Keynote Address:

ABSTRACT:
The last few years have brought dramatic change to the language access field. Passage of the Affordable Care Act gave Limited English Proficient patients new legal rights in the language access area. Major new regulations under Section 1557 of the ACA described significant new legal duties for providers. New court decisions are clarifying both patients' language access rights and providers' legal obligations.

LEARNING OBJECTIVES:
Issues to be discussed during this one-hour presentation will include the following:

1. The “Business, Medical (Quality and Safety) and Legal Cases for Language Access
2. Understanding Patients’ Rights and Providers’ Legal Duties Under Federal Language Access Laws (Title VI, the ADA and the Affordable Care Act)
3. New Language Access Requirements Under Section 1557 of the ACA
4. What if the ACA is repealed?
5. Providers Legal Duties Under State Language Access Laws
6. Judicial decisions (caselaw) that affect providers’ language access obligations
7. Emerging best practices in the provision of language access services

SPEAKER:
David B. Hunt, J.D., President and CEO of Critical Measures. Mr. Hunt is an attorney and a national expert on the law of language access. He has given national keynote presentations on this topic to both the American Bar Association and the American Hospital Association.

LEVEL OF PRESENTATION:
Intermediate

TOPIC WILL COVER THE FOLLOWING:
- Interpretation
- Translation
- General Knowledge
- Medical
- Legal
Workshop Presentation:
“Diagnosing and Fixing Problems With Your Hospital’s Language Access Program”

ABSTRACT:
Could your hospital’s language access program use a tune-up? Are you concerned about whether your hospital is in compliance with new the ACA’s new Section 1557 regulations or other federal and state language access laws? Even if your hospital is in compliance with the law of language access, is your language access program using national best practices in the language access field? The workshop will discuss best practices that providers can take to proactively improve their language access policies and practices while improving the quality and safety of care and reducing the risk of legal liability.

LEARNING OBJECTIVES:
The session will address cutting-edge practices such as the following:

- How to conduct a legal language access audit of your hospital’s language access systems, policies and practices.
- How to conduct a best-practices review of your language access program.
- How to assess the cultural and linguistic competence of your providers.
- How and why your hospital should have a Language Access Plan.
- The most common language access compliance problems and how to avoid them
- Tips for increasing the cost-effectiveness of your language access program.
- Training programs which can correct identified deficiencies in hospital language access programs.

SPEAKER:
David B. Hunt, J.D., President and CEO of Critical Measures. Mr. Hunt is an attorney and a national expert on the law of language access. He has given national keynote presentations on this topic to both the American Bar Association and the American Hospital Association.

LEVEL OF PRESENTATION:
Intermediate

TOPIC WILL COVER THE FOLLOWING:
- Interpretation
- Translation
- General Knowledge
- Medical
- Legal
TITLE:
Moving Beyond The Walls Of The Dr’s Office: The Future Of Telehealth And Interpreting Services

ABSTRACT:
As medical treatments are more complex and emerging technology more available, patients and families manage a variety of health conditions at home that previously would have been managed in a hospital setting or Dr’s office, and the Interpreter’s role as a practitioner team member supporting both, the medical team and LEP patients and families, has grown exponentially as a fundamental piece in order to reach this important goal of redesigning and improving care outside the hospital and outpatient clinic. We as interpreters are facing opportunities and challenges that are unique to the future of our profession in a fast pace healthcare system that is changing before our eyes while technology is gaining wider use surrounded by the uncertainty that typically follows a transition.

LEARNING OBJECTIVES:
1. The changes in healthcare
2. What does it means for our profession
3. What we can do to adapt and evolve in order to remain strong
4. How we can Own Our Future instead of let it be owned by others.

BIOS OF CO-PRESENTERS:
Xiomara Armas is a BBA and NB Certified Medical Interpreter; she obtained her qualification with Georgia Department of Human Resources and Atlanta Workforce Development Agency in 2004 and started working with Cobb and Douglas county Health department, mental health and low enforcement, as well as freelance with several agencies. She’s been working at Children’s Healthcare of Atlanta for 11 years as Medical Interpreter with a deep interest in Family Education for medical conditions; she had been involved in multiple conferences, symposiums, learning days and classes for patients and families as well as Spanish recordings for Orientation videos, procedures and conditions for Hispanics patients and families, working very close with Providers and Health Educators in supporting their goals to teach and empower patients and families by providing them with the knowledge and skills necessary to manage their conditions. In 2010 She received the CHOA Golden Apple award for her contributions and extraordinary accomplishments in Health Education.

Maria Belen Ochoa, born and raised in Quito- Ecuador, Immigrated to the United States in 1999. She started her career as a Medical Interpreter at East Tennessee Children’s Hospital in Knoxville and she became a CMI by the National Board in 2012. Since then, she has been working as a freelance Medical Interpreter for different agencies and hospitals in East Tennessee; in 2013 she joined Stratus Video Remote Interpreting (VRI) adding another layer of experience. Maria is the founder of Diversity Interpreters and Translators; the company provides Spanish (IPI) Interpretation and Translation services for medical, legal and business settings.
TITLE:
"Navigating Health Literacy Disparities: Techniques for the Interpreter."

ABSTRACT:
Interpreters are often caught between a rock and a hard place. Despite best efforts to facilitate communication, the degree to which the message is truly facilitated for the patient is questionable. The reality is that many LEP patients are unfamiliar with medical terms and concepts in their own language, and many providers are either unaware of this and/or unfamiliar with how to address it. Ultimately, the patient may end up with only a partial understanding, if any at all. This presentation aims to explore health literacy issues and provide real-time techniques for interpreters to use in collaboration with providers, so as to ultimately enhance safety and quality of care for the patient.

We actively employ these techniques in our interpreting work. These techniques are consistent with the current national standards of practice for healthcare interpreting.

LEARNING OBJECTIVES:
1. Learn how to identify socio-linguistic patterns in the interpreted encounter that may require a Health Literacy Intervention (HLI).
2. Understand that the plain language campaign is a national effort in healthcare facilities with the goal of improving patient safety and clinical outcomes.
3. Become proficient in how to employ an HLI (and other techniques) and how to collaborate effectively with providers/staff to reduce these barriers.

BIOS OF CO-PRESENTERS:
Alison Arévalo-Amador
Alison is the current Manager of Interpreting/Translating Services at Children’s Healthcare of Atlanta, Inc. and has developed presentations on best practices for providers and cultural sensitivity during her time with the organization. With a degree in Interpreting/Translating from California State University in Long Beach, she has worked in interpreting/translating for 12 years in the health and medical sector, from behavioral health and HIV prevention, to currently pediatric care. Her passion for this field stems from her Guatemalan ancestry and upbringing and she is proud to have continued opportunities like this one, to advocate for the Spanish-speaking community.

Andrea Henry
Andrea Henry has been active in healthcare interpreting for 20 years—-as a staff interpreter, agency per diem interpreter, telephonic interpreter, teacher, and department coordinator. She began her career in Oregon where she initially worked as a per diem interpreter for Pacific Interpreters and later as a full-time telephonic interpreter at their company headquarters. She earned her B.A. from the University of Oregon in Spanish and International Studies with a minor in Ethnic Studies. After relocating to Atlanta, Andrea spent six years in development of interpreting services departments in two healthcare systems. She has thoroughly enjoyed her work as a staff interpreter for Children’s Healthcare of Atlanta for the past 12 years, where she’s also carrying out research on interpreter fatigue.
TITLE:
“Making the Case for More Engaged Interpreting: The Unique Value of Face-to-face Interpreters in the Era of Remote Interpreting Technologies”

ABSTRACT:
Video interpreters are becoming more commonplace in healthcare settings, for their convenience and human touch. So, it’s not a surprise that video interpreters have the potential to also be considerably appreciated. After all, the tablet screen is usually within reach, accessible in a matter of minutes. And then seeing the actual face on the screen? Well, that can feel much more human than the voice over the phone, at least for many providers. Moreover, video interpreters are sometimes viewed as more economical for an organization because they do not require a salary, regular hours or benefits. What does this all mean? Face-to-face interpreters may have an uphill battle coming our way, if not already. Some interpreters have an even bigger hill to climb, depending on the priorities and economic status of their organization.

So, how do we make our value known? How do we show the distinction between face-to-face interpreters who are actively involved in the medical team’s goals versus remote interpreters who are often out of the loop and unaware of the culture of the organization or the sometimes unique vernacular of both parties? Are there tools we can use that will set us apart and thus enhance providers’ knowledge of our unique value? Are there strategies that could show precisely what we have to offer that a remote interpreter cannot? This and more will be shared with the attendees. I look forward to representing my organization, Children’s Healthcare of Atlanta, as well as my colleagues who appreciate this work and hope to keep doing it, despite the advent of modern remote technologies.

LEARNING OBJECTIVES:
1. How do we make our value known?
2. How do we show the distinction between face-to-face interpreters who are actively involved in the medical team’s goals versus remote interpreters who are often out of the loop and unaware of the culture of the organization or the sometimes unique vernacular of both parties?
3. Are there tools we can use that will set us apart and thus enhance providers’ knowledge of our unique value?
4. Are there strategies that could show precisely what we have to offer that a remote interpreter cannot?

LEVEL OF PRESENTATION:

BIO:
Andrea Henry has been active in the healthcare interpreting field for 20 years, as a staff interpreter, agency per diem interpreter, telephonic interpreter, teacher, and department coordinator. She began her career in Oregon where she initially worked as a per diem interpreter for Pacific Interpreters and later as a full-time telephonic interpreter at their company headquarters. She earned her B.A. from the University of Oregon in Spanish and International Studies with a minor in Ethnic Studies. After relocating to Atlanta, Andrea spent six years in development of language services departments in two healthcare systems. She has thoroughly enjoyed her work as a staff interpreter for Children's Healthcare of Atlanta for the past 12 years, where she’s also carrying out research on interpreter fatigue.
TITLE:
ATA Certification: The Why and the How

ABSTRACT:
Is ATA certification for me and how does the certification process work? Patricia Pringle, an ATA certification exam grader (Japanese to English), will explain the certification process from the application form to post-certification continuing education requirements. The examination is now conducted using computers that are connected to the internet, on site and with proctoring. Patricia will introduce the information provided on the ATA site, offer tips, and explain the error categories that are used in the grading process.

LEVEL OF PRESENTATION:
Intermediate/Advanced

PRESENTERS:
Patricia Pringle

BIOS:
Patricia Pringle is an ATA certified Japanese to English translator and has been a TAPIT member since 2008. She has been a grader for the Japanese to English certification exam since 2015.
TITLE:
Cognates and False Cognates

ABSTRACT:
This intermediate/advanced presentation focuses on refining Spanish <> English interpretations and/or translations of cognates and false cognates in the legal and medical fields. Specific examples will be provided and discussed to demonstrate the power of accuracy when interpreting and/or translating. Reliable sources will be shared in order to provide interpreters/translators access to trustworthy sites that will support the development of their personal lexicon.

LEARNING OBJECTIVES:
1. identify and define the difference between cognates and false cognates
2. explain why this linguistic phenomenon exists
3. find online resources to interpret and/or translate cognates and false cognates accurately

PRESENTERS:
Sarah Rodriguez

BIOS:
Sarah P. Rodriguez, CMI, ThB, SA, studied at Faith School of Theology and the University of Arkansas. Her professional experiences include high school Spanish teacher / supervisor, assistant principal, registered court interpreter, coordinator of Shadowing Program for Vanderbilt undergraduate students and certified medical interpreter. She has worked as an interpreter or teacher in the United States, Canada, Jamaica, Mexico, Honduras, Cuba, and the Dominican Republic. She joined Vanderbilt University Medical Center in 2009 as a medical interpreter and obtained NBCMI certification in 2012. She collaborates with the Vanderbilt Bill Wilkerson Center pediatric division, coordinates the Interpreters’ Glossary Project, and is an adjunct professor for the TFLI/Vanderbilt interpreter training course. She is a member of ATA, CHIA, IMIA and TAPIT.

LEVEL OF PRESENTATION:
Intermediate to Advanced
TITLE:
"Sex crimes: the crude reality of their vocabulary"

ABSTRACT:
Sex crimes are difficult enough for the victims without having to add the aftermath of the actions they were subject to, among them having to recall what they went through. What was said while they were assaulted becomes part of those unpleasant memories and many times the vocabulary used is as heinous as the act itself.

If you grew up in this country during your teenage years, you were most probably exposed to some of the most vulgar, tacky, unkind, unfiltered, and unpleasant vocabulary that describes sexual situations or actions, but if you moved to the United States later in life, chances are you haven’t heard many of those terms, thus making your job a little bit more difficult when interpreting for defendants or victims of such a gruesome crime.

In this workshop we'll learn many of those expressions - and their context - that you might encounter during sex crime related hearings or trials. Since for many of those expressions there is no actual equivalent in a foreign language, the explanation of these phrases will give you the tools to use the best equivalent to convey the message.

NOTE: The content you are going to be exposed to might be very difficult and uncomfortable to handle. I understand if you prefer to attend a different workshop instead.

LEARNING OBJECTIVES:
1. Learn explicit sexual expressions that will be useful while interpreting / translating
2. Familiarize the attendees with uncomfortable vocabulary so they can feel more at ease when in a real setting

AUDIENCE LEVEL:
Beginner to advanced

BIO:
Itzel Neal is a Computerized Systems and Informatics Scientist (CSIS) from the Universidad Iberoamericana in Mexico City, and has a professional experience of more than 35 years translating to and from English and Spanish.

Before moving to Tennessee she was the personal advisor in computer science for the Attorney General of Mexico City, Dr. Samuel del Villar, leading the development of 32 major projects for criminal justice.

She was a featured speaker at international conferences where she talked about the impact of criminal justice information systems. Specifically, her expertise was in reducing crime and improving prosecution through information technology.

She was also a consultant for Mexico City’s government and the personal advisor in computer science for the Secretary of Public Finances and the chief executive of the Public Registry of Property and Commerce, both in Mexico City as well.

She started her bilingual training at 6 years old when she was enrolled in a bicultural institute in her native Mexico, where she fell in love with the English language. She spent the next 16 years learning English in a British Mexican institute and then in a Mexican American school.
TITLE OF THE PRESENTATION
Evolution in the Field of Legal Interpreting - Redefining the Role of the Court Interpreter

SHORT BIO OF THE PRESENTER
Joshua Elliott is a Federally and State Certified Court Interpreter who holds a Bachelor of Arts degree in Spanish from Murray State University and a Master’s of Arts degree in Spanish from the University of Louisville. He has also received certification to interpret in medical settings from the Certification Commission for Healthcare Interpreters (CCHI). After serving a stint in the United States Border Patrol in Southern California, Joshua joined Humana Insurance Company in Louisville, Kentucky, where he spent several years working with Humana’s Spanish-speaking clientele in a variety of capacities. Joshua joined the Kentucky AOC as a certified Spanish staff interpreter in 2007, and he now serves as manager of the Kentucky AOC Office of Language Access. Joshua has done extensive work as an interpreter trainer, routinely presenting topics of interest to aspiring and advanced interpreters alike in venues across the nation. Lastly, Joshua was fortunate enough to marry the love of his life, and he and his wife have been blessed with 2 beautiful sons and a precious little girl!

ABSTRACT:
The role of the judicial interpreter, as it has been traditionally defined, has largely been limited to that of a conduit. The properly trained judicial interpreter, in accordance with any standardized court interpreting code of ethics, should interpret exactly what is being said without omitting, adding, embellishing, or otherwise altering the original message. This understanding of the court interpreter’s function and purpose has been applied to all scenarios, situations, and encounters in which the services of a judicial interpreter may be needed, and it is generally accepted that there is no place for personal opinion, cultural explanations, or advocacy within any facet of the modern practice of judicial interpreting. This perspective, however, fails to consider the individual goals and needs of each of the unique participants within the legal process and ultimately only serves to severely limit the defendant’s ability to fully participate in his/her own defense. While conduit interpreting is certainly an integral part of what judicial interpreters do, it is actually but one of the numerous roles that interpreters play in today’s judicial marketplace. In this presentation, Joshua Elliott, manager of the Kentucky Office of Language Access, will discuss Kentucky’s paradigm regarding the diverse roles that judicial interpreters play in modern legal settings, defining and examining each role in depth, and providing ethical and legal foundation for each.

LEVEL FOR THE PRESENTATION:
General – Anyone with an interest in legal interpreting is welcome to attend.

TOPIC WILL COVER THE FOLLOWING (CHECK ALL THAT APPLY):
Interpretation
Translation
General Knowledge
Legal
Technical
Interpreting Ethics
TITLE:
FROM THE STAGE TO THE STAND: ACTING TIPS TO IMPROVE YOUR INTERPRETATION

ABSTRACT:
Actors control their voice, inflection, and emotions. Improvisers think quickly on their feet, create and embody characters and situations and place ultimate trust in their teammates. While used for different purposes, these skills are key to being an excellent interpreter. Join this engaging session and explore how voice control, stage (booth) presence, and remaining cool under pressure assist interpreters to better their craft. Practice thinking on your feet, coming up with creative solutions, and presenting emotive interpretation. Use this session to become a better interpreter and have fun doing so.

LEARNING OBJECTIVES:
Learn skills and techniques used by actors and improvisers that can help you become a better interpreter.

BIOGRAPHICAL INFORMATION:
Mr. Javier Castillo, Jr., president of Castillo Language Services, Inc., has worked as an interpreter and translator since 1999. Mr. Castillo is a Federally Certified and State Certified Court Interpreter, a Conference Interpreter, a Certified Medical Interpreter and a contract interpreter for the U.S. Department of State. In addition to his career in language services, Mr. Javier Castillo is a veteran actor having performed improv comedy for over 10 years with OOOPS Improv and IBX Improv in North Carolina and has been a guest performer with the Diabolical Experiments show in Portland, Oregon. He has studied improv in North Carolina, Washington, D.C., New York City, Chicago and San Francisco, and has coached for his current group, IBX Improv. In addition to his stage acting, Castillo has appeared in commercial videos for Blue Cross and Blue Shield and has done voice-over work for TV and radio spots.
TITLE:
Jehovah’s Witnesses the Medical and Ethical Challenge

ABSTRACT:
Interpreters are extremely skilled in the business of helping people from all ethnicities and disabilities to understand and fully comprehend the difficult decisions that face patients who are in need of life saving care. Many patients are unfamiliar with not only the medical terms in their own language being put before them but, for patients who are Jehovah’s Witnesses, there are additional ethical and medical challenges and decisions to be made due to their absolute and unshakable commitment to “abstain from blood” Acts 15:20,29. This presentation has benefited the interpreter community nation-wide by learning from a brief power point presentation and Q&A session what decisions could be made by patients who are Jehovah’s Witnesses and why they may vary from patient to patient due to an individual’s conscience. Additionally, understanding the legal issues, which include the power and authority of a patient’s Medical Directive and Durable Power of Attorney, will aid an interpreter to effectively communicate to a physician a patient’s legal and ethical rights. This presentation is to be considered advanced.

LEVEL OF INSTRUCTION:
Advanced

LEANING OBJECTIVES:
1. Learning why certain procedures and devises will be acceptable in medical treatment to one witness and the very next Jehovah’s Witness patient will reject that procedure because it violates their trained God given conscience. This is addressed so that an interpreter will not be confused by this occurrence.
2. As the neutral party between physician and patient in any situation the interpreter must have a clear understanding of the legal document that all of Jehovah’s Witnesses carry, their DPA. Additionally, the interpreter must understand the legal rights of the “designated health care agent” when the patient is in an unconscious state and is not able to communicate his or her wishes.
3. Learning the rights of minors who have been designated as “mature minors” by the court and effectively communicating to a judge or court official the conviction and mature understanding by the minor of the medical emergency and his or her religious beliefs.

BIO OF PRESENTERS:
Charles D. Albury, Jr. DMD
Dr. Albury has been a member of the Nashville Hospital Liaison Committee for Jehovah’s Witnesses since 1987. He received his professional degree and training in Oral & Maxillofacial Surgery in Louisville, KY. As a board Certified oral and maxillofacial surgeon he performed major Orthognathic and TMJ reconstructive surgery by using blood conservation surgical strategies for 35 years in private practice. He has given numerous presentations and lectures as an educator and clinician in the field of oral and maxillofacial surgery as well as identifying the medical and surgical strategies that avoid the use of blood transfusions. He has attended courses and provided training presentations on Blood Conservation Techniques and Strategic Alternative Modalities to blood transfusions. He is currently the Coordinator of the Body of Elders in the West Nashville, TN Congregation of Jehovah’s Witnesses.

Michael Burke
Currently the Chairman of the Hospital Liaison Committee for Jehovah’s Witnesses in Nashville Tennessee overseeing the needs of over 330 congregations in Tennessee and Kentucky. He has spent over five years working as a volunteer at the World Headquarters of Jehovah’s Witnesses in New York State. He has spent over 35 years as
a minister in Kentucky and Tennessee, delivering Bible discourses at yearly and semi-
annual conventions of Jehovah’s Witnesses with between 3,000 and 15,000 attendees. Since 1990 he has, as a Patient Visitation Group member (PVG) cared for the shepherding and spiritual wellbeing of ill patients at Vanderbilt University Hospital who are Jehovah’s Witnesses. Since 2012 as a Hospital Liaison Committee member he has delivered presentations to surgeons, doctors in general practice and a variety of medical personal in the middle Tennessee area. These presentations have aided physicians greatly in providing care to patients who are Jehovah’s Witnesses without using blood transfusions.

Bradley M. Gangler
Currently serves as a member of the Nashville Hospital Liaison Committee for Jehovah’s Witnesses as the overseer of all presentations given to medical and legal personnel in the Middle Tennessee and Western Kentucky area. He has served as a Minister for Jehovah’s Witnesses since 1975 and has lived in the Nashville area for the last two years. Prior to that he served with the Chicago Hospital Liaison Committee as a committee member that oversaw the Patient Visitation Group activity in 20 Chicagoland hospitals. Also, as a public speaker he has given Bible based lectures to groups of 5,000 or more annually. He has delivered presentations to surgical faculty members at Vanderbilt, St. Thomas and board members in the Centennial Hospital Group as well as medical students at multiple universities. As with all members of the Hospital Liaison Committee he is on call to be at hospitals when needed to answer questions about our beliefs to both patient and doctor.

David Rodriguez
Currently serves as a member of the Nashville Hospital Liaison Committee as well as the Coordinator of the Body of Elders for the Charlotte Spanish Congregation of Jehovah’s Witnesses here in Tennessee. Ordained as a minister in 1974 he has served in special full time service caring for the spiritual needs of congregations in both English and Spanish since 1979. Added to his demanding schedule in caring for others who are Spanish-speaking Witnesses, he volunteers a great deal of time devoted to constructing and renovating Kingdom Halls, which are our places of worship. As a public speaker David delivers Bible based discourses monthly to groups of several hundred and annually and semi-annually to groups of 6,000 or more. He has also been appointed by the Governing Body of our organization at our world headquarters as a substitute traveling overseer. In that role he is responsible for the spiritual wellbeing of multiple congregations of Jehovah’s Witnesses.
TITLE OF THE PRESENTATION:
Language Access Laws: The Latest in Healthcare

BIO:
Maria Baker is a language instructor, medical interpreter, and translator. She obtained her B.A. in TESOL in Santa Fe, Argentina, and her M.A in Spanish and TESOL from West Virginia University. She has several years of experience as a translator, and became an interpreter 4 years ago. While working as a staff interpreter, she mentored and oriented other interpreters through workshops about the interpreting profession. She is currently a freelance medical interpreter and translator, and a member of the IMIA Education Committee.

ABSTRACT:
Have you ever felt helpless when healthcare providers choose an unqualified interpreter or translator over a qualified one? Did you know that they could be breaking at least two laws? There are laws, regulations, and court rulings that require language services for programs or activities that receive federal financial assistance. Every stakeholder in the process (healthcare providers, managers, agencies, interpreters, patients) play a role in ensuring that these regulations become a reality in healthcare. As part of our job as interpreters, we need to be informed about the content of laws, and the steps to take when a patient's rights are violated. This presentation will provide information about some of the concepts included in the recent ACA Section 1557 and its implementing rule, an overview of previous regulations and standards, and the process to file a complaint with HHS Civil Rights Office. We will also go over resources for self-education on the subject, and concrete paths of action that we can take as interpreters.

Level:
Intermediate to Advanced.

OBJECTIVES
1. Interpreters will enhance their knowledge of certain concepts present in section 1557 of the ACA and its implementing rule.
2. Interpreters will learn the basics of filing a complaint with the HHS Civil Rights Office.
3. Interpreters will receive and make suggestions about concrete paths of action to ensure the law is upheld.

THIS PRESENTATION WILL COVER:
Interpreting
Medical
General Knowledge
TOPIC:
A Question of Ethics, or “Let the Boat Sink” (one to two hours)

BIO:
Sean Normansell

ABSTRACT:
Throughout this breakout session, the presenter will challenge attendees own understanding of their professional ethics through descriptions and demonstrations taken from actual interpreting encounters. The dangers of utilizing Ad Hoc interpreters in the stead of a trained and certified medical interpreter will be discussed, in addition to the importance of staying true to the original message when interpreting.

LEARNING OBJECTIVES:
1. Attendees will face and discuss facilitation amidst ethical issues from real encounters
2. Attendees will be challenged with making their own choices while facilitating in role-play encounter exercises

LEVEL:
Intermediate to Advanced

PRESENTER’S INFORMATION:
Sean Normansell

THIS PRESENTATION WILL COVER:
Interpreting
TITLE:
It’s Everyone’s Business: making management decisions in the interpretation & translation industry

ABSTRACT:
Working as a staff interpreter in a hospital setting and working as a contractor for an agency both have pros and cons, and can share similarities and differences. Come learn more about the business side of the interpretation & translation industry, from two different perspectives: a state agency that works with contract Interpreters & translators, and a level 1 trauma center, research hospital that works with staff interpreters & translators.

LEARNING OBJECTIVES:
Presentation will include but will not be limited to discussion on:
1. What are hiring practices?
2. What is the purpose of productivity tracking?
3. How to measure return on investment?
4. Implementing new initiatives
5. Profit margin and budgeting that affects an organization

LEVEL:
Intermediate to Advanced

BIO:
Dr. Janice Snow Rodríguez is the Executive Director of the TN Foreign Language Institute (TFLI). She holds a Ph.D. in Public Administration and Masters of Arts, in Spanish Literature. Dr. Rodríguez has been employed by TFLI since 1999, and is credited with researching and recommending the state’s certification program for court interpreters, adopted by the TN Administrative Office of the Courts. She is the Title VI Coordinator for the Institute, works on the TN Supreme Court's Access to Justice Committee for Interpreter Issues, and is a board member for the Metro Nashville Police Department's El Protector Program and a Commissioner for the Metro Human Relations Commission. Certified as a Cross-Cultural Health Care Program Cultural Diversity Trainer, she has conducted numerous cultural awareness and diversity seminars for social services, medical and law enforcement agencies. She also serves as adjunct faculty for Tennessee State University's College of Public Service and Urban Affairs, and is on TSU's advisory committee for International Education. Her most recent publications include a chapter in the text Communication and Language Analysis in the Public Sphere (Hart, 2014, IGI Global) entitled "Language Policy Argumentation and Rhetoric, Pre- and Post-9/11."

Previous professional experience includes eight years’ service as a Technical Information Specialist in a library devoted to Cuba and Cuban issues with the Voice of America's Radio Marti Program in Washington, DC as well as a Director of Information Services for an intellectual property law firm in Alexandria, Virginia. A native Nashvillian, she has two children, Javier and Claudia, and resides in the 12th South area of Nashville.

Hope Collins is the Manager of Interpreter Services at Vanderbilt University Medical Center where she has worked since 2012. She has a Teaching English as a Second Language Certification from the TN Foreign Language Institute, holds a Master’s in Public Administration from Tennessee State University and a BA in Anthropology from the University of Tennessee, Knoxville. She also worked as a Peace Corps Volunteer in Cape Verde, West Africa as a health educator in water, sanitation, maternal and child health. She is a Certified Mediator (civil) through the Nashville Conflict Resolution Center and served on the TAPIT board from 2010-2016. She speaks Cape Verdean Kriolo and English.
TITLLE: 
"The Language, Structure and Purpose of Juvenile Court"

ABSTRACT:
The criminal justice system for juveniles is different in many significant ways from the adult system. In this 2-hour presentation we explore the purpose, structure, actors and specialized language that are used in juvenile court. For the first hour, Judge Calloway will explain the purpose, structure actors and operation of juvenile court in general and of her court in particular. A glossary of juvenile court terms will be provided for the attendees. During the second hour, Mr. Morales will discuss the terminology used, as well as best interpreting practices and techniques for Juvenile Court settings

BIOS:
Judge Sheila D.J. Calloway - After graduating from Vanderbilt Law School, Sheila Calloway worked at the Metropolitan Public Defender's Office in Nashville, in both the adult system as well as the juvenile system. In January 2004, she was appointed by Judge Betty Adams Green to the position of Juvenile Court Magistrate and served in that position until November 2013, when she announced her intention to run for the position of Juvenile Court Judge. She serves as an Adjunct Professor at Vanderbilt University where she teaches both in the Undergraduate and Law Schools. Calloway was elected Davidson County's Juvenile Court Judge in 2014 and was sworn into office for her eight year term on August 28th, 2014.

David Morales is a freelance Spanish-English translator and interpreter with 22 years of experience. Born in Mexico City to Mexican and American parents, he received a fully bilingual education. He started his work life in the field of computing and coding. He is a TN Certified Court Interpreter and has completed the Kaiser Permanente 40-hour Medical Interpreter Training. He began work as a professional full-time translator in 1995, although his experience extends to his teenage years. As an interpreter, he has worked since 2001 in the medical field and since 2011 in the judicial field; he is also a regular conference interpreter with specialty in technical matters. He currently works at the Davidson County Juvenile Court as the Language Services Coordinator

LEVEL FOR THE PRESENTATION:
Beginner

TOPIC WILL COVER THE FOLLOWING (CHECK ALL THAT APPLY):
- Interpretation
- Translation
- General knowledge
- Social Services
- Legal
TOPIC:  
The Psychology of Language: A Look at How Interpreters Do What They Do

ABSTRACT:  
The ability to speak another language is one that is often undervalued. The ability to speak a word in another language requires more than studying and being able to vocalize it. In addition to having or developing an inherent understanding of another language, there is a cognitive effort and process that is required that often goes unnoticed. Interpreters and translators must be able to switch between languages in “real time” and must be careful to use the correct context culturally when communicating with other speakers.

LEARNING OBJECTIVES:
1. Gain basic knowledge of psycholinguistics and the cognitive process involved in ordinary language use among monolingual persons. This will then be compared to the cognitive process in persons that speak multiple languages.
2. Define “bilingualism”, describe how it alters the way the mind works and how it can have a profound impact on lifelong cognitive development and functionality.
3. Identify what “code-switching” is and how interpreters use this skill in both negative and positive ways. We will discuss how improper use can influence the interpreting session and potentially disrupt understanding.

BIO:
Kamilah Torres is a Certified Medical Interpreter for English <> Spanish and Registered Medical Assistant. She has been in the medical field for over 20 years where her work has always presented an opportunity to interpret. Kamilah has had the privilege of working in several medical specialties which prepared her for her role as a professional medical interpreter to include: Clinical Research, Dermatology, Family Practice, Gynecology, Ophthalmology, Gastroenterology, Cardiology, and Pain Management- to name a few. She worked as a staff interpreter at Vanderbilt University Medical Center and Monroe Carell Jr. Children’s Hospital in Nashville, TN. She currently resides in Huntsville, AL where she works as a remote interpreter via video and phone, as well as on-site for hospitals and clinics as a contractor.
Title of the presentation:
Donor Services and interpreters as part of the care team

Short bio of the presenter:
Ms. Gipson worked with Tennessee Donor Services for nearly four years as the In-House Hospital Services Coordinator at Vanderbilt. Prior to her current role she worked the last 13 years in the ER and ICU at different hospitals in California. My education and experience make me a content expert in organ, tissue and eye donation from helping to identify the proper referral and recovery process.

Abstract:
The content of my presentation will discuss the legislation on donation, what it means to be a registered donor and the role of the hospital interpreter in the donation process. It will cover the Tennessee UAGA, CMS Conditions of Participation, the Joint Commission Standards and the role of UNOS and the FDA in regards to donation.

Level for the presentation:
Intermediate to Advance
Title of the presentation:  
“The Voice of Human Trafficking: What Professionals Need to Know”

Short bio of the presenter:  
Jill received her undergraduate degree in nursing at the University of Tennessee Health Science Center in Memphis, Tennessee and her graduate degree from the University of Pennsylvania. She was a pediatric nurse and nurse practitioner, in the fields of pediatric oncology and cardiology, as well as maternal nursing, general and acute pediatric care for over 20 years. She became involved with End Slavery Tennessee after watching a documentary about human trafficking. She found out about the horrific problem of human children overseas and witnessed it firsthand while overseeing a medical mission in Cambodia. Once she returned to Nashville, she knew that her life had to take a new direction. With an overwhelming passion for children, she felt the need to be a part of an organization whose entire purpose was making a difference for the victims of human trafficking in middle Tennessee.

Objectives of Presentation:  
Jill's goal is to educate as many people as possible about the problem of human trafficking and how they, too, can become involved. She hopes through knowledge and understanding, people will become advocates against trafficking and supporters for ESTN.

Abstract:  
Human Trafficking is a growing problem and one which crosses over all demographics, ethnicities, races, cultures, and genders. It knows no age limitation, with the current average age of victims being only 13 years of age. The various lures that traffickers use to ensnare their victims results in a psychological nightmare that leaves victims trapped in a web of complex trauma that is hard to escape. It is imperative that professionals, who are placed into the lives of victims of human trafficking, fully recognize and understand how to relate to those dealing with complex trauma. They must further realize the importance of clear and proper communication which not only aids in necessary legal and medical services, but also helps to establish a meaningful and trusting relationship between victim and caregiver, which is imperative for recovery and quality of life.

Level for the presentation:  
Beginner – Intermediate

All of these will be covered:  
- Interpretation
- Translation
- General Knowledge
- Community
- Medical
- Special Services
- Legal
- Technical
Title of the presentation:
"The Language, Structure and Purpose of Juvenile Court"

Short bio of the presenter:
Judge Sheila D.J. Calloway - After graduating from Vanderbilt Law School, Sheila Calloway worked at the Metropolitan Public Defender’s Office in Nashville, in both the adult system as well as the juvenile system. In January 2004, she was appointed by Judge Betty Adams Green to the position of Juvenile Court Magistrate and served in that position until November 2013, when she announced her intention to run for the position of Juvenile Court Judge. She serves as an Adjunct Professor at Vanderbilt University where she teaches both in the Undergraduate and Law Schools. Calloway was elected Davidson County’s Juvenile Court Judge in 2014 and was sworn into office for her eight year term on August 28th, 2014.

David Morales is a freelance Spanish-English translator and interpreter with 22 years of experience. Born in Mexico City to Mexican and American parents, he received a fully bilingual education. He started his work life in the field of computing and coding. He is a TN Certified Court Interpreter and has completed the Kaiser Permanente 40-hour Medical Interpreter Training. He began work as a professional full-time translator in 1995, although his experience extends to his teenage years. As an interpreter, he has worked since 2001 in the medical field and since 2011 in the judicial field; he is also a regular conference interpreter with specialty in technical matters. He currently works at the Davidson County Juvenile Court as the Language Services Coordinator.

Abstract:
The criminal justice system for juveniles is different in many significant ways from the adult system. In this 2-hour presentation we explore the purpose, structure, actors and specialized language that are used in juvenile court. For the first hour, Judge Calloway will explain the purpose, structure actors and operation of juvenile court in general and of her court in particular. A glossary of juvenile court terms will be provided for the attendees. During the second hour, Mr. Morales will discuss the terminology used, as well as best interpreting practices and techniques for Juvenile Court settings.