

INTERPRETER PORTFOLIO UPDATE CAMPAIGN

CCCS is proud to utilize the Communicator Express as a primary communication tool in our **Interpreter Portfolio Update Campaign**. Our January edition announced the CCCS system-wide Immunization Drive and underscored the need for interpreters to protect themselves and the patients they serve by keeping their immunization records up-to-date.

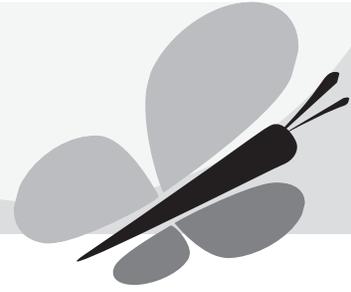
Our March edition highlighted a new publication, the **Medical Interpreter Foundations Manual (MIFM)**. This manual outlines CCCS interpreter requirements, reinforces the Code of Ethics, and provides interpreters with tips on managing their schedules, preparing for assignments, navigating the triadic encounter, documenting work and reporting critical incidents.

The MIFM has been distributed by mail to all active interpreters and will replace the previous CCCS Guidelines and Policies manual. We would like to thank the over 100 interpreters who have already returned their signed MIFM acknowledgement form, and encourage the remaining interpreters to follow their lead. Over an eight-month period, all active CCCS interpreters will be invited to attend an **8-hour Medical Interpreter Foundations** orientation session designed to refresh their knowledge and application of medical interpreting standards and ethics.

CCCS plans to add a new feature in the Interpreter Portfolio: the Criminal Offenders Records Information request, commonly known as CORI. An increasing number of hiring organizations now require that human service workers undergo background checks. Be on the watch for CCCS communication containing instructions on how to request a copy of your own Massachusetts criminal record.

ALL ACTIVE CCCS INTERPRETERS WILL BE INVITED TO ATTEND AN 8-HOUR MEDICAL INTERPRETER FOUNDATIONS ORIENTATION SESSION DESIGNED TO REFRESH THEIR KNOWLEDGE AND APPLICATION OF MEDICAL INTERPRETING STANDARDS AND ETHICS.





THE CROSS CULTURAL COMMUNICATION INSTITUTE AT CCCS - NEW HAMPSHIRE REGIONAL OFFICE

Active since 1996, CCCS is a recognized authority on cultural-linguistic services, providing consultation, interpretation, translation and training services to healthcare, educational, legal and business institutions nationwide.



AS ONE OF THE FEW
INSTITUTES TO TRAIN IN
MULTIPLE LANGUAGES,
WE OFFER INTRODUCTO-
RY, INTERMEDIATE AND
ADVANCED TRAINING
FOR LEGAL, MEDICAL
AND MENTAL HEALTH
INTERPRETERS.

CCCS has trained interpreters and providers in New Hampshire since 2001. As one of the few institutes to train in multiple languages, we offer introductory, intermediate and advanced training for legal, medical and mental health interpreters. This edition of The Communicator Express outlines our 2007 Nashua-based course offerings. Our New Hampshire Regional Office is located at The Millyard Technology Park in downtown Nashua. For directions, visit www.cccsorg.com

For information on CCCS training programs in other states, or to bring CCCS training to your organization, contact Vonessa Phillips Costa, CCCI Director, at (888) 678-CCCS ext. 110.

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The Art of Medical Interpretation: 54-hour Certificate Program

Spring Session

May 19-June 2 (Saturdays, 9AM-5PM)

June 7-July 26 (Thursdays, 5:30-9:30PM)

Instructors: Zarita Araujo-Lane, LICSW and

Vonessa Phillips Costa

Guest Presenter: Dr. Richard S. Lane

Fall Session

September 15-29 (Saturdays, 9:00AM-5:00PM)

October 4-November 22 (Thursdays, 5:30-9:30PM)

Instructors: Zarita Araujo-Lane, LICSW and

Vonessa Phillips Costa

Guest Presenter: 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 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: \$595 per student

Ask about our payment installment plans.

The Language of Medicine Workshops

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

April 10 (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

April 17 (5:30-9:30PM)

Note-taking for Medical Interpreters

Instructor: Frank Geoffrion

In this workshop, participants will learn when to take notes and how to decide what to write. Note taking will be explored as a supplement to memory, retention and recall. The instructor will present note taking systems and techniques such as the Rozan method, as well as the use of abbreviations and symbols.

Cost: \$40

May 1 (6-9:30 PM)

If You Know Diabetes, You Know Medicine

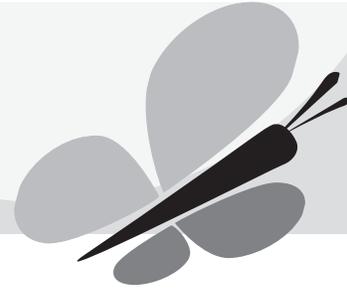
Instructor: Richard S. Lane, MD

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

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May 15 (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

May 22 (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

OUR NEW HAMPSHIRE
REGIONAL OFFICE IS
LOCATED AT THE
MILLYARD
TECHNOLOGY PARK IN
DOWNTOWN NASHUA.
FOR DIRECTIONS,
VISIT [WWW.CCC-
SORG.COM](http://WWW.CCC-
SORG.COM)



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Advanced Skills for Legal Interpreters

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

April 29, May 6 (10AM-2PM)
Interpreting for the Police
 (two sessions)

Instructor: Frank Geoffrion

This two-day workshop is a review of basic interpreting techniques, including specialized vocabulary and cultural differences encountered when interpreting for the police. The workshop will concentrate on scenarios such as Miranda warning, domestic abuse, burglary, sobriety test, robbery investigation, traffic violations, accidents, interrogations, undercover operations, and rape.

Cost: \$80

May 9 (5:30 - 9:30PM)
Advanced Skills for Legal Interpreters

In this workshop, legal interpreters will learn and practice note taking and sight translation techniques and strategies. This session will cover areas such as legal procedure and terminology, ethics and protocol, specialized vocabulary, memory, forensics and regional distinctions in language.

Cost: \$40

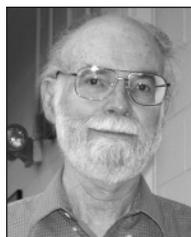
The Cross Cultural Communication Institute at CCCS

Instructor Biographies



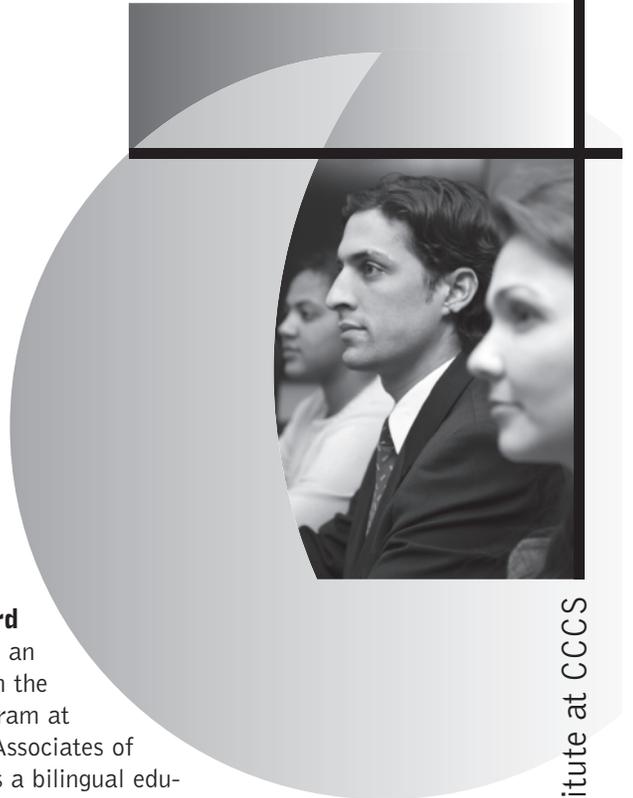
Dr. Richard S. Lane is an Internist in the

Extended Care Facility Program at Harvard Vanguard Medical Associates of Boston, Massachusetts. 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 palliative medicine and hospice care at end of life. 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, Burlington, Massachusetts.



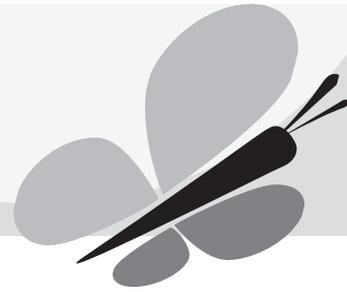
Frank Geoffrion is a federally certified court interpreter, Massachusetts certified court interpreter, and American Translators Association accredited to translate from Spanish to English. Mr. Geoffrion is a faculty member at the Agnes Haury National Institute for Interpretation at the University of 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.



The Cross Cultural Communication Institute at CCCS

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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. Ms. Araujo-Lane has been a Portuguese medical interpreter since 1978.



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:

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