Training Overview

Everyday across the United States, professionally trained interpreters are assisting Limited English Proficient (LEP) individuals to access a wide array of services – namely services in health care. Professionally trained interpreters are what we call effective interpreters – they are familiar with the skills needed to accurately render spoken messages between two languages, understand terminology specific to the field, and implement the code of ethics in order to effectively and professionally handle difficult situations. The stakes are high in medical interpretation – greater emphasizing the need for professionally trained interpreters.

The health care industry is increasingly implementing language access plans as health care professionals aim to ensure equal treatment of the growing LEP population. Title VI of the Civil Rights Act of 1964 mandates that any program receiving federal financial assistance (Medicaid and Medicare payments, NIH grants, CDC funding, etc.) protect preferred language under the umbrella of national origin. The need for interpretation services is great with about 25.3 million LEP individuals residing in the United States (Migration Policy Institute, 2013).

Bridging the Gap is a nationally-recognized 40-hour medical interpreter training program. The training was introduced by the Cross Cultural Health Care Program in keeping with their mission to advance access to culturally and linguistically appropriate health care. NSC became a licensed training organization and adopted BTG in July of 2012 as the premier medical interpreter training program of its kind. We believe that BTG is an essential professional development training for bilingual individuals interested in the field of medical interpretation and bilingual healthcare advocates, providers and practitioners who are often expected to interpret in the workplace. We believe that the training sets the standards for excellence in medical interpretation, and prepares our participants for achievement.

“Thank you for bringing so much information without the lag. For keeping the class moving at a steady pace and interesting. … I wouldn’t have changed a thing.”

- Cindy Pabon
(BTG Graduate, March 2015)
Training Objectives

Introduction to critical professional interpretation skills
- The roles of the medical interpreter
- Code of ethics
- Modes of interpretation
- Managing the flow of an interpreted session
- Memory development

Introduction to health care
- The culture of biomedicine
- Anatomy
- Medical procedures & terminology

Cultural competency
- Self-awareness
- Cultural barriers
- Culture of biomedicine
- Culture brokering

Communication skills for advocacy
- Navigating the United States healthcare system
- Development of communication skills
- Appropriate advocacy

Professional development
- Telephonic and video remote interpretation
- Professional conduct and self-care
- Resources for professional growth

Answering Essential Questions

Participants will have learned the answers to:
- What is — and isn’t — your job as an interpreter?
- What are the professional standards for medical interpreters?
- What are the industry standard techniques?
- What should medical interpreters know about medicine?
- What happens when Western medicine conflicts with cultural practices about health and healing?
- How can interpreters assist patients and health care providers in navigating cultural differences?
- When should an interpreter become an advocate?
- How can interpreters continue to develop their skills in the ever-changing field of interpretation?
Pricing and Registration Information/Location

**Cost of training: $550**
An additional $60 cost will apply for individuals required to take a proficiency test.

**Registration deadline:**
Thursday, September 3, 2015

**Please note:**
Participants interested in registering must complete all steps of the registration process by Thursday, September 3, 2015. Registration is closed beyond this date.

**Training location:**
American Red Cross
2221 Chestnut Street
Philadelphia, PA 19103

Our trainings are held in Center City, Philadelphia. We have partnered with the American Red Cross who have kindly extended use of their state of the art classrooms.

September 2015 Training Dates
Review our training dates and times below.

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<thead>
<tr>
<th></th>
<th>September 2015</th>
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<tbody>
<tr>
<td><strong>Thursday</strong></td>
<td>September 10</td>
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<tr>
<td>Daily</td>
<td>9:00am to 5:30pm</td>
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<tr>
<td><strong>Friday</strong></td>
<td>September 11</td>
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<tr>
<td>Daily</td>
<td>9:00am to 5:30pm</td>
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<tr>
<td><strong>Saturday</strong></td>
<td>September 12</td>
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<tr>
<td>Daily</td>
<td>9:00am to 5:30pm</td>
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<tr>
<td><strong>Friday</strong></td>
<td>September 18</td>
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<tr>
<td>Daily</td>
<td>9:00am to 5:30pm</td>
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<tr>
<td><strong>Saturday</strong></td>
<td>September 19</td>
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<tr>
<td>Daily</td>
<td>9:00am to 5:30pm</td>
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**Who should attend?**
Bilingual individuals interested in the field of medical interpretation and bilingual healthcare professionals, providers and practitioners who also serve as interpreters in the workplace, or those who are looking to enhance their understanding of the role of the interpreter and cultural competency.

**Inquire and register with**
Natalie Olshevsky! Email is typically preferred and hours of operation are Monday through Friday from 9am to 5pm.

Natalie can be reached at nolshevski@nscphila.org or 215-609-1541.
**Why NSC?**

Our team is committed to language access. We aim to uphold the highest standards of excellence and quality. Our training equips participants with the tools they will need to succeed in the field of medical interpretation.

**We value practice.**

On the final day of the training, we pair professional and experienced interpreters with participants who have the same language pair. They practice situational role play scenarios and each participant takes a turn acting as the patient, medical provider, and interpreter, in an effort to better understand the function of interpretation from every angle. All participants are given individualized feedback on their role as the interpreter for future skill development. Furthermore, we also welcome an experienced registered nurse to teach the medical section — participants learn first hand from industry experts.

**We value small class sizes.**

No more than 15 participants to a training. This allows our course to be highly interactive and collaborative, and it also drives an environment that fosters the participation of all. Participants spend time getting to know one another — they learn from each other’s experiences and many take the opportunity to network during breaks!

**Our Trainer**

**Natalie Olshevski, Interpreter Training Project Manager**

Natalie joined Nationalities Service Center in August 2014. She was trained by the Cross Cultural Health Care Program (CCHCP), the founding organization of the Bridging the Gap Program in Seattle. She became a licensed trainer of BTG in Fall of 2014. Natalie received her Bachelor of Science Degree in Applied Psychology from New York University.

Natalie studied abroad in Italy and France before graduating and working as a social worker. She later moved to Santiago, Chile to teach English as a Second Language and returned to the United States to continue teaching. Having lived abroad, Natalie aims to continue working towards goals that connect people from different cultures and language backgrounds. In her free time, she enjoys dancing, bowling, reading, and traveling.

Natalie can be reached at nolshevski@nscphila.org or 215-609-1541.
Demonstrate proficiency

If English is your dominant language, please submit one of the following:
1. Transcript or diploma from undergraduate or graduate level studies in a country where the language of instruction is your non-English language
2. Transcript or diploma from undergraduate or graduate level studies in an English speaking country where your major is your non-English language
3. Internationally recognized standardized test scores that measure listening, speaking, reading, and writing ability (e.g. ACTFL)

If English is not your dominant language, please submit one of the following:
1. Transcript or diploma from undergraduate or graduate level studies in an English speaking country
2. Internationally recognized standardized test scores that measure listening, speaking, reading, and writing ability (e.g. TOEFL, IELTS)

If you are unable to provide any of the above documents, you are welcome to schedule an appointment for your proficiency test at NSC. There is an additional $60 cost for the test. This test is for the purpose of course entry only. Pass/fail result will be communicated to participant. Scores will not be provided to participant or third party.

Email us your headshot

We require a photo ID card for building access and security purposes. Send us your headshot and we’ll take care of the rest. Please be sure that the photo captures you from the shoulders up — similar to a passport or an identification photo! Email this photo to us as a JPEG attachment.

Complete and submit your registration form and payment

After you demonstrate proficiency, we will ask you to complete the registration form. We also require the full course payment of $550 at registration (registration is the time at which you submit your registration form and photo). Payment is accepted in person, by mail, and over the phone. Please remember, if you’d like to stop by to make your payment in person, we require an appointment. Accepted forms of payment are as follows: cash, credit/debit card, check or money order.

Please make checks payable to the order of: Nationalities Service Center.

Attn: Natalie Olshevski
1216 Arch Street, 4th Floor
Philadelphia, PA 19107

Natalie can be reached at nolshevski@nscphila.org or 215-609-1541.