GUEST SPEAKERS

Tony Rosado (Keynote Speaker)
Rosanna Balistreri
Barbara Rayes-Barnett
Aimee Benavides
Jaime Fatás-Cabeza
Carmelina Cadena
Hong Chartrand
Eliana Lobo
Felipe Lopez
Lucy Matticoli-Mason
Emily Oake
Dr. Gloria M. Rivera
Izabel E. T. de V. Souza
David Svoboda
Dr. Elida Testai

Conference Theme:
“State of the Profession; Must have Tools and Skills for Translators and Interpreters.”

Arizona Translators & Interpreters, Inc.
2016 Annual Conference

Conference Host:
MIHS
2601 E Roosevelt St. Phoenix, AZ. 85008
Saturday, October 1, 2016

Conference Location: MIHS
Maricopa County Special Health Care District
 ATI - 2016 Annual Conference Sponsors

http://www.certifiedmedicalinterpreters.org
The National Board of Certification for Medical Interpreters

http://nci.arizona.edu
NCI Information Center (520) 621-3615

http://cchicertification.org
Certification Commission for Healthcare Interpreters

http://www.mihs.org
Maricopa Integrated Health System
OUR VISION

To be a welcoming organization recognized as the premier resource, responsive to the needs of language service providers and Arizona’s increasingly-diverse communities.

OUR MISSION

We achieve this by…

- promoting a warm and inviting environment which fosters participation and membership to those who seek meaningful connections;

- continuously developing alliances to provide the best information available, enhance the quality of translators and interpreters in the art of language services; and

- making a positive difference in the community through educational workshops, conferences, educational and career related events as well as a myriad of resources

We Teach, We Share, We Learn
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 - 8:30 AM</td>
<td>Registration/Breakfast</td>
</tr>
<tr>
<td>8:30 - 9:00 AM</td>
<td>Opening Remarks: Francesca Samuel, ATI President</td>
</tr>
<tr>
<td>9:00 - 10:30 AM</td>
<td>Rosanna Balistreri - <em>Baby Steps to Note-Taking Skills for Interpreters</em></td>
</tr>
<tr>
<td></td>
<td>Jaime Fatás - <em>Critical Thinking: The Deep End of Translation</em></td>
</tr>
<tr>
<td></td>
<td>Dr. Gloria Rivera - <em>Life Hacks for Translators</em></td>
</tr>
<tr>
<td>10:30 - 10:45 AM</td>
<td>Break</td>
</tr>
<tr>
<td>10:45 - 11:45 AM</td>
<td>Eliana Lobo - <em>Six Years of National Certification of Healthcare Interpreters: Challenges and Impact</em></td>
</tr>
<tr>
<td></td>
<td>Dr. Gloria Rivera - <em>Forensic Science - Fingers, Blood, and DNA Edition</em></td>
</tr>
<tr>
<td></td>
<td>Izabel Souza - <em>Interpreting Culture in Healthcare – What Interpreters need to know about intercultural mediation</em></td>
</tr>
<tr>
<td>12:15 - 1:30 PM</td>
<td>Lunch/Keynote: <em>Interpreting: A Profession and a Quality Business</em> by Tony Rosado, USCCI, JD</td>
</tr>
<tr>
<td>1:30 - 2:30 PM</td>
<td>Dave Svoboda - <em>The Arizona Court Interpreter Credentialing Program &amp; Related Language Access Updates for Interpreters</em></td>
</tr>
<tr>
<td></td>
<td>Aimee Benavides - <em>How to research specialized terminology using parallel texts</em></td>
</tr>
<tr>
<td></td>
<td>Hong Chartrand/Emily Oake - <em>CLAS Standards and Cultural Competence: An Arizona Approach</em></td>
</tr>
<tr>
<td>2:30 - 3:30 PM</td>
<td>Jaime Fatas - <em>The National Council on Interpreting in Health Care: Mission, goals and current strategic plan</em></td>
</tr>
<tr>
<td></td>
<td>Lucy Matticoli-Mason - <em>Basics of Trados Studio and MultiTerm Translation tool</em></td>
</tr>
<tr>
<td></td>
<td>Barbara Rayes-Barnett - <em>Interpreter Practice Session: Maintaining Transparency</em></td>
</tr>
<tr>
<td>3:30 - 3:45 PM</td>
<td>Break</td>
</tr>
<tr>
<td>3:45 - 4:45 PM</td>
<td>Carmelina Cadena - <em>A Mayan Journey: From There to Here</em></td>
</tr>
<tr>
<td></td>
<td>Felipe Lopez - <em>TechTalk About Passolo</em></td>
</tr>
<tr>
<td></td>
<td>Hong Chartrand/Elida Testai - <em>Development of a Translation Toolkit to Help Create and Translate Non-English Materials</em></td>
</tr>
<tr>
<td>4:45 - 5:30 PM</td>
<td>Closing Remarks - ATI Board/Recognition Ceremony Lifetime Member Award</td>
</tr>
</tbody>
</table>
Special Announcement:

Take our PRESENTER POLL!

In our efforts to provide you with the best professional development sessions, we invite you to give feedback on our experienced presenters. Your opinion matters to ATI!

You may access the PRESENTER POLL directly here:

https://www.surveymonkey.com/r/6V7BJBR

Alternatively, visit our website’s Annual Conference page and scroll down to take the poll:

http://atiinc.org/news-events/conference/

We appreciate your kind and constructive feedback. Enjoy the conference!
Welcome to the 2016 Arizona Translators and Interpreters (ATI) Annual Conference! We are so excited to have all of you join us for a superb program including some of the most recognized names in our profession. It is our hope that you will enjoy a wide variety of topics, including medical, legal and community interpreting as well as translation and translation technology.

This year, we are thrilled to have Tony Rosado as our keynote speaker. Mr. Rosado and I have known each other for quite a few years and I am honored to have him visit us here in Arizona. He is an outspoken member of the profession, sits in several committees of organizations related to the profession, and is the author of The Professional Interpreter, a regular bilingual English-Spanish blog related to issues important to the professional Interpreter. I can assure you that you are in for a special treat!

We are thankful to Maricopa Integrated Health Systems for sponsoring the conference this year. Special thanks to Martha Martinez, Manager of Language/International Programs and Public Relations Liaison at MIHS, and long time supporter of Arizona Translators and Interpreters, for allowing us to have the conference at this wonderful venue. Special thanks to the ATI Board members, without whom none of this would have been possible.

The conference promises to be a premier event full of useful sessions which will include translation methodology, legal, medical and community interpreting, cultural awareness, translation memory software, terminology and technical vocabulary.

Our hope is that you will enjoy a full day of professional development which has been designed specifically for our colleagues. You are encouraged to meet and greet our speakers and ATI Board members, visit our exhibitors and network, network, network!

Thank you for your continuous support of ATI! Enjoy!

Best Regards,

Francesca Samuel

ATI President
Keynote Speaker

Presenter: Tony Rosado, USCCI, J.D.
Title: President
Organization: Rosado Professional Solutions

Interpreting: A Profession and a Quality Business

Presenter will address the importance and relevance of interpreting and translating as essential elements of a global society where technology has brought all humans to the same neighborhood. Describing both professions from a historical perspective and bringing them to the present, the speaker will touch upon important issues common to both fields such as professional and ethical standards, continuing education, business planning, getting the right clients, and dealing with fees and other money matters. Interpreters and translators, experienced and newcomers alike, will hear of cases where lack of a professional service resulted in bad situations, and will gain, or renew, a new respect for our chosen careers. The speaker will share some of his experiences with the crowd, and will answer questions in a way that benefit everyone in attendance. Those at the presentation will leave with a deeper understanding of what they need to do to survive and enjoy their career while making it profitable at the same time.

Speaker Biography

State Department conference and seminar level interpreter; Federally, Colorado, and New Mexico certified court interpreter; perito traductor by the Mexican Courts; a Defense Department interpreter, an attorney from the Escuela Libre de Derecho in Mexico City. He is a high profile conference interpreter who has worked all over the United States and abroad. He has interpreted for courts at all levels in different countries. Tony has been an interpreter for all major TV and radio networks, interpreting the TV broadcasts of Presidential debates, political conventions, award shows among others. Mr. Rosado interprets for the International Olympic Committee and many sports events around the world. Tony is an instructor of instructors at the Defense Language Institute, Western State College of Colorado, Colorado Mesa College, Jaume I University in Valencia, Spain, and the Masters’ Degree Program in Court Interpreting for Anáhuac University in Mexico City. Presently, he is part of the advisory committee on the new legislation for the oral trial system in Mexico.

A NAJIT, ATA, OMT, ASETRAD, IAPTI and other organizations conference presenter, interpretation and legal terminology instructor, freelance interpreter. He is a member of ATA, NAJIT, OMT, ASETRAD and current Chair of Interpreter Matters of the International Association of Professional Translator and Interpreters (IAPTI) and former Co-chair of CAPI (Colorado). The author of the book: “The New Professional Interpreter” and many articles featured in professional magazines such as ATA Chronicle, La Linterna del Traductor, and Proteus. Tony is president of Rosado Professional Solutions in Chicago and the administrator of the popular blog: The Professional Interpreter.
Guest Speaker

Presenter: Rosanna Balistreri
Title: Cultural and Linguistic Expert in Healthcare
Organization: REACH-reaching diversity

Speaker Biography

In 2010 & 2011, Miss Balistreri served as President of the California Healthcare Interpreting Association. She has also served as Subject Matter Expert (SME) for the Certification Commission for Healthcare Interpreters and is presently Member of the National Council of Interpreters in Health Care (NCIHC) Standards and Training Committee and co-chairs the Language of Lesser Diffusion (LLD) Workgroup.

Currently, Miss Balistreri teaches Translation and Interpreting at Cal State University Fullerton and owns REACH-reaching diversity, a consulting agency for cultural & linguistic services geared exclusively toward healthcare.

Baby Steps to Note-Taking for Medical Interpreters

This workshop introduces Note-Taking as a cognitive skill for interpreters. The presentation will address pitfalls of notetaking when done incorrectly as well as the benefit of effective note-taking. It further introduces some ideas and step-by-step hands-on activities that trainers can use to help participants better develop note-taking skills.

Learning Objectives – by the end of this presentation, trainers will be better equipped to:

1. Explain what note-taking is
2. Describe how *ad hoc* note-taking can affect interpreters accuracy and completeness in a negative way
3. Identify best practice of note-taking for effective communication
Guest Speaker

Presenter: Barbara Rayes-Barnett
Title: Barnett Productions, LLC

Interpreter Practice Session:
Maintaining Transparency

Let’s work together in a hands-on interpreter practice session! How do you maintain transparency in an interpreted encounter? Learn which standards and ethical principles apply, definitions, and the steps for mediation, based on training given to community interpreters. Then take the learning from your head to your heart by participating with your colleagues in an applied practice session. While converting messages from one language to another is the primary role of an interpreter, the need for clarification comes up and can be managed. Learn how to handle clarification in a way that maintains transparency and is consistent with national standards of practice. This session will be taught in the context of the Rota model of incremental intervention. Good for interpreters of any working pair of languages, the information can easily be copied to use later as an inservice for interpreters and for people who work with interpreters.

Speaker Biography

Barbara Rayes-Barnett is the Founding President of Arizona Translators and Interpreters, Inc. She has worked as a translator, interpreter, supervisor, teacher, curriculum designer, and master trainer. The organizations in which she has served include the Medical Interpreter Project, Phoenix Children’s Hospital, John C. Lincoln Health Network, the Maricopa County Community College District, International Rescue Committee, and others.

She has served twice on the Board of the National Council on Interpreting in Health Care, assisted with the Certification Commission for Healthcare Interpreters, volunteered for the American Translators Association, Epilepsy Foundation, and Voice of Love, and served as a moderator for the National Conference on Quality Healthcare for Culturally Diverse Populations. Barbara holds a B.A. in English and Spanish from Grand Canyon University. She lives in Glendale with her husband, Doug, where they work as musicians and own a small production company, Barnett Productions, LLC.
How to research specialized terminology using parallel texts

Researching before an assignment may seem like a daunting task. Using parallel texts, which are texts written in the target language -not translations- regarding a specific subject matter, is a tried and true method with proven results, saving time and headaches.

This language neutral workshop is designed to help the interpreter or translator to research specialized subjects such as ballistics or agronomy using parallel texts rather than dictionaries. Tips will be provided on how to locate quality texts online. The presenter will share personal experiences that demonstrate the need to find industry specific terminology along with the methods to find them online. Examples will be given in Spanish, Portuguese, and Korean.

Speaker Biography

Aimee Benavides is a Federal Court Certified Spanish Interpreter as well as a California Court Certified Interpreter. She lives in Central California with her husband and two children. In addition to interpreting in Court and in depositions, she also has extensive experience interpreting for focus groups, public meetings and hearings as well as technical Agronomical conferences. She provides translations from Spanish into English for field trials and other technical Agricultural reports and manuals. Her current hobby is studying Korean.
Translation and interpretation involves much more than “being fluent.” Professional translators and interpreters must possess a solid education and extensive skills that include a high-level command of the source and target languages, including highly technical terminology, cultural competence, editing skills and professional ethics. However, there are other factors that can exert great influence over the translator, such as the intention, function, and purpose of the source text and its effects on the intended audience. In some instances, these considerations should determine whether the function and content of the source text should be preserved or changed. Therefore, translators also need to develop critical thinking skills to analyze and understand these factors so that they can deftly negotiate content and be able to provide functional equivalent texts competently.

In this lecture/workshop, we will explore basic concepts and approaches to critical thinking for the analysis of legal and healthcare texts and situations to determine whether the function and content of the source text should be preserved or changed, with special consideration of interpersonal, intentional, communicative, intercultural and textual aspects.

**The National Council on Interpreting in Health Care: Mission, goals and current strategic plan**

The National Council on Interpreting in Health Care (NCIHC) is a nonprofit, multidisciplinary organization established in 1998. It is the national leader in language access policy and practice and its mission is to promote and enhance language access in health care in the United States. The NCIHC advocates for social justice, respect for and acceptance of all peoples, empowerment of communities with limited proficiency in English, and advanced and culturally appropriate health care interpreter training.

**The NCIHC’s goals include**

- Establishing a framework that promotes culturally competent health care interpreting;
- Developing and monitoring policies, research, and model practices;
- Sponsoring a national dialogue of diverse voices and interests; and
- Collecting, disseminating, and acting as a clearinghouse on programs and policies to improve language access to health care for limited English proficient (LEP) patients.

Professor Jaime Fatás-Cabeza was recently invested as a member of NCIHC’s Board of Directors, a research and executive body composed of national experts in the language services industry. Jaime will give a presentation about the mission and goals of the NCIHC and will discuss exciting new initiatives included in the Policy Workplan for 2016-17. A conversation with participants to discuss issues and ideas to better serve healthcare interpreters in Arizona and the nation will follow the presentation.
Speaker Biography

Jaime Fatás Cabeza is the director of the undergraduate degree program in translation and interpretation at the University of Arizona. He is a United States Court Certified Interpreter (USCCI, English/Spanish), accredited as a certified healthcare interpreter by the Certification Commission for Healthcare Interpreters (CCHI), and as a translator by the American Translators Association (ATA). He has been a staff judicial interpreter with the Trial Court of Massachusetts, president of the Judicial Interpreters of Massachusetts, Operations Supervisor of Interpreting Services at Harvard’s Brigham and Women’s Hospital, and official translator and interpreter for Spanish and Mexican consular offices. He is a conference interpreter.

Jaime has taught Translation and Interpretation at the School for Professional Studies at Boston University and at Bentley College, MA; Music and Spanish Language and Culture at Tufts University and the University of Massachusetts/ Boston, as well as in Spanish educational institutions. Professional experience includes stints as staff translator and editor for school and college divisions at major publishing companies, literary, academic technical translations, and scholarly articles. He is a member of the Board of Directors of the National Council for Interpreting and Healthcare (NCIHC) and a commissioner for the Certification Commission for Healthcare Interpreters (CCHI).
I will attempt to describe the conditions that lead the Maya into trouble with the law, what happens when they are arrested and incarcerated in the United States. What makes the plight of the individual Maya different from that of other LEP’s? What are the similarities that we can understand and relate to that will help us help them? What can the medical or court interpreter do when called upon to interpret for the indigenous Maya individual? How can we identify them? Is there a way to distinguish their language? I hope to provide an educational experience that will allow us to better serve this indigenous immigrant population.

**Speaker Biography**

Carmelina Cadena is a Mayan woman born in San Miguel Acatan, Huehuetenango, Guatemala. She came to the USA at the age of 7 because her family was fleeing from the war in Guatemala. They are some of the only survivors that were able to escape with their lives in the family. When they arrived in the US, they became migrant workers, picking vegetables and fruits around the country. With lots of hard work, Carmelina was able to graduate from high school. Then in 2002, she was discovered by Berlitz and became an Akateko and Q’anjob’al Interpreter. Since then, she has interpreted for state courts, immigration court, public defenders, the Department of Children and Families, hospitals, and private attorneys. She speaks English, Spanish, and two Mayan languages fluently (Akateko & Q’anjob’al) plus she speaks some Chuj.

My intention with this presentation is to provide the listener with some insight to the story of the Guatemalan indigenous Maya in the United States; where do they come from, why are they here and how can we help them. The presentation will walk us through their journey beginning in Guatemala. You will hear personal testimony of the dangerous conditions individuals flee from, stories of the journey to El Norte, and dilemmas encountered upon arrival in the United States. The illusion of an easy life, free of discrimination and complete with opportunity lures the most impoverished and downtrodden from Guatemala to the US. I will use maps to demonstrate the regions where the journeys of the Maya originate and where the Diaspora has led them to settle in the United States.
**Guest Speaker**

**Presenter:** Hong Chartrand  
**Title:** Program Manager  
**Organization:** Arizona Department of Health Services

**CLAS Standards and Cultural Competence:**  
*An Arizona Approach*  
Presented by: Hong Chartrand and Emily Oake

The National Culturally and Linguistically Appropriate Services (CLAS) Standards in Health and Health Care are intended to advance health equity and improve quality. The Arizona Health Alliance for Language Access Rights, a group of professionals devoted to creating and sustaining a welcoming environment that embraces Language Access Services (LAS) in Arizona, has engaged in a variety of activities to implement the CLAS Standards in Arizona. The presenters will provide an overview of the CLAS Standards, highlight the efforts to advocate the implementation of CLAS Standards in Arizona, share resources and tools available that can assist with improving culturally and linguistically appropriate services within organizations. Its CLAS surveys collected baseline data on the number of community health centers (CHCs) and local health departments (LHDs) ready to implement CLAS standards. The assessment results guided the development of a CLAS training plan for the Arizona Health Disparities Center.

**Speaker Biography**

Hong Chartrand, MPA & MA, is a program manager for the Arizona Health Disparities Center, Arizona Department of Health Services. She is responsible for creating partnerships, leveraging program resources, managing programs and communication tools, professional development workshops communicating health disparities-related information, conducting surveys and evaluation and grant writing. She has extensive experience in managing multicultural community based projects in the health care arena and in building partnerships and developing resources.

Ms. Chartrand holds Master’s degrees in Public Administration and Policy with a concentration on health care and East Asian Studies from the University of Arizona. She also holds a post-graduate Epidemiology Certificate from Arizona State University. She is a linguist by training from the Beijing University, China. While working full-time, Ms. Chartrand is pursuing her doctoral degree in public health at the University of Arizona College of Public Health.
Guest Speaker

**Presenter:** Eliana Lobo, M. A., CoreCHI™
**Title:** CCHI Commissioner
**Organization:** CCHI (Certification Commission for Healthcare Interpreters)

**Six Years of National Certification of Healthcare Interpreters: Challenges and Impact**

The U.S. healthcare interpreting industry has experienced the national interpreter certification for six years. Over 2,500 interpreters have been certified by the Certification Commission for Healthcare Interpreters. Certification’s national trends, impact and future implications for all healthcare industry stakeholders: interpreters, purchasers of interpreting services, language service vendors, and patients will be discussed. Presenter will clarify the certification process and address challenges that certification presents to interpreters and their employers as well as will elucidate its benefits. Presenter will also share the results and lessons of the national Job Task Analysis (JTA) survey conducted by CCHI in May-July 2016 and discuss the implications of the JTA results to certification candidates as well as for healthcare interpreter trainers and curriculum developers.

**Learning objectives:**
1) Educate about the status and value of the national healthcare interpreter certification efforts
2) Clarify CCHI’s certification process
3) Highlight the implications of the JTA results for healthcare interpreter trainers and curriculum developers.

**Speaker Biography**

Eliana Lobo, M.A., CoreCHI™, CCHI Commissioner, is a native speaker of English and Brazilian Portuguese, with over 20 years of experience as an interpreter/translator, Portuguese court interpreter, Spanish/Portuguese translation supervisor, medical center interpreter services supervisor, and Certified Medical Interpreter Trainer. Eliana earned two M.A.s from Brown University: Bilingual Education, and Portuguese & Brazilian Studies. She’s a CoreCHI™ certificant, a Fulbright Grantee, conducting research in Brazil and the U.S.

Since 2013, she has collaborated with NCIHC’s “Home for Trainers”, creating and hosting over 30 national webinars on medical interpreter training. Currently, she’s Director of Multilingual Awareness Programs and Services at Interpreter Education Online.
Speaker Biography

Felipe Lopez graduated with a Bachelor’s of Science degree in Computer Science from Arizona State University in 2007. For 8 years he has worked at JDA Software as a Translation Support Specialist. Responsibilities include creating parsers for both Passolo and Trados applications, developing target rules in Passolo, as well as creating projects, memories, and glossaries, from previously translated files. Felipe is fluent in Spanish and English, and although his role is not as a translator, he has extensive experience in supporting other languages after having worked for almost a decade with a line of products that includes 53 different Software Applications and their On Line Helps, translated into 19 languages.

Tech Talk about Passolo

This presentation will provide an overview and live demonstration of the basics steps to create a project in Passolo 2015:

- A basic introduction to Passolo Interface
- How to create a project
- How to update an existing project
- Discussion about target rules and parsers
Guest Speaker

Presenter:  Lucy Matticoli-Mason
Title:     Localization Project Analyst

Speaker Biography

Lucy Matticoli-Mason has worked for almost two decades as a freelance translator concurrently with a full time position as a Translation Project Analyst at JDA Software Group, Inc., where she has been for 17 years. Her role at JDA has involved, among other responsibilities, the management of software localization projects in various different languages, both in-house and outsourced. Her position includes the translation/localization of User Interfaces using SDL Passolo and the translation of On Line Help documentation using Trados Studio/MultiTerm.

Lucy is fluent in Spanish, English and Italian and holds a Certificate of Translation from the Department of Languages and Literatures at Arizona State University. She is currently the Interim Vice-President of Arizona Translators and Interpreters (ATI) and a member of the American Translators Association (ATA).

Basics of Trados Studio and MultiTerm Translation tool

This presentation will provide an overview and live demonstration of the basics steps to create a project in Trados Studio 2015:

- A basic introduction to Trados Studio Interface
- How to create and add a Translation Memory
- How to create and add a Termbase
- Live translation of a document to demonstrate how to add terminology to your Termbase
- Other tips, tricks and resources for future training
Emily Oake, MHSM, is the Special Populations and Outreach Coordinator for the Arizona Alliance for Community Health Centers. She collaborates, plans, develops, and coordinates with other organizations in the state to increase resources available to special populations, as well as provides technical assistance to health centers serving special populations under Section 330 of the Public Health Service Act. She also develops and maintains publications and social media presence to use for outreach activities and to increase awareness of issues affecting Arizona’s medically underserved populations. She received her BS in Political Science and Masters of Health Sector Management degree both from Arizona State University.

**Speaker Biography**

Emily Oake, MHSM, is the Special Populations and Outreach Coordinator for the Arizona Alliance for Community Health Centers. She collaborates, plans, develops, and coordinates with other organizations in the state to increase resources available to special populations, as well as provides technical assistance to health centers serving special populations under Section 330 of the Public Health Service Act. She also develops and maintains publications and social media presence to use for outreach activities and to increase awareness of issues affecting Arizona’s medically underserved populations. She received her BS in Political Science and Masters of Health Sector Management degree both from Arizona State University.

**CLAS Standards and Cultural Competence: An Arizona Approach**

Presented by: Hong Chartrand and Emily Oake

The National Culturally and Linguistically Appropriate Services (CLAS) Standards in Health and Health Care are intended to advance health equity and improve quality. The Arizona Health Alliance for Language Access Rights, a group of professionals devoted to creating and sustaining a welcoming environment that embraces Language Access Services (LAS) in Arizona, has engaged in a variety of activities to implement the CLAS Standards in Arizona. The presenters will provide an overview of the CLAS Standards, highlight the efforts to advocate the implementation of CLAS Standards in Arizona and share resources and tools available that can assist with improving culturally and
Forensic Science for Interpreters - Fingers, Blood, and DNA Edition

Forensic science is the use of science to administer the law. There are many specialist fields within forensic science, such as fingerprint examination, ballistics, toxicology, and blood spatter analysis, to name some. Each specialist field in forensic science is based on a common type of evidence often found on crime scenes. It can be used to identify and incriminate suspects, by studying fingerprints, blood types, or DNA profiles. It can also be used to prove or disprove claims made by suspects about an incident.

During this one hour language neutral workshop, participants will familiarize with basic concepts about fingerprints, blood analysis, and DNA fingerprinting.

Life Hacks for Translators

As translators and independent contractors we have to wear many hats and juggle many things besides a deadline. We are project management, marketing, accounting, quality assurance, and other departments as well as the translator in charge of the project. Therefore, being organized and developing our own methods to take care of things can save us time, money, and many headaches. Unfortunately, there is not one book where we can find all this information and be ready to apply it in no time.

During this 1.5 hour language neutral workshop attendees will learn the basics, tips, tricks, and things to do before, during, and after a translation assignment in order to be a happy and productive translator.

Speaker Biography

Dr. Gloria M. Rivera is a certified medical interpreter (CMI and CHI), conference interpreter, and English/Spanish translator. She is a native Spanish speaker who obtained her medical degree and worked as a physician/surgeon in Lima, Peru. Her medical training allowed her to gather experience in different settings, including pediatrics, internal medicine, OB/Gyn, mental health, general surgery, and other specialties. She holds a Professional Certificate of Translation and Interpretation from UCSD Extension. Dr. Rivera is a Faculty Member of the National Center for Interpretation where she has worked as an instructor and contributed to curriculum development since 2013. She currently lives in San Diego, California.
This research-based workshop will showcase the results of an international doctoral study at Osaka University. It explores the perspectives of 458 interpreter practitioners from 25 different countries, with respect to bridging the cultural gap between providers and patients. Cultural differences pose certain complexities in the healthcare interpreter's work due to the unique demands of providers and patients. This study focused on the practitioners' perspective regarding interpreting culture and how this affects the provision of culturally and linguistically competent care in the delivery of healthcare services. Is it possible to convey culture without engaging in a cultural role? What strategies are being utilized? What are the advantages and disadvantages of their interventions? Is there consistency in how interpreters are approaching cultural differences? The workshop shares the results and engages the audience to learn new interpreting theoretical frameworks related to bridging the cultural gap.

Learning Objectives:
1. Participants will be able to identify all the activities related to addresses cultural issues that are within and their scope of as healthcare interpreters.
2. Participants will learn about the challenges, disadvantages, advantages, timing, scope limitations, and other aspects of addressing cultural issues.
3. Participants will learn new theoretical frameworks related to the anatomy of an intercultural interpreted communicative event.

Speaker Biography

Dr. Souza (formerly Arocha), M.Ed., CMI-Spanish, PhD. is a passionate global advocate for language access in health care, primarily for certification in all languages, national reimbursement (US), and academic educational opportunities for medical interpreters worldwide. She works as a certified interpreter (Conference, Legal, Medical, Community, Escort) and interpreter educator in several universities (Boston University, Cambridge College, Osaka University). Dr. Souza has several published articles on topics related to interpreting, intercultural mediation, and language access. Dr. Souza served as president and executive director of the International Medical Interpreters Association (IMIA) and was responsible for launching the first national accredited medical interpreter certification program in the United States. Dr. Souza served as Secretary General for the International Federation of Translators, a federation of over a hundred associations worldwide. She continues her work as ISO liaison to the FIT Standards Committee and as an ISO and ASTM Standards Expert in interpreting and translation standards.
The Arizona Court Interpreter Credentialing Program & Related Language Access Updates for Interpreters

The presentation will cover recent Arizona State Judiciary Administrative Orders which have established a credentialing (certification) program and an official code of conduct (ethics) for interpreters providing services in courts across the state. Participants will receive an overview of the credentialing program and the code of conduct and will learn how each ties into the Arizona Supreme Court’s Strategic Agenda: Advancing Justice Together. Attendees will learn what these new programs will require of interpreters and the courts they work in, as well as the targeted dates of implementation. This presentation is suitable for interpreters of all levels and all languages who currently work in the courts or who are looking to begin working in the courts.

Speaker Biography

David Svoboda is the Language Access Coordinator for the Arizona Supreme Court, Administrative Office of the Courts (AOC). His work includes the identification and resolution of issues related to language access; planning and management of the interpreter credentialing program; development of language access plans; and recommendation of policies associated with language access in the Arizona state courts. Prior to joining the AOC, Mr. Svoboda served for eleven years as a staff Spanish interpreter for the Superior Court of Arizona in Maricopa County (Phoenix).

Mr. Svoboda is a federally certified court interpreter and has earned the highest credential available under the Arizona Court Interpreter Credentialing Program. Mr. Svoboda served on the Board of Directors of the Arizona Court Interpreters Association as Treasurer (2008 – 2013), and President (2014 – 2015). He has given numerous training sessions on interpreter ethics, modal skills, and other court interpreting-related subjects.

He is a graduate of the Monterey Institute of International Studies where he earned his Master’s Degree in Translation and Interpretation (2004). He holds a Bachelor’s Degree in Spanish, conferred by Ithaca College where he graduated Summa Cum Laude with departmental honors (1999).
Guest Speaker

Presenter: Élida Testai
Title: Translation Coordinator
Organization: Phoenix Children’s Hospital

Development of a Translation Toolkit to Help Create and Translate Non-English Language Materials

Presented by: Hong Chartrand and Élida Testai

Health care materials in languages other than English may need to be developed in order to serve the needs of Limited English Proficient (LEP) patients/clients. The Arizona Health Alliance for Language Access Rights (AHALAR), a group of professionals devoted to creating and sustaining a welcoming environment that embraces Language Access Services (LAS) in Arizona, is creating a translation toolkit to guide organizations in Arizona to develop and translate non-English language materials. In addition to a background introduction and overview of relevant translation activities (such as language identification list) conducted by the AHALAR, the presentation will highlight important areas from the Toolkit, such as step-by-step procedures to translate a project, a translation checklist, quality assessment and references.

Speaker Biography

Élida Testai, MD, BA, & MA, is Translation Coordinator at the Phoenix Children’s Hospital. She is also an adjunct faculty at the Arizona State University, New Mexico State University (NMSU), Rio Salado Community College and Paradise Valley College. She is a certified medical interpreter by NBCMI and CCHI, and a certified Court Spanish interpreter by the National Association of State Courts.

Dr. Testai is a member of the North American Academy of the Spanish Language or Norteamericana de la Lengua Española (ANLE), and a speaker for different interpreter conferences throughout the country. Dr. Testai is a physician from Argentina, where she practiced Anesthesiology and Pain and Palliative Care. She was also an instructor of Pathology at the School of Medicine, University of Buenos Aires. Dr. Testai holds BA in Foreign Language Education and MA in Hispanic American literature and minor in Linguistics from NMSU. She received her MD from the University of Buenos Aires, Argentina.
We hope that you enjoy and benefit greatly from all of today’s events.

All of our board members have worked hard, with your interests at heart.

As we celebrate 12 years of service to the community, we look back with appreciation for the dedication of many who have worked on this organization, from its inception, until today. We are thankful to be here and invite you to be a part of moving ATI forward in its mission.

Did you know…

ATI is entirely run by volunteers.
The board of directors is elected by you, our Voting Members.
Our board member terms are 2 years, with elections held annually, as elected positions are staggered.

This Fall we will be voting for the following:

President
Vice President
Secretary
Treasure
Member At-Large (2)

Another way to contribute to the success of ATI is by participating in any one of the following committees:

Mentorship
Marketing
Website
And more…

We need YOU!

We welcome you to help us continue making a positive difference in the community through educational workshops, conferences and many other programs.

Please give serious consideration to joining the leadership team at ATI, either running for a board position, or serving on a committee. Feel free to approach any of the board members to discuss what their experience has been like and consider the possibility.

To inquire further about any of the positions up for election, please send an email to: nominations@atiinc.org.

Greater detail about election dates will be announced shortly and will also be posted on our site.
Become a CCHI-Certified Interpreter Today...

Effective communication is crucial to quality health care. Healthcare interpreters are a critical part of the equation.

Healthcare interpreters demonstrate their professional knowledge, skills and abilities by becoming certified based on national standards. The national Certification Commission for Healthcare Interpreters (CCHI) is setting the standard for quality in healthcare interpreting by offering a certification path for interpreters of all languages. An increasing number of hospitals and language agencies choose CCHI-certified interpreters.

CCHI offers two national certifications: Core Certification Healthcare Interpreter™ (CoreCHI™), a core certification for interpreters of any language, and Certified Healthcare Interpreter™ (CHI™), a performance certification, currently available for interpreters of Arabic, Mandarin and Spanish. All CCHI-certified interpreters enjoy the benefits of being listed in the online National Healthcare Interpreter Registry.

Make sure you are involved and active in the CCHI community...
- Subscribe and contribute to our Newsletter and Mini-glossaries
- Apply yourself and encourage others to become a CCHI-certified interpreter – CoreCHI™ or CHI™
- Volunteer your expertise and time to work with one of the national committees or outreach programs
- Choose continuing education courses accredited by CCHI through the National Continuing Education Accreditation Program (CEAP at www.CEAPchci.org).

Find it all at: www.cchicertification.org
International Translation Day is celebrated every year on 30 September on the feast of St. Jerome, the Bible translator who is considered the patron saint of translators. The celebrations have been promoted by FIT (the International Federation of Translators) ever since it was set up in 1953. In 1991 FIT launched the idea of an officially recognized International Translation Day to show solidarity of the worldwide translation community in an effort to promote the translation profession in different countries (not necessarily only in Christian ones). This is an opportunity to display pride in a profession that is becoming increasingly essential in the era of progressing globalization.

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Arizona Translators & Interpreters, Inc.

2016 Annual Conference

Arizona Translators & Interpreters, Inc.

P.O. Box 36464

Phoenix, Arizona 85067-6464

WWW.ATIINC.ORG