



summer 2019 Interpreter Series

Level 1

Thursday-Friday, May 16-17, 2019

Level 1:

Foundations of Professional Interpretation
for Health and Human Service

Friday, May 31, 2019

Level 2:

Interpreter Training for Health & Human Services:
Ethics, Skills Improvement and Practical Study

Thursday-Friday, June 13-14, 2019

Level 3:

Spanish Interpreter Training: Introduction to
Anatomy/Physiology & Medical Terminology

Thursday, June 27, 2019

Medical Interpreter Ethics & Standards of Practice;
Sight Translation; and Introduction to
Simultaneous Interpretation

Friday, June 28, 2019

Overview of National Professional Medical
Interpreter Certification Exams

Forty hours of medical interpreter training is one of the prerequisites required to take the national certification exams. The first four classes in this interpreter series, combined, fulfill this part of the requirement.

“The key to success is education! Never underestimate what you are capable of – fight and you will persevere. Getting certified as a medical interpreter was the most important step I took in my professional development.”

~ Sandra A.



Foundations of Professional Interpretation
for Health and Human Service
Thursday-Friday, May 16-17, 2019

Place: MAHEC Mary C. Nesbitt Biltmore Campus
121 Hendersonville Rd, Asheville NC 28803

Date: Thursday, May 16, 2019

Registration: 8:00 am - 8:30 am *light breakfast provided*

Program: 8:30 am - 5:00 pm *lunch on your own*

Date: Friday, May 17, 2019

Registration: 8:00 am - 8:30 am *light breakfast provided*

Program: 8:30 am - 5:00 pm *lunch on your own*

*Note: Participants must register for Level 1 by May 1, 2019, so that the course manual (included in the course fee) can be ordered in time.

Early registration fees through May 2nd:

Fee: \$250 per person

\$225 for WIN, Vecinos, Public School Systems, Pisgah Legal, WNCCHS, or Verbatim Staff

\$125 for Students (proof of enrollment required at check-in)

\$35 for MAHEC Employees

DESCRIPTION

The purpose of this program is to improve the skills of individuals who provide or wish to provide interpreter services in any language in health or human services settings. Participants will learn the primary roles, ethics and techniques of professional interpreting. The importance of culture competence and confidentiality issues are stressed throughout the training.

AUDIENCE

Bilingual individuals who currently provide interpreter services or intend to provide interpreter services, in any language, in any health or human services settings. Interpreter supervisors or anyone who writes or implements Title VI compliance policies.

OBJECTIVES

Upon completion of this course, participants will be able to:

- Discuss the nine Principles and 32 Standards (Interpreters' National Code of Ethics) for professional interpretation established by the National Council for Interpreters in Health Care (NCIHC)
- Develop competencies and practice skills required for professional interpretation
- Identify professional interpreter resources to use for continued professional development
- Identify culturally competent interpreter practices

CREDIT

14.0 Contact Hours; 1.4 CEUs

Interpreter Training for Health & Human Services: Ethics, Skills Improvement & Practical Study

Level 2

Friday, May 31, 2019

Place: MAHEC Mary C. Nesbitt Biltmore Campus
121 Hendersonville Rd, Asheville NC 28803

Date: Friday, May 31, 2019

Registration: 8:00 am - 8:30 am *light breakfast provided*

Program: 8:30 am - 4:30 pm *lunch on your own*

***Note:** Only individuals who have completed Level 1 may attend and must bring their Level 1 manual.

Early registration fees through May 24th:

Fee: \$175 per person
\$158 for WIN, Vecinos, Public School Systems, Pisgah Legal, WNCCHS, or Verbatim Staff
\$88 for Students (proof of enrollment required at check-in)
\$5 for MAHEC Employees

DESCRIPTION

This course reviews and addresses technical and ethical challenges that may arise while practicing the skills taught in Foundations of Professional Interpretation in Health and Human Services (Level 1). Participants will engage in intense ethical problem-solving, basing their actions on the NCIHC's National Standards of Practice for Interpreters in Health Care. Participants will learn the second phase of their plan of study begun in Level 1, which outlines how to write a fair role play, participate both as interpreter and active listener, rate an interpretation, and provide constructive feedback in a kind manner that is useful to the student for improving skills. Students who speak languages other than Spanish will write role plays in English and will interpret into their target languages if two or more students who speak that language are present. Parroting exercises in English will be utilized when only one student is present who speaks a language other than Spanish. Participants will practice positioning, transparency, memory building, replication of style and tone, and pre-session delivery.

AUDIENCE

Only individuals who have completed Interpreter Training Level 1 may attend and must bring their Level 1 manuals.

OBJECTIVES

Upon completion of this interactive course, participants will be able to:

- Demonstrate ability to deliver from memory an interpreted or parroted message that is at least 25 words in length
- Demonstrate ability to mimic the style of both parties in the triadic encounter
- Demonstrate ability to position themselves in a manner conducive to "transparency"
- Deliver an effective "pre-session"
- Continue developing plan of study to improve and maintain skills, to assist in professional development, and to meet the requirements of certification in professional medical interpretation

CREDIT

6.5 Contact Hours; 0.7 CEUs

Spanish Interpreter Training: Introduction to Anatomy/Physiology & Medical Terminology

Level 3

Thursday-Friday, June 13-14, 2019

Place: MAHEC Mary C. Nesbitt Biltmore Campus
121 Hendersonville Rd, Asheville NC 28803

Date: Thursday, June 13, 2019

Registration: 8:00 am - 8:30 am *light breakfast provided*

Program: 8:30 am - 4:45 pm *lunch on your own*

Date: Friday, June 14, 2019

Registration: 8:00 am - 8:30 am *light breakfast provided*

Program: 8:30 am - 4:45 pm *lunch on your own*

***Note:** It is highly recommended that interested participants have completed Interpreter Training Levels 1 and 2

Early registration fees through June 6th:

Fee: \$230 per person
\$205 for WIN, Vecinos, Public School Systems, Pisgah Legal, WNCCHS, or Verbatim Staff
\$115 for Students (proof of enrollment required at check-in)
\$15 for MAHEC Employees

DESCRIPTION

The purpose of this 2-day class is to improve knowledge of health care and medical terminology in English and Spanish. Both formal and informal terminology will be reviewed, including pronunciation and definition of terms. Participants will complete their plan of study by learning and reviewing terminology grouped by systems of the body and creating scenarios for role plays, thereby contextualizing the terms in realistic situations. Participants will take turns in group activity role plays, practice high register and colloquial terminology, practice positioning and interpreter modes, and review Hispanic traditional healing terminology. Participants will practice and discuss sight translation and will be introduced to Latin and Greek roots, prefixes, and suffixes.

***Note:** Spanish proficiency in reading, writing, and speaking is required, because this course is taught in Spanish. It is highly recommended that interested participants have completed Interpreter Training Levels 1 and 2.

AUDIENCE

Interpreters who wish to provide interpreter service in health care setting and interested clinicians

OBJECTIVES

Upon completion of this course, participants will be able to:

- Cite major organs of the body, their function and their names in English and Spanish
- Articulate some of the most common illnesses of the major organs of the body in English and Spanish
- Identify common prefixes and suffixes in medical terminology in English and Spanish
- Demonstrate improved comprehension of material by at least 25% improvement between pre-testing and post-testing scores
- Complete plan of study to improve and maintain skills and to meet the requirements of certification in professional medical interpretation

CREDIT

14.25 Contact Hours; 1.4 CEUs

Medical Interpreter Ethics & Standards of Practice; Sight Translation; and Introduction to Simultaneous Interpretation

Thursday, June 27, 2019

Place: MAHEC Mary C. Nesbitt Biltmore Campus
121 Hendersonville Rd, Asheville NC 28803

Date: Thursday, June 27, 2019

Registration: 8:00 am - 8:30 am *light breakfast provided*

Program: 8:30 am - 5:00 pm *lunch on your own*

***Note:** It is highly recommended that only individuals who have completed Levels 1 & 2 attend and bring their Level 1 manual

Early registration fees through June 20th:

Fee: \$175 per person
\$158 for WIN, Vecinos, Public School Systems, Pisgah Legal, WNCCHS, or Verbatim Staff
\$88 for Students (proof of enrollment required at check-in)
\$5 for MAHEC Employees

DESCRIPTION

The first part of this one-day course provides an intense examination of foreign language interpreter ethics and national standards of practice. Principles and ethical standards from the National Council on Interpreting in Health Care (NCIHC), the National Board of the International Medical Interpreters Association (IMIA), and the California Healthcare Interpreter Association (CHIA) are examined, compared, and contrasted. It then covers sight translation and offers an introduction to simultaneous interpretation. This course offers seven hours of medical interpreter training that, when combined with Levels 1 through 3, provides the participant with 40 hours of medical interpreter training, one of the pre-requisites required to take the national certification exams.

AUDIENCE

Foreign-language medical interpreters in health & human services, Interpreter Administrators, experienced Interpreters who are interested in a more in-depth review of ethics and standards of practice, sight translation and an introduction to simultaneous interpretation.

OBJECTIVES

Upon completion of this interactive course, participants will be able to:

- Name the NCIHC's 9 principles and relate them to the National Board's Code of Ethics and to the CHIA's Standards for Healthcare Interpreters Ethical Principles, Protocols, and Guidance on Roles & Intervention
- Develop skills in sight translation
- Demonstrate a basic knowledge of simultaneous interpretation

CREDIT

7.0 Contact Hours; 0.7 CEUs

Overview of National Professional Medical Interpreter Certification Exams

Friday, June 28, 2019

Place: MAHEC Mary C. Nesbitt Biltmore Campus
121 Hendersonville Rd, Asheville NC 28803

Date: Friday, June 28, 2019

Registration: 8:00 am - 8:30 am *light breakfast provided*

Program: 8:30 am - 12:00 pm

Early registration fees through June 21st:

Fee: \$75 per person
\$68 for WIN, Vecinos, Public School Systems, Pisgah Legal, WNCCHS, or Verbatim Staff
\$38 for Students (proof of enrollment required at check-in)
\$5 for MAHEC Employees

DESCRIPTION

This half-day workshop compares/contrasts the two main medical interpreter certification exams currently offered at the national level (CCHI and IMIA's National Board) and includes a review of sample written exams from both.

AUDIENCE

Foreign-language medical interpreters who are interested in taking national medical interpretation certification examinations.

OBJECTIVES

Upon completion of this interactive workshop, participants will be able to:

- Compare and contrast the two national medical interpreter certification exams
- Identify what is tested to develop a personal study plan to qualify and sit for the exams
- Review cost and where and when exams are administered
- Identify and understand educational and language pre-requisites and requirements for recertification

CREDIT

3.25 Contact Hours; 0.3 CEUs

"I walked in not knowing just how much I was going to learn. It takes more than just speaking Spanish fluently to be an efficient interpreter. Thanks to (instructor) Daniel Holcombe and MAHEC, for providing this opportunity to train. I have been able to help countless patients receive the care that they deserve."

~ Cristina C.



FACULTY

Daniel Holcombe, PhD, is an Assistant Professor of Spanish at Georgia College & State University (GCSU), where he teaches all levels of Spanish language and culture, including Spanish for the Professions. He holds a BA in Spanish from the University of North Carolina Asheville and an MA and PhD in Spanish from Arizona State University. He has written and piloted beginning, intermediate, and advanced Spanish courses at the university level, including interpretation and translation in health care. He also organizes an annual study-abroad medical interpretation program in Honduras during the academic year in conjunction with the School of Nursing at GCSU. Initially trained as an interpreter in 2006, he was certified in 2012 by the University of North Carolina at Greensboro as an interpretation instructor and continues to revise and teach their Health & Human Services interpreter curriculum. To complement this curriculum, he wrote a fourth course and half-day workshop that he teaches at NC AHECs. In addition to a focus on Spanish language, literature, and culture, Dr. Holcombe is an expert on medical interpretation, translation studies, and national certification. He values cultural competency and all things that lead to it, especially regarding well-trained interpreters versed in national standards, ethics, and techniques. He has served as a Spanish-English interpreter for over thirty years.

CREDIT

Contact Hours: MAHEC designates this continuing education activity as meeting the criteria for Contact Hours. Full attendance is required. See each program for the number of contact hours awarded.

CEUs: The Mountain Area Health Education Center designates this entire continuing education activity as meeting the criteria for CEUs as established by the National Task Force on the Continuing Education Unit. See each program for the number of CEUs awarded.



MAHEC assumes permission to use audio, video and still images from this program for promotional and educational purposes. Please speak with a staff member if you have any concerns.

“The Spanish Interpreter courses that MAHEC has to offer are extremely interesting, valuable, and challenging. The instructor has specially designed the courses to fit the everyday situations we experience at our clinic, especially with our Spanish-speaking patients. The courses have helped me develop into a better interpreter, which brings a greater and positive outcome for our patients during their visits.”

~ Monica G.

REGISTRATION

Registration for Level 1 is due by May 1, 2019, so that course manuals can be ordered. Early registration deadline for all other programs is 7 days in advance of the program. If registration is received after the deadline, the total fee will be the registration fee + \$25.00 for Level 1 and + \$15.00 for all other courses.

Registration fee includes administrative costs, educational materials, light breakfast and refreshments. Lunch is on your own.

MAHEC has a pay-up-front policy for all CE programs. The only exceptions will be for pre-approved programs where an individual payment plan is appropriate. Registrations received without accompanying payment will not be processed and participants who have not paid the course fee will not be admitted into the program.

Cancellations received at least two weeks in advance of the program date will receive a full refund unless otherwise noted. Cancellations received between two weeks and up to 48 hours prior to the program date will receive a 70% refund unless otherwise noted. No refunds will be given for cancellations received less than 48 hours prior to the program date. All cancellations must be made in writing (fax, mail, or email). Substitutes can be accommodated in advance of the program.

DIRECTIONS TO THE BILTMORE CAMPUS

121 Hendersonville Rd., Asheville, NC, 28803

From I-40 Eastbound, take Exit 50 and turn left onto Hendersonville Road.

From I-40 Westbound, take Exit 50B and merge onto Hendersonville Road.

At the first light, turn left into the DoubleTree Hotel complex. Turn left (away from the hotel). You will see a steep driveway on your right. Turn right and go up that driveway to the MAHEC Biltmore Campus.

From 19-23 (I-26) take 240 East to Exit 5B (Charlotte Street). Exit right onto Charlotte Street. At the 4th light, make a left onto Biltmore Avenue. Proceed through 8 traffic lights. At the 9th light turn right into the DoubleTree Hotel complex. Turn left (away from the hotel). You will see a steep driveway on your right. Turn right and go up that driveway to the MAHEC Biltmore Campus.

Have a question?

Program Director:

Rosalyn Wasserman, PT, DPT
rosalyn.wasserman@mahec.net 828-257-4437

Registration Information:

828-257-4475
828-257-4768
www.mahec.net
registration@mahec.net
Email: registration@mahec.net
Mail: MAHEC Registration
121 Hendersonville Rd., Asheville, NC 28803



Special Services:
828-257-4485



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Interpreter Series *summer 2019*

Updated contact info

Name _____

Credentials _____

Social Security # XXX-XX- _____ (last 4 digits required)

Occupation _____

E-mail Address _____

Home Address _____

City _____ State _____ Zip _____

Home County _____

Home # _____ Work # _____

Employer _____

Department _____

Employer's Address _____

City _____ State _____ Zip _____

Work County _____

Program announcements will be sent to your email unless you opt out from receiving emails from MAHEC. We never share our mailing lists.

Please remove my name from the MAHEC mailing list.

Payment

Check is enclosed (Made payable to MAHEC)

Credit card info provided

Charge my: Visa Mastercard
 Discover Card American Express

Account # _____

Exp ____ / ____ Code on back of card _____

Name on Card _____

Signature _____

Registrations received without accompanying payment will not be processed.

Make check payable to MAHEC and send to:

MAHEC Registration, 121 Hendersonville Rd.

Asheville, NC 28803 Fax to: 828-257-4768

Registration Information: 828-257-4475
Fax Registration: 828-257-4768
Online Registration: www.mahec.net
Email: registration@mahec.net
Mail: MAHEC Registration
121 Hendersonville Rd., Asheville, NC 28803

TOTAL: \$ _____

Students must show proof of enrollment at check-in # 19AH009/58330

Level 1: Foundations of Professional Interpretation for Health and Human Service

\$250 per person..... \$275 after May 2nd

\$225 for WIN, Vecino, Public School System, Pisgah Legal, WNCCHS, or Verbatim Staff \$250 after May 1st

\$125 for students..... \$150 after May 1st

\$35 for MAHEC employees..... \$60 after May 1st

Participants must register by May 1, 2019, so that the course manual (included in the course fee) can be ordered in time.

19AH010/58333

Level 2: Interpreter Training for Health & Human Services: Ethics, Skills Improvement and Practical Study

\$175 per person..... \$190 after May 24th

\$158 for WIN, Vecino, Public School System, Pisgah Legal, WNCCHS, or Verbatim Staff \$173 after May 24th

\$88 for students..... \$103 after May 24th

\$5 for MAHEC employees..... \$20 after May 24th

Only individuals who have completed Level 1 may attend and must bring their Level 1 manual.

19AH011/58337

Level 3: Spanish Interpreter Training: Introduction to Anatomy/Physiology & Medical Terminology

\$230 per person..... \$245 after June 6th

\$205 for WIN, Vecino, Public School System, Pisgah Legal, WNCCHS, or Verbatim Staff \$220 after June 6th

\$115 for students..... \$130 after June 6th

\$15 for MAHEC employees..... \$30 after June 6th

It is highly recommended that interested participants have completed Interpreter Training Levels 1 and 2.

19AH012/58338

Medical Interpreter Ethics & Standards of Practice; Sight Translation; and Introduction to Simultaneous Interpretation

\$175 per person..... \$190 after June 20th

\$158 for WIN, Vecino, Public School System, Pisgah Legal, WNCCHS, or Verbatim Staff..... \$173 after June 20th

\$88 for students..... \$103 after June 20th

\$5 for MAHEC employees..... \$20 after June 20th

It is highly recommended that interested participants have completed Interpreter Training Levels 1 and 2.

19AH013/58344

Overview of National Professional Medical Interpreter Certification Exams

\$75 per person..... \$90 after June 21st

\$68 for WIN, Vecino, Public School System, Pisgah Legal, WNCCHS, or Verbatim Staff..... \$83 after June 21st

\$38 for students..... \$53 after June 21st

\$5 for MAHEC employees..... \$20 after June 21st