



## 2023 ATI ANNUAL CONFERENCE

### *Boosting your Professional Game!*

Saturday, September 30, 2023

8:00 a. m. – 6:00 p. m.

Pima Community College Downtown Campus, Tucson, AZ

**DR. HOLLY SILVESTRI, CPLM**

**KEYNOTE**

*Boosting Your Professional Profile by Doing Your Own Research*

We will discuss the guidelines for interpreters recently published by NAJIT with respect to how to deal with creating and developing your profile in social media. The keynote speaker participated in the creation of these guidelines and will walk the audience through how she and her team worked to create these guidelines as well as the history of such symbols as *emoticons/graphicons* in the social media arena.

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*The ABCs of IEPs: Interpreting for Special Education*

**DR. HOLLY SILVESTRI**

Interpreters will be introduced to the special skills required to effectively interpret for special education, as well as the Standards of Practice and Code of Ethics currently in effect in this domain. Additionally, interpreters will be given an overview of the laws affecting this process, as well as the different types of situations in which they may be called upon to interpret. This presentation will be given in English.

**Biography:** Dr. Holly Silvestri is CEO of Linguistic Connections, LLC. She is also Sr. Coordinator of Training, Translation, & Curriculum at the National Center for Interpretation, a unit of the University of Arizona. She has also taught in the Translation and Interpretation undergraduate Spanish major at UA. Her working languages are English, Spanish, and French. She specializes in community interpreting and interpreter and translator training and most recently she authored three courses for NCI's Certificate of Interpreting. These courses are also going to be offered as electives in UA's undergraduate Spanish Translation and Interpretation major.



## **ADDITIONAL SPEAKERS (Cont'd.)**

### ***Mini Boot-Camp: The Cardiovascular System***

**ROSANNA BALISTRERI**

Owner, Cultural and Linguistic Consultant, Reach-Diversity

This session will help navigate the cardiovascular system in its main components and functions. After this session participants will be able to:

1. Recognize roots related to the cardiovascular system
2. Identify the main components of the cardiovascular system
3. Understand the function of each component

**Biography:** Miss Balistreri is the founder of REACH-reaching diversity and has over 20 years of background in language teaching and proficiency assessment, as well as extensive experience in curriculum development, as well as teaching translation and interpreting programs. She has served as President of the California Healthcare Interpreting Association and is presently President of the National Council of Interpreters in Health Care, where she has previously served as Chair of the Standards and Training Committee & co-chair of the Language of Limited Diffusion Work Group.

Miss Balistreri is a dynamic member in the language service arena and an active conference speaker and presenter on language access, diversity & Inclusion, as well as cultural awareness in healthcare. She has presented at annual conferences and other educational events organized by the American Translator Association, Association of Translators and Interpreters in the San Diego Area (ATISDA), the National Council of Interpreters in Health Care (NCIHC), the International Medical Interpreter Association (IMIA), the California Healthcare Interpreting Association (CHIA), the Arizona Translator and Interpreter Association (ATI) and the Texas Association of Healthcare Interpreters & Translators (TAHIT), among others.

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### ***Ethics and Skills for Court Interpreters***

**SARHA BELTRAN**

CITS Manager, Pima County Juvenile Court Center

What makes a successful court interpreter? you may ask. But there is no exact recipe for a successful court interpreter. And while each interpreter brings value to the profession there is an interpreter code of conduct that governs us as court interpreters. We will be reviewing in depth each of the ten canons of the Arizona Court Interpreter Code of Conduct. The consequences of not following it as well as the benefits of each. While the canons are the compass of our profession, there are certain skills that are vital to the performance of our duties. We will be highlighting ten skills that will enhance your renditions and in turn make you a better interpreter inside and out. Every skill highlighted will prove that interpreting is an interdisciplinary profession that goes beyond the language barrier and into our human aspect.

**Biography:** Ms. Beltrán has a Bachelor of Arts in Spanish with a concentration in Translation and Interpretation and a minor in Pre-Law. She has basic knowledge of Brazilian Portuguese and American Sign Language. She is an Arizona Certified Court Interpreter in the Spanish language and has been with the courts for almost eight years. Her roles have included both court interpreter and interpreter coordinator. Sarha is currently the CITS Manager at PCJCC. Sarha volunteers for organizations such as the Hispanic Scholarship Fund and for community events held by the courts. She is also a member of the National Association for Court Management, the National Language Service Corps and the TRS Advisory Committee with Pima Community College.



## **ADDITIONAL SPEAKERS (Cont'd.)**

***Elevate your Image to Succeed as a Court Interpreter and other settings.***

**BEATRIZ E. BOGARD**  
USCCI & Certified Image Consultant.

Have you ever wondered what your Image says about you? Your image includes not only the clothes you wear but your body language, communication skills and etiquette. Your Image needs to say that you are effective professionally and personally, it should reflect your accomplishments.

Did you know that it only takes a few seconds for others to make judgements about you? We make judgements about others based purely on the way they look, and it all happens at a subconscious level. Clearly, since we make such profound value judgements from such superficial evidence, it would also seem important to choose carefully the way we dress in order to communicate our attributes and value to others. In this class we will learn the importance of our Image in our work as interpreters and how we can elevate it to be used as a tool to communicate that we are efficient and professional. I will also give you great tips on how to use color to our advantage in different professional settings.

**Biography:** Beatriz Bogard is originally from Veracruz, México and came to this country almost 30 years ago. She's a mother of two children ages 26 and 22 and a stepmother to her life partner's daughter who is 13 years old. She's a Federally Certified Spanish Interpreter and Translator but about seven years ago she felt the need to reinvent herself and started studying fashion design, fashion styling and ultimately decided to become a Certified Image Consultant, where she felt she could help more people find their true style and improve their image in order to succeed in their professional careers and personal lives.

In 2020 she founded Bogard House of Style, Image Consulting and opened her studio in Phoenix, Arizona where she consults her clients on Color Analysis and Image.

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***Interpreter's Code of Professional Ethics in Legal and Medical Settings***

**KAREN BORGHEIMER**  
Professor, Florida International University

Interpreters are constantly faced with challenging moments while fulfilling their duties in the legal/ medical settings—difficulties with proper register, slang, idiomatic expressions, obscenities, attorneys who question the accuracy of the translation and/or ask the interpreter his/her opinion on some aspect of the case, the onslaught of the media in high-profile cases—just to mention a few. The presenter, with the use of a PP presentation, will guide the participants through the Interpreter's Code of Ethics while depicting actual courtroom scenarios

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|---|---|
| <b>1. Accuracy</b>                      | <b>4. Never Giving Legal Advice or Opinions</b>   |
| <b>2. Impartiality &amp; Neutrality</b> | <b>5. Maintaining Proper Professional Relations</b>   |
| <b>3. Confidentiality</b>               | <b>6. Commitment to Continuing Education and Professional Improvement and Final Remarks</b> |

**Biography:** Prof. Karen Borgenheimer, MFA, is a classically trained, certified interpreter and translator who is regarded as a skilled, insightful, and versatile professional who is equally comfortable in the classroom, courtroom, and international conferences.

Karen obtained a Master of Fine Arts degree in Translation Studies from the University of Arkansas—Fayetteville. She also completed doctoral coursework in Spanish Language and Linguistics at the University of Wisconsin—Madison. For nearly a decade, Karen lived in San Lorenzo de El Escorial (MADRID), Spain where she taught at the Real Centro Universitario (RCU) "Maria Cristina." During this time, she attended the prestigious Sampere Escuela de Traductores e Intérpretes in Madrid. Upon return to the US, she studied Court and Conference Interpreting at Florida International University (FIU).

Karen has been a university professor for 30 years and a professor in the Translation and Interpretation Program at Florida International University (FIU) in Miami, Florida for the past 21 years. She has presented at national and international conferences including ATA-SPD, NAJIT, ATI, and CUICIID 2018 "Docentes de Vanguardia" in Madrid, Spain.



## ADDITIONAL SPEAKERS (Cont'd.)

*I'm gonna make you mine – the language and metaphors of mining*

DIETLINDE DUPLESSIS

Freelance Audiovisual Translator, Desert Dirndl

Mining is an important industry in Arizona and comes with its own jargon, from „adit“ to „winze“. We stake our claim by looking at some more unusual terminology around mineral resources extraction and the basics of the mining process. Then it is back to the salt mines, as we look at metaphors used in mining like face, vein, etc. We will wrap up by considering some metaphors and everyday sayings originating in mining. Surely, we will hit the motherlode, or maybe you will take away just some nuggets of information, but there is no risk of being the canary in the coalmine.

This lecture is language-neutral and held in English with occasional examples taken from other languages.

**Biography:** DeeDee DuPlessis received her degree in Technical Translation from the University of Hildesheim (Germany) and subsequently worked 20 years in corporate communications. After moving to Tucson in 2015, she worked as a freelance audiovisual translator for several years. In 2020, she joined the University of Arizona in what is today the School of Mining and Mineral Resources and is in all likelihood the oldest undergraduate student at University of Arizona to take courses towards a Bachelor in Fine Arts (BFA).

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*Coping with Technological Developments in Translation and Interpreting*

JAIME FATÁS-CABEZA

Associate Professor, Spanish/Portuguese Department, University of Arizona

The quantity and pace of technological advances in recent years have produced a plethora of sophisticated translation and interpreting tools that are becoming increasingly common in our profession and are redefining how translators and interpreters operate. These tools can offer unprecedented access to information, increased productivity, and unparalleled accuracy. However, they come at a price: the exponential increase in the degree of automation displaces what we used to see as core roles for interpreters and translators. Besides, in order to remain competitive, translators and interpreters need to be fluent in digital applications, artificial intelligence, machine translation, data literacy, and a plethora of other technical and administrative domains, skills and responsibilities. Translation and interpreting are increasingly becoming jobs in which managing technological environments, editing, and quality control are given more value than translating or interpreting. This is a blessing for some; for others it is a curse.

In this session, I will give a brief overview of recent technological developments applied to translation and interpreting, how these changes force us to rethink deontological (professional ethics, principles and duties) and epistemological (principles, foundations, extent and methods of knowledge) of our profession(s), and what I consider a balanced approach to this demanding environment.

**Biography:** Jaime Fatás-Cabeza is Associate Professor of Practice at the Spanish and Portuguese Department of the University of Arizona. He was the director of the undergraduate degree program in healthcare and legal translation and interpretation for 16 years. He is a United States Court Certified Interpreter (USCCI, English/Spanish) and formerly certified as a healthcare interpreter (CCHI-Spanish). Jaime 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 has developed legal and medical curricula for government, higher education and healthcare organizations and published a large number of book-length translations and articles. He is a member of the Policy, Education, and Research Committee and the Trainers of Trainers Committees of the National Council on Interpreting for Health Care (NCIHC). Most recently he has joined the editorial board of *Access*, the new newsletter of the NCIHC and serves as an expert consultant and witness in legal matters regarding translation and interpreting. He loves music, wine, food, books, conversation and regenerative agriculture, and helping others, and he is very worried about climate change.



## **ADDITIONAL SPEAKERS (Cont'd.)**

### ***Open Pedagogy: Involving and empowering students as content creators***

**DR. JEFFREY GABBITAS**

Lead Faculty, Translation and Interpretation Studies, Pima Community College, Tucson, AZ

This session will present a model of open pedagogy and demonstrate how to use this model to accomplish the goal to help students pass medical certification exams and the process to accomplish it.

**Biography:** Dr. Jeffrey W. Gabbitas has been directing the Translation and Interpretation Program at Pima Community College for 13 years and has taught Spanish for 27 years at the postsecondary level. He received his BA and MA from BYU, and an MA and PhD from the University of Arizona in Second Language Acquisition and Teaching. He has worked as a freelance translator in the medical and mining fields and a freelance interpreter in the financial field. He also served as the President of Arizona Translators and Interpreters (ATI) for two years. Besides his passion for teaching, he likes to sing and break dance.

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### ***What You Need to Succeed as a Video Remote Interpreter***

**ELIANA LOBO**

Director, Lobo Language Access

**This workshop shares best practices and practical tips and suggestions for working telehealth appointments from home.** Since 2020, many onsite interpreters have made the shift to working as independent contractors. Telehealth is booming. Despite the ease of telecommuting, assignments have gotten tougher. Remote interpreting requests have grown in scope and complexity.

We'll look at how to:

- enhance one's remote persona,
- utilize scripts to enforce best practice
  - pre-session
  - confidentiality
  - asking for a repetition or clarification
- transparency
- managing the flow
- links will be shared for materials and exercises to assist interpreters with ongoing skills assessment and enhancement
- Guidelines for
  - choosing equipment
  - workstation set-up
  - connectivity requirements
  - and managing clients during a session

#### **Learning Objectives:**

- 1) Understand how to triage requests to the appropriate modality
- 2) Know how to configure your workstation for best user experience
- 3) Understand the importance of continually self-assessing one's interpreting skills
  - shared links for training materials to develop and improve that skillset

**Biography:** Eliana Lobo M.A., CoreCHI, is a DSHS-WA state authorized medical interpreter, a certified Trainer of Trainers (ToT™) of Medical Interpreters, and a nationally certified CoreCHI™ healthcare interpreter. Formerly, the Trainer and Supervisor for Harborview Medical Center's Interpreter Services, and subsequently the National Director of Interpreter Quality for InDemand, she is currently the Director of Lobo Language Access in Tacoma WA. Lobo Language Access provides language access consultation and develops interpreter training curricula. As an Adjunct Professor at Highline College, she teaches a 120-hour Professional Healthcare Interpreter course during the Spring and Fall quarters. A frequent speaker at healthcare interpreter conferences, presenter/co-host for NCIHC's "Home for Trainers" webinar series, she has hosted nearly fifty webinars for medical interpreter trainers since 2015. Eliana is a former CCHI Commission and current NCIHC Board member, and Standards & Training Committee Chair.



## **ADDITIONAL SPEAKERS (Cont'd.)**

### ***Protecting the information: Intellectual Property and confidentiality in virtual interpreting and translating***

TONY ROSADO

Conference Interpreter, Rosado Professional Services

The ever-growing use of the internet and social media, and the increase of remote interpreting and translating work puts sensitive, valuable, and classified information at risk of hacking and piracy. Avoidance and reduction of these risks is often out of interpreters' and translators' hands, but there are certain steps and practices they can follow to protect their work product and stop the spread of their translations and interpretation without their consent and due compensation. This presentation will show the most common practices that harm our profession, analyzing the professional ethics rules interpreters and translators must follow at all times, discussing the International Law precepts that protect our work from third party entities, and gives us control over our product. During the last part of this session attendees will contribute realistic ideas and will create a basic text to protect their work, including their right to be recognized and get royalties.

**Biography:** For over 30 years, Tony has worked as conference interpreter for many high profile events and clients, including the U.S. Department of State as an independent contractor; major radio & TV networks in the U.S. and Mexico, including press conferences, presidential speeches and debates, and sports events; a court interpreter certified by the Administrative Office of the U.S. Courts and the States of Colorado and New Mexico; his studies include a Law Degree by Escuela Libre de Derecho in Mexico City. For over 2 decades he has been an instructor and interpreter trainer at universities in all continents; a regular presenter at conferences throughout the world; author of 2 books on interpreting, and "The Professional Interpreter" blog. He has worked with many top-level politicians, celebrities, athletes, and entrepreneurs, including presidents and popes. He is a member of AIIC, TAALS, IAPTI, ASETRAD, OMT, ATA & NAJIT.

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### ***Removal Proceedings... A World Apart!***

FRANCESCA SAMUEL

Immigration Court Contract Interpreter and President of A la Carte Translations

This lively presentation includes immigration court terminology as well as information regarding the different immigration court hearing settings, for example, cancellation of removal, adjustments, asylum, voluntary departure, removal vs. deportation, citizenship claims, etc. We will examine the role of interpreter in Executive Office of Immigration Review (EOIR) settings. We will discuss the differences between this circuit as compared to the federal and state interpreter requirements.

Additionally, we'll explore language differences or similarities of standard legal terminology vs. immigration jargon, and the importance of cultural awareness in translation. The session will also include information about some of the do's and don'ts associated with the preparation and translation of documents for purposes of immigration.

Participants will receive information regarding monolingual (English) and bilingual (Spa<math>\leftrightarrow</math>Eng) glossaries of terms associated with immigration as well as a list of the definitions of the different sections of the law for EOIR (Executive Office of Immigration Review).



## ADDITIONAL SPEAKERS (Cont'd.)

**Biography:** Francesca Samuel is a freelance Eng<math>\leftrightarrow</math>Spa interpreter and translators. She founded A la Carte Translations in 1998, a web-based translation business and has been a member of NAJIT and ATA since 1999. Francesca is a graduate of the Pima College Translation and Interpreting Program and has 20+ yrs. experience as an immigration court contract interpreter. Francesca has presented on immigration, business management, scam prevention and social media at several annual conferences including FIT, NAJIT, CFI, ATA and ATI. She is a tireless volunteer, a passionate advocate for the profession, and a recipient of the ATA Harvie Jordan Award for Outstanding Voluntarism.

Francesca serves on several committees and boards which include the National Assoc. of Judiciary Interpreters and Translators, Arizona Translators and Interpreters, and the American Translators Association. She's also been a long-time member of the Better Business Bureau and the Arizona Small Business Association.

A proud native of Puerto Rico, she lived in NYC and LA before settling down in Tucson, AZ with her husband and children.

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### *Signed and Spoken Language Interpreting: Understanding our Similarities and Differences*

VICTORIA VAUGH / CAMEO HUNSAKER

Licensing & Compliance Specialist / Interpreter Professional Development Specialist  
Arizona Commission for the Deaf and the Hard of Hearing

There are many similarities between spoken and signed language interpreting.

Many people are surprised to learn there are considerable differences, as well. This presentation will review areas in which spoken and signed language interpreting are dissimilar, from business practices to ethics to working with clients.

Spoken language interpreters will also learn helpful tips and best practices for working with Deaf clients and signed language interpreters.

**Biographies:** Victoria Vaughn works as the Licensing and Compliance Specialist for the Commission for the deaf and hard of hearing. She was born and raised in Illinois and attended University of Illinois at Chicago. In 2000, she moved to Arizona to escape the cold weather. Ms. Vaughn worked in the corporate field for many years before deciding to follow her goal of becoming a sign language interpreter and attended the Phoenix College Interpreter Preparation Program. She is an advocate for effective communication for everyone and enjoys educating our communities about that topic.

Cameo Hunsaker has been a professional ASL/English Interpreter for 18 years and an Interpreter Educator for 7 years. She has a BSE in Deaf Studies with a concentration in Educational Interpreting from the University of Arizona and a MA in Teaching Interpreting from Western Oregon University. She obtained her National Interpreter Certification in 2008 and was in the first cohort of Arizona interpreters to be awarded the Emergency Response Interpreting Credential.

In her role as the Interpreter Professional Development Specialist at ACDHH, Cameo is committed to elevating the field of interpreting by supporting interpreters on their journey throughout every phase of their career.