



In the spirit of promoting professional development, we have instituted a new program for active CCCS interpreters, at no cost to the interpreter. We invite you to take advantage of this opportunity from the comfort of your home!

With each monthly Communicator Express, CCCS educates interpreters on a medical, ethical, or culture competency topic, followed by a quiz. For each quiz that you return to CCCS with correct answers, you will receive 5 CCCS Continuing Education Points. Twice a year, CCCS will conduct in-house written exams based on the topics covered in the past six months of newsletters. Interpreters who take these exams at our facilities in Woburn or Nashua and receive a passing score will be awarded Certificates of Accomplishment.

To qualify to participate in this program, you must be an active CCCS interpreter with an updated interpreter portfolio, including current immunizations and successful completion of the 8-hour Interpreter Foundation Assessment Training.

You may email the answers to the quizzes to Mariana de Paula at mdepaula@cccsorg.com or fax them to 781-729-1217. Please remember to include your name, target language and email address on your answer sheet.

STD BASICS FOR MEDICAL INTERPRETERS

Sexually transmitted diseases (STDs, also called "sexually transmitted infections" or STIs) are generally defined as infections transmitted by vaginal, oral, or anal intercourse with someone who already has the disease. However, some sexually transmitted diseases are also transmitted through non-sexual contact with an infected person's blood.

More than half of the US population will have an STD at some point in their lifetime, and one in two sexually active persons will contract an STD by age 25. Because STDs are common, it is important for the medical interpreter to have some understanding of STDs and to feel comfortable interpreting for patients with STDs.

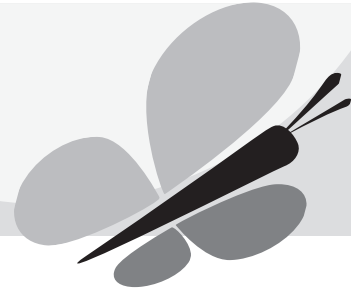
There are more than 20 different types of STDs. STDs are caused by bacteria, parasites and viruses. STDs caused by bacteria or parasites can be treated with antibiotics or other medicines. STDs caused by a virus are incurable. However, there are medicines designed to keep the symptoms of certain viral diseases under control. Correct usage of latex condoms reduces, but does not completely eliminate, the risk of catching or spreading STDs.

STDs are grouped into three categories:

Category One STDs produce inflammation of the urethra, epididymis, cervix, or fallopian tubes. Gonorrhea and chlamydia are the most common STDs in this category.

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STD BASICS FOR MEDICAL INTERPRETERS

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Both diseases can be treated and cured with antibiotics.



STD VOCABULARY

Category Two STDs produce sores on the external genitals. According to the Centers for Disease Control, genital herpes is the most common disease in this class, affecting one in five Americans. Symptoms of herpes can be treated by antiviral drugs, but the infection cannot be cured. Another Category Two disease is syphilis, a bacterial infection which can, if left untreated, cause serious symptoms and death. However, syphilis is curable with antibiotics.

Category Three STDs include viral diseases that affect organ systems other than those of the reproductive system. AIDS and hepatitis B are in this category. Both can be spread by sexual contact or blood, and infected individuals may appear symptom-free for years after infection.

Symptoms vary among the different types of STDs. Some examples of common symptoms include:

- Unusual discharge from the penis or vagina
- Sores or warts on the genital area
- Burning while urinating
- Itching and redness in the genital area
- Anal itching, soreness, or bleeding

Most STDs affect both men and women, but in many cases the health problems they cause can be more severe for women. Many STDs, if left untreated for a period of time, can cause permanent damage to a woman's reproductive organs, ultimately resulting in infertility. In addition, if a pregnant woman has an STD, it can cause serious health problems for the baby.

AIDS - AIDS stands for "acquired immunodeficiency syndrome". It is the most advanced stage of infection with the human immunodeficiency virus (HIV). HIV is a virus that kills or damages cells of the body's immune system.

Bacteria - Living things that have only one cell. Most bacteria will not hurt you, but infectious bacteria can make you ill. Many give off chemicals called toxins, which can damage tissue and make you sick.

Cervix – The lower part of the uterus.

Chlamydia - A common sexually transmitted disease caused by bacteria. In both men and women, chlamydia can infect the urinary tract. Most men infected with chlamydia have no symptoms. The most common symptom is burning during urination. Other symptoms include discharge from the penis, vagina, or rectum, and tenderness or pain.

Discharge – Secretions, often from the genitals.

Epididymis - The tube that connects the testicle with the vas deferens.

Fallopian tubes – Ducts (tubes) that link the ovaries to the uterus.

Genital herpes - A sexually transmitted viral infection affecting the skin of the genitals.

Genital sore – A sore or lesion that appears on the skin of the genitals.

Gonorrhea – A common sexually transmitted disease caused by bacteria. The infection can be spread through the mouth, vagina, penis, or anus. Symptoms are similar to those caused by chlamydia, and may also include sore throat and fever.

Hepatitis B – A virus that spreads through blood, semen, vaginal fluids, and other body fluids. Most of the damage from the hepatitis B virus is due to the body's response to the infection. When the body's immune system detects the infection, it sends out special cells to fight it off. These disease-fighting cells can lead to liver inflammation.

Incurable – having no cure.

Infertility – inability to conceive.

Latex condoms – A rubber device that fits over a man's penis or inside a woman's vagina to block sperm from coming in contact with the inside of the vagina.

Parasites - An organism that lives on or in a host organism and gets its food from or at the expense of its host.

Syphilis - An infectious disease caused by the bacteria *Treponema pallidum*. The bacteria spread through broken skin or mucous membranes. The first stage of syphilis is characterized by painless sores; the second stage is characterized by skin rash on the palms and soles, as well as lesions in the mouth, vagina, or penis. During secondary syphilis, the patient may also have fever, muscle aches, joint pain, enlarged

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STD VOCABULARY CONT.

lymph nodes and hair loss. If a patient reaches the third stage of syphilis, the bacteria can attack the nervous system and other vital organs, eventually causing death.

Urethra - the tube that carries urine from the bladder and in the male serves also as a passageway for semen.

Virus - any of a large group of submicroscopic infective agents that are capable of growth and multiplication only in living cells, and that cause various important diseases in humans, animals, or plants.

Warts - Small, usually painless growths on the skin caused by a virus.



Information for this article was copied and/or adapted from the following sources:

1. Medline Plus (<http://www.nlm.nih.gov/medlineplus/sexuallytransmitteddiseases.html>)
2. National Institute of Child Health and Human Development (http://www.nichd.nih.gov/health/topics/sexually_transmitted_diseases.cfm)
3. American Social Health Association (http://www.ashastd.org/learn/learn_statistics.cfm) "Genital Herpes, a Hidden Epidemic". US Food and Drug Administration. (http://www.fda.gov/fdac/features/2002/202_herp.html)
4. Some information also adapted from text originally appearing in the CCCS manual, "Introduction to the Art of Medical Interpretation" by Zarita Araujo-Lane.

INTERPRETERS' CORNER:**Interpreter of the Month:**

Congratulations to Elizabeth Shifrin, Russian medical interpreter, for her professional contribution to the interpreting field. Much continued success in your medical interpreting work!

The Green Interpreter:

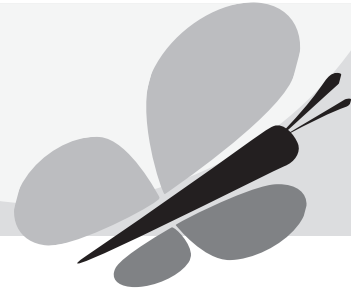
We enjoy sharing helpful tips with our readers and this month we found a few ideas on "going green" that may be of interest. The following are a few recycling tips to help you stay green and save money.

1. Use reusable bags for shopping. This saves you and the store from using plastics which are often not biodegradable.
2. Carry an empty water bottle and fill it up with filtered tap water whenever possible.
3. Pack your lunch in reusable containers rather than disposable bags.
4. Did you know that you can recycle eye glasses, computers, and cell phones? Check with your local recycling transfer station for ideas on where to recycle many of these items.

These tips are for information only and not an attempt to endorse any lifestyle choices.

New Hampshire Corner: The New Hampshire Medical Interpreting Advisory Board (MIAB) continues to work alongside many of New Hampshire's advocates, organizations, and government programs to create and develop awareness and systemic changes related to equal access for New Hampshire's LEP, ELL and Deaf and Hard of Hearing populations. MIAB also provides valuable information to the community at large.

Recently, the New Hampshire Health and Human Service Commissioner disseminated a Communication Access Plan (CAP). The CAP presents helpful guidelines for DHHS departments and staff when providing services for LEP, ELL and Deaf and Hard of Hearing communities. The CAP guidelines reinforce DHHS's commitment to equal access for all by summarizing policies and courses of action to be followed by DHHS agencies and staff. In addition, the policy recommends that DHHS staff and agencies work with spoken language and ASL professional interpreters to ensure clear communication and active participation between clients seeking services and DHHS staff. For more information and to request a copy of the Communication Access Plan, visit <http://www.dhhs.state.nh.us/DHHS/MHO/default.htm>.



STD QUIZ FOR MEDICAL INTERPRETERS

STUDENT NAME _____

LANGUAGE _____

DATE _____

ADDRESS _____

PHONE _____

FAX _____

EMAIL _____

Mark each statement "True" or "False".

- | | | |
|---|----------------------------|-----------------------------|
| 1. The ureter is a tube that carries urine from the bladder. | <input type="radio"/> True | <input type="radio"/> False |
| 2. A virus is a living one-cell organism. | <input type="radio"/> True | <input type="radio"/> False |
| 3. One in ten Americans will have a sexually transmitted infection in their lifetime. | <input type="radio"/> True | <input type="radio"/> False |
| 4. Hair loss is a symptom of the first stage of syphilis. | <input type="radio"/> True | <input type="radio"/> False |
| 5. The symptoms of gonorrhea and chlamydia can be very similar. | <input type="radio"/> True | <input type="radio"/> False |
| 6. Genital herpes is a bacterial infection generally treated with antibiotics. | <input type="radio"/> True | <input type="radio"/> False |
| 7. All patients with HIV also have AIDS. | <input type="radio"/> True | <input type="radio"/> False |
| 8. Category Two STDs produce sores on the external genitals. | <input type="radio"/> True | <input type="radio"/> False |
| 9. The epididymis links the ovaries to the uterus. | <input type="radio"/> True | <input type="radio"/> False |
| 10. The body's natural defenses against hepatitis B can lead to liver inflammation. | <input type="radio"/> True | <input type="radio"/> False |

Circle the item or items that best complete each statement:

11. Sexually transmitted diseases can be transmitted by:
- | | |
|------------------------|---------------------|
| a. Vaginal intercourse | c. Oral sex |
| b. Anal intercourse | d. All of the above |
12. There are more than _____ types of STDs.
- | | |
|-------|-------|
| a. 5 | c. 20 |
| b. 15 | d. 45 |
13. Syphilis is:
- | | |
|---------------------------------------|-----------------------------|
| a. An incurable virus | c. Curable with antibiotics |
| b. Curable with antiviral medications | d. None of the above |
14. Correct usage of latex condoms _____ the risk of spreading STDs.
- | | |
|---------------|--------------------|
| a. Eliminates | c. Increases |
| b. Reduces | d. Does not affect |
15. Although many STDs can harm both men and women, this is often more severely impacted by the disease:
- | | |
|---------------------|----------------------------|
| a. A woman's health | c. A couple's relationship |
| b. A man's health | d. None of the above |

NOTE: To receive your CCCS Continuing Education Points, email your answers to: mdepaula@cccsorg.com or faxing them to 781-729-1217.



A WELCOME FROM THE CCCS TRANSLATION DEPARTMENT

The CCCS Translation Department's Project Manager, Alejandra Lloveras, and Gail Marinaccio would like to extend a warm welcome to existing and new translation program clients.

Alejandra has been with CCCS and the Translation Department since 2005, and she has done excellent work in helping expand the department. In early 2009, Gail was promoted to partner with Alejandra in Translation Department management. Gail has been with CCCS since 2002 in other capacities as a staff member. The main responsibility of this team is to ensure that all approved translation projects are handled professionally, efficiently, and in a timely manner. We believe that our freelance translators are equal in importance to the customers who request services, and CCCS is proud to have developed great working relationships with both groups.

CCCS is a member of the American Translators Association (a professional association of translators and interpreters) and follows the Translation Guidelines outlined by the Massachusetts Office of Public Health Strategy and Communications. We also follow a number of requirements set forth in the ASTM International Standard Guide for Quality Assurance in Translation. In addition, CCCS continuously reviews and updates the qualifications of existing and new freelance translators providing services to CCCS. Translation Department project managers and other CCCS staff members attend translation conferences and seminars each year to keep up-to-date with advances in the field.

Many individuals cannot define the difference between translation and interpretation. Translators convert written documents from one language to another, while interpreters convert the spoken word. Translation requires strong writing skills in the source and target languages, while interpretation mainly requires strong oral skills. Not every interpreter can be a translator and vice versa.

Frequently, CCCS is asked by clients to review translations created by bilingual staff at local healthcare institutions. In general, these translations are not accurate and there are often many grammatical mistakes, false fluencies, and poorly constructed phrases that might sound acceptable when spoken, but that do not "read well" or look natural when written on paper.

Upon receipt of a translation request, several pre-task discussions are necessary between the person requesting the translation and the CCCS project manager before the project can move forward. For example:

1. **Initial Specifications:** First, a brief dialogue via e-mail or phone must take place to better ascertain the purpose of translation and the targeted audience (including ethnicity, gender, age, and education level). The format requirements may need some adjustments due to language expansion. Some languages take up to 25% more words to express an English language concept, thus requiring the resizing of different spaces by a graphic designer. Other pertinent information such as cost, deadlines, need for editing, exchange of glossaries, and usage of capitalization and English language titles, must also be discussed and agreed upon.
2. **Picking the right translator for the job:** Once the details are defined, the document then moves to an ATA certified translator, preferably one who has specialized in the subject matter of the document in question. In languages for which certification is not available, the translation is assigned to a qualified translator.
3. **Assignment:** The translator and the project manager review document specifications as set forth by the requestor. Oftentimes, translators work in pairs to proofread the translated text. The project manager maintains contact with both translator and requester from start to finish.
4. **Quality Assurance:**
 - **Internal Review:** Once the translated text is returned to the project manager, the project is reviewed to ensure that specifications were followed and that formatting is correct.
 - **Client Review:** The translated text is then sent to the client for comments and corrections. If corrections are requested, the project is returned to the translator for a second and final review.
5. **Completion:** Translator finalizes changes and returns completed product to project manager who again verifies that all requested changes have been made.
 - Completed product is finalized and submitted to client.
 - Client is billed for translation work, and for any additional services requested.

The CCCS Translation Department would like to thank the long-time clients who have continued to send their materials for translation and welcome all new program clients. For a free translation quote, visit our website at www.cccsorg.com, click on "translation" or "request a quote for translation", and fill out the online request form. If you have any questions, please contact the Translation Department at 781-729-3736 ext. 112.

TRAININGS AND WORKSHOPS:**PROFESSIONAL DEVELOPMENT SERIES FOR HEALTHCARE INTERPRETERS**

The Cross Cultural Communication Institute at CCCS, Inc. continues to respond to requests from active interpreters for professional development workshops designed to help interpreters reach a higher level of consecutive and simultaneous medical and legal interpreting skills. These 4-hour to 6-hour workshops will take you beyond the basics and help you bring your career to the next level.

From May to December 2009, CCCI presents 3 exciting workshop series taught by well-seasoned, highly-respected clinicians and trainers, all currently practicing in their fields. The 3 specialty tracks are:

I. Advanced English Skills for Interpreters.

- Improve your command of the English language with clear and precise pronunciation, proper sentence construction with irregular and auxiliary verbs, learn true and false cognates, and much more.

II. Health Care: The Language of Medicine and Women's Health

- *The Language of Medicine:* Learn about diabetes, cross cultural issues and the challenges of palliative care at the end of life, the pulmonary and circulatory systems.
- *Women's Health:* Understand female and male reproductive systems and become familiar with reproductive anatomy and physiology.

III. Mental Health Coming Sept. 09!

- *Mental Health Workshop for Interpreters:* Through case studies and interactive presentation, interpreters will be introduced to the clinical thinking behind the different types of mental health evaluations and treatment sessions.
- *Interpreting for Substance Abuse:* Interpreters will learn about the effects of drugs on brain chemistry, substance abuse treatment overview, lifestyle changes, the harm reduction model, methadone maintenance programs, and much more.

To learn more about program requirements, prescreening and registration, contact Mariana de Paula, CCCI Program Coordinator at 781-729-3736 ext. 111 or by email at mdepaula@cccsorg.com.

**Cross Cultural Communication Systems, Inc.**

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New Hampshire Regional Office: 43 Technology Way suite 2E3, Nashua, NH 03060 | **p:** 1-888-678-CCCS | **f:** 603-386-6655

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