

Critical Link and the Provincial Language Service
present an international conference

Revised Program Schedule



Global Voices

LOCAL RESULTS

Interpreters in health, legal, and public services

May 6 - 8, 2009



Marriot Vancouver Pinnacle Downtown - Vancouver, Canada

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Provincial
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A program of the Provincial Health Services Authority

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CRITICAL LINK
MAILLON ESSENTIEL

The Program

Simultaneous interpreting and ASL interpreting will be available at plenary sessions and a select number of concurrent sessions.

Tuesday, May 5, 2009

7:00 pm to 9:00 pm Registration desk open
7:00 pm to 9:00 pm Welcome Reception

Wednesday, May 6, 2009

Theme of the Day: The Impact of Globalization and the Community Interpreter

7:30 am Registration desk open
8:00 am Exhibit displays
8:30 am Opening Remarks and Formal Welcome
9:15 am Plenary Keynote Speaker
Globalization: Insights and Population Demographics
David Baxter, Executive Director, Urban Futures Institute
10:45 am Refreshment Break
11:00 am Plenary Panel
Risk, Liability and Interpreter Services
Public Sector: Valerie Gidney, INTRAN
Legal Sector: Michael Girard, Principal, Girard Law Office
Health Sector: Dr. Sarah Bowen, Assoc. Prof., School of Public Health, University of Alberta
12:30 pm Lunch (Buffet service – included in registration)
Lunch Speaker: Gonzalo Peralta, President, AILIA
AILIA and the Development of Community Interpreting in Canada
1:45 pm Concurrent Sessions
3:15 pm Refreshment Break
3:30 pm Plenary Keynote Speaker
Globalization and the Advancement of Community Interpreting
Dr. Cynthia Roy, PhD, Director, Gallaudet University Regional Interpreter Education Center, Washington, DC
4:30 pm Plenary Closing Remarks
5:00 pm Annual General Meeting, Critical Link Canada
Evening Enjoy free time to explore the many sites and world-renowned restaurants in Vancouver

Thursday, May 7, 2009

Theme of the Day: Innovations, Technology and Best Practices

8:00 am Registration desk open
Exhibit and poster displays
9:00 am Opening Remarks
9:15 am Plenary Panel
Language Constituencies: Best Practice Approaches to Access
Panel members:
Visual Language: Debra Russell, Director, Western Canadian Centre of Studies in Deafness, University of Alberta
Aboriginal Languages: Madeleine d'Argencourt, Director of Official Languages, Government of Nunavut
Immigrant and Refugee Languages:
Christopher Friesen, Director of Settlement Services, Immigrant Services Society of BC (ISS)
Minority Official Language (French): Claudine Côté, Société Santé en français
10:45 am Refreshment break
11:00 am Concurrent Sessions
12:45 pm Lunch (buffet service – included in registration)
Lunch Speaker: Doug Lipp, President of Douglas Lipp and Associates
The Art of Exceptional Customer Service and Leadership: Managing Change, Global Competitiveness
2:15 pm Plenary Panel
Interpreter Associations: Best Practices from the Field
Panel members:
AVLIC: Suzane Giroux
CLC: Dr. Silvana Carr
IMIA: Izabel Arocha
NAJIT: Dr. Lois Feurele
3:30 pm Refreshment break
3:45 pm Plenary Keynote Speaker
Accessible Services through Innovative and Better Practices
Dr. Laurie Swabey, PhD, Prof. of Interpreting, College of St. Catherine, Minnesota
4:45 pm Closing Remarks
5:00 pm Poster session (1 hour), see back page
Evening Enjoy free time to explore the many sites and world-renowned restaurants in Vancouver

Friday, May 8, 2009

Theme of the Day: Moving Forward: The Future of Community Interpreting

8:30 am Registration desk open
9:00 am Opening Remarks
9:30 am Plenary Keynote Speaker
Informed Constituency, Contributing to Cohesive Citizenry
Ujjal Dosanjh, Member of Parliament, Canada
10:30 am Refreshment break
10:45 am Concurrent Sessions
12:15 pm Closing Remarks – Conference Ends

Concurrent Session Rooms:

Concurrent Sessions marked as A = Pinnacle Ballroom I
Concurrent Sessions marked as B = Pinnacle Ballroom II
Concurrent Sessions marked as C = Point Grey Room

Concurrent Session Profiles

Wednesday, May 6, 2009 1:30 pm to 2:10 pm

Session 1A: ***Interpreting Via Video: Local Calls, Global Impact***

Presenter: **Julie H. Simon, USA**

This presentation will report on the research findings on effective practices in Video Relay interpreting specific to American Sign Language / English Interpreters, including data gathered from service providers, content-area experts, practicing interpreters and Deaf consumer interviews. Recommendations for future research and training needs will also be included.

Session 1B: ***First Nations: The Missing Link in Interpreting***

Presenter: **Yolanda Hobrough, Canada**

Over the last twenty years, great advances have been made in health and community interpreting. In parts of Canada, special efforts towards achieving access have been made in immigrant languages of lesser diffusion, but where are the interpreters for speakers of First Nations languages? This presentation will provide an overview of the factors in northern British Columbia that finally led to interpreter training in three First Nations languages: the interpreters' desire for learning; the involvement of the community in the process; and a successful training program designed specifically for First Nations needs. The presentation will also explore initiatives in other countries, followed by a discussion of future direction for the provision of trained First Nations interpreters.

Session 1C: ***Interpreters and Vicarious Trauma***

Presenter: **Karen Malcolm, Canada**

This presentation will outline the effects of vicarious trauma and the need for self-care strategies for interpreters. Symptoms of vicarious trauma will be identified, along with methods for handling or preventing them. Finally, suggestions for future training for interpreters will be addressed.

Wednesday, May 6, 2009 2:20 pm to 3:00 pm

Session 2A: ***The Struggle to Maintain Standards in a Global Community Interpreting Marketplace Some Reflections on the UK Experience***

Presenter: **Brooke Townsley, UK**

Costs of interpreting provision for UK public services are spiraling, and organizations have adopted measures to try to control this phenomenon. This presentation will examine the impact of these measures on quality and look at implications for the future.

Session 2B: ***Web 2.0 for Community Interpreters: Building a Global Community***

Presenter: **Jorge U. Ungo, USA**

On a local level, interpreters may often times feel isolated and lacking in language-specific training and resources. The presenters will show how, by utilizing web 2.0 technology, interpreters can enhance their professional development and build online global communities.

Session 2C: ***Informed Consent and Professional Interpreting Services***

Presenter: **Elizabeth Abraham, Canada**

Focusing on the use of family members instead of professional interpreters, we discuss how the failure to mandate use of professional interpretation services leads to serious ethical issues in patient care: most notably, failings in obtaining informed consent to treatment and personal care.

Thursday, May 7, 2009 11:00 am to 11:40 am

Session 3A: ***Service Learning in Interpreter Education***

Presenters: **Rico Peterson and Christine Monikowski, USA**

Service Learning is as old as it is new. Although it has become much in vogue in education over the last 15 years or so, its lineage can be traced back through the work of Paolo Freire and John Dewey, all the way back to Socrates. One of the enduring ironies of interpreter education in American Sign Language is that in order for it to become an academic discipline, it was necessary to academicize a study that had heretofore been entirely community-based. While this has allowed for the preparation of interpreters on a much larger scale, the compromise of trading community for curriculum has been felt most directly in the area of enculturation. Service learning in ASL interpreter education allows students to explore the essential questions of the role of the interpreter in society, as well as the relationship between interpreter and community. In this presentation we will describe a service learning program for ASL interpreting students, using students' own reflections of the experience to prove the efficacy of this curricular innovation. Participants in this presentation will learn the basic precepts of service learning as applied in an institute of higher education, and the values and benefits of once again positioning the community as the center of our learning.

Session 3B: ***Ensuring Access to Professional Interpreters through Technology***

Presenters: **Jeanette Anders and Linda Joyce, USA**

This session asserts that the ideal language access program provides for access to professional interpreters at all times and in any language by incorporating telephone and/or video technologies as part of the program.

Session 3C: ***Interpreter Preparation Conversations: Multiple Perceptions of our Work***

Presenter: **Debra Russell, Canada**

This presentation reports on a study that examined the multiple perspectives that are held about team interpreting, by interpreters, deaf witnesses, non-deaf lawyers, expert witnesses, and judges.

Thursday, May 7, 2009 11:50 am to 12:30 pm

Session 4A: ***Language Learning Through Community Internship – Beyond Interpreter Ed.***

Presenter: **Sheila Johnston, Canada**

The aim of this session is show some of the ways in which internships help new interpreters to navigate community systems, and how through critical discourse, analysis, and the use of L1 to support L2 learning, interns are better equipped to understand and successfully interpret nuance-laden messages.

Session 4B: ***Enhancing Access through Collaboration and Capacity Building – The Evolution of an Interpreter Service for a Regional Health Authority – Lessons Learned and Future Endeavours***

Presenter: **Jeannine Roy, Canada**

The successful implementation of a comprehensive language access strategy by a Regional Health Authority in collaboration with the Department of Labour and Immigration has enhanced access, and stakeholders are now considering the efficacy of replication or expansion of the program to other regions and sectors.

Session 4C: ***The Power of Two***

Presenter: **Sara MacFayden, Canada**

This presentation is a look at data obtained from questions posed to students in an ASL-English interpreter education program and their college-assigned mentors who are professional interpreters. Several interviews were conducted, four of which were videotaped and then edited into two short documentaries. The interviewees explore several engaging and informative questions, including, "Is there a community of interpreters? What is it like to be a newcomer, and old-timer, or in between? What does the mentor/ee relationship mean to you and what do you get from it? What are the factors that have shaped or that are shaping the interpreter profession? Are you one of those factors?"

Friday, May 8, 2009 10:30 am to 11:10 am

Session 5A: ***Community Interpreting and the Other Language Professions: Examining the Disparity***

Presenter: **Marco Fiola, Canada**

Over the past two decades, the importance of community interpretation—the "dean" of language practices—has received greater recognition from its users and society in general. But despite this increased visibility and legitimacy, community interpretation is still tarnished by a reputation for amateurism. In Canada, many are working to promote and further the work of community interpreters. This presentation will focus on some of the points that must be addressed in order for the work of community interpreters to achieve at very least the same level of recognition as other language professions in Canada.

Session 5B: ***What Interpreters' Experiences Tell Us About Moving Forward in Healthcare***

Presenter: **Andrew Clifford, Canada**

This presentation tells three real-life stories that highlight significant issues in interpreting. The presenter analyzes each in the context of current research and introduces tools to reach greater understanding. Finally, he offers ways for both interpreters and clinicians to move forward and improve patient outcomes.

Session 5C: ***Thirty Years of Community Interpreter Training Lessons from the Past – Challenges for the Future***

Presenters: **Silvana Carr and Karin Reinhold, Canada**

From the perspective of thirty years of training of interpreters for court, health care and social services at Vancouver Community College, this presentation will explore challenges in the past and their impact on the training of interpreters for the twenty-first century.

Friday, May 8, 2009 11:20 am to 12:00 pm

Session 6A: ***MIS Medical Interpreting Services: Positive Impact***

Presenter: **Janice Lyons, Canada**

This presentation is designed to introduce participants to MIS [what is MIS?] and to share the positive impact that this service has had for Deaf patients and for the healthcare providers they interact with. This presentation will provide participants with the opportunity to consider the value and limitations of working as an interpreter within the medical systems context and describes the process and importance of establishing a screening process for interpreters.

Session 6B: ***Province-Wide Services: Promoting the Awareness and Utilization of Professional Community Interpreters***

Presenters: **Angela Sasso and Kiran Malli, Canada**

This interactive presentation will explore how a centralized, province-wide interpreter service contributes to the awareness, acceptance and ultimately, the advancement of community interpreting. The model along with key strategies will be investigated and participants will come away with practical information on a flexible and adaptable model for the advancement of community interpreting.

Session 6C: ***New Technologies, New Program***

Presenter: **Kirk Ferguson-Uhrich, Canada**

This presentation covers the implementation of an e-campus initiative in a signed language interpretation program. It covers the program's vision of course development in a format that is largely in a blended delivery environment. Issues and challenges will be addressed.

Replacement Keynote Speaker Bio – UJJAL DOSANJH

Ujjal Dosanjh was first elected to the House of Commons as the Member of Parliament for Vancouver South in June 2004 and was re-elected in January 2006 and in October 2008. Mr. Dosanjh was appointed Minister of Health under Prime Minister Paul Martin on July 20, 2004.

Mr. Dosanjh's dedication to public service is well known. He was first elected to the British Columbia Legislature in 1991 as the NDP MLA from Vancouver-Kensington. He also served as Minister of Government Services, Minister of Multiculturalism, Human Rights and Sports, and as Attorney General of British Columbia. Mr. Dosanjh was sworn in as British Columbia's 33rd Premier on February 24, 2000. He returned to practicing law in May 2001.

Mr. Dosanjh has been involved with the British Columbia Civil Liberties Association, MOSAIC, the South Vancouver Neighbourhood House and the Vancouver Multicultural Society. In 1977, while he was Chair of the Labour Advocacy Research Association, he helped create the Farm Workers' Legal Information Service for janitorial, domestic and farm workers. This eventually led to the formation of the Canadian Farm Workers' Union.

Mr. Dosanjh came to Canada in 1968. He studied political science at Simon Fraser University, where he graduated with honours. In 1976, he graduated from the University of British Columbia Law School and in 1979 he established his own law practice in Vancouver. Mr. Dosanjh and his wife Raminder have three sons: Pavel, Aseem and Umber.

Poster Session **Thursday, May 7, 2009 5:00 pm to 6:00 pm - Pinnacle Foyer**

Interpretation in intercultural communication with ethnic minority and migrant patients in in-patient rehabilitation after accidents in Austria
Dominique Dressler, Austria

Planting Seeds: Training our Future Workforce
Zarita Araujo Lane and Vonessa Costa, USA

The Standard Practice as a Professionalising Tool for Public Service Interpreting: Descriptive Analysis of National Standard Guide for Community Interpreting Services
Lluís Baixauli-Olmos, Spain