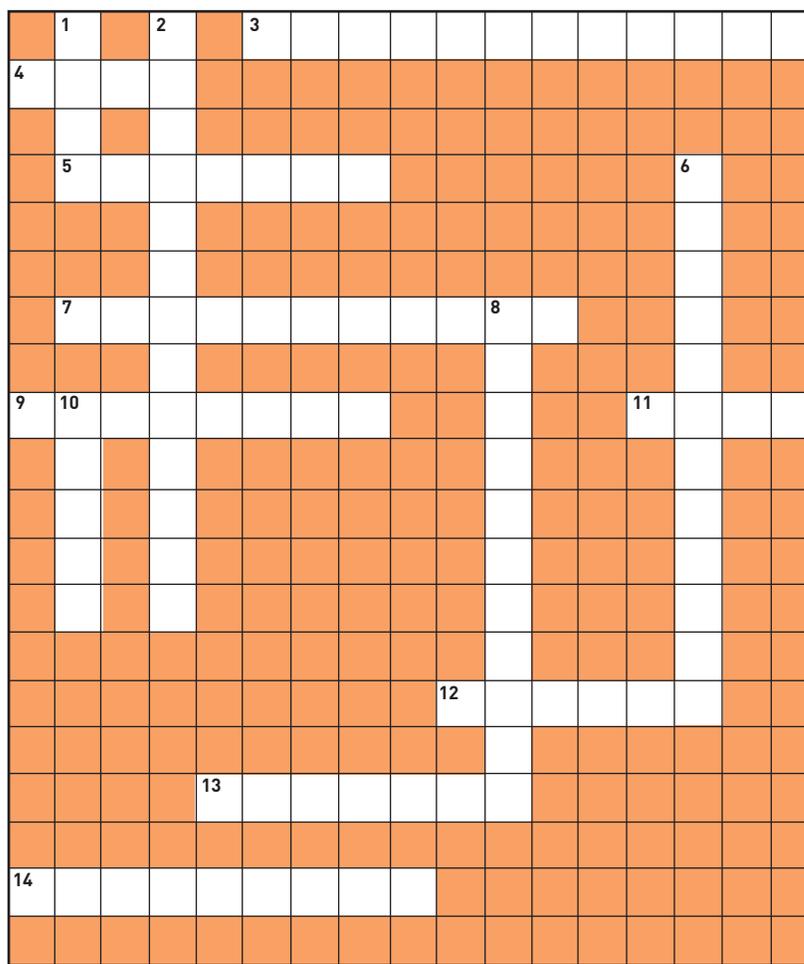
**July 5-9, 11-13 (Daily 8:30am-5:00pm)**

### **GETTING READY FOR YOUR WRITTEN HEALTHCARE CERTIFICATION EXAM**

This course will help prepare active qualified healthcare interpreters for both of the national certification written exams. In order to simulate the written certification exams, students will have the opportunity to take online tests during class time. These exams will help prepare the student to get the feel of how the certification exam will be presented and will allow them to receive instant feedback on their progress. Students will be able to use these exams as a tool to help gauge their progress, and as an indicator to help them determine their readiness for the certification exam. [Click here](#) for a complete overview of the course.

**ONLINE-TBA, SCHEDULED TO BE AVAILABLE IN EARLY JUNE, 2011  
June 16, 18, and 19 –Woburn, MA (Thursday 5pm-10pm, Saturday & Sunday 9:00am-4:30pm)**

## Crossword



### Across

3. Loss of bone density
4. Procedure when a fire occurs
5. Withdrawal Symptom
7. Products that consume less (2 words)
9. Prevents disease
11. Hospital chemical document
12. Bleeding in the brain
13. Proteins that promote change
14. To do well

### Down

1. How to use a fire extinguisher
2. Interpreters should do this at least 48 hours in advance (2 words)
6. Male hormone
8. Inflammation of the esophagus
10. National Child Abuse Prevention

Answers to the Crossword can be found on page 3.