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NCPIA:
<http://cnnc.uncg.edu/programs/ncpia.htm>

NCPIA-NC Yahoo Group:
<http://groups.yahoo.com/group/ncpia-nc>

NCPIA News

2008 - 2009 Executive Board

Chairperson: Daniel Holcombe,
Mars Hill, NC – ncpia01@yahoo.com

Vice-Chairperson: Mary-Jo Jones,
Asheville, NC –
josiejooones@yahoo.com

Secretary: Lucia DeRatmiroff,
Greensboro, NC – ncpia03@yahoo.com

Treasurer: Grace Cuebas Colon,
Greensboro, NC – ncpia07@gmail.com

Public Relations Officer I:
Bonny Schley, Asheville, NC –
ncpia05@yahoo.com

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Samiris Ortiz Collins, Marion, NC –
ncpia06@yahoo.com

Letter from the Chairperson

Dear NCPIA Members:

On May 12, 2008, NCPIA grew by leaps and bounds. During our 2008 Annual General Assembly Meeting, we established many obtainable goals and set forth the means to accomplish them. I am very excited that NCPIA is moving forward in many arenas and that you, as members, will be very proud of our newly organized Association.

Among many issues presented, the improvement of communication on many levels was addressed. By the creation of the Yahoo Group and the future creation of a website for NCPIA, we are well on the way to opening up lines of communication between the

state level of NCPIA and its membership. Everyone has a voice; now you all have the means to be heard.

NCPIA's image at the national, state and local levels is a major priority and we are already paving the way for the Association to receive the professional respect it deserves. The Executive Bureau voted and approved that I write a letter to the NCIHC endorsing their Standards of Practice. We are now listed as an endorsing organization!



The Executive Bureau of NCPIA is working in subcommittees on various topics and we invite your active participation in any subcommittee with which you feel a connection (please see the list of Subcommittees in this Newsletter.)

I want each and every member to know that I am here for you. I invite your comments, questions, and suggestions and you may contact me at any time via the Yahoo Group, NCPIA-NC. I will do everything I can to assist you. (If you are a current NCPIA member in good standing but not a member of the Yahoo Group and wish to join, please write to ncpia01@yahoo.com.) Please remember that membership to the Yahoo Group is separate and apart from membership to NCPIA itself, however it is a benefit of joining NCPIA.

Currently, an issue of utmost importance is the creation of local NCPIA chapters with the election of local officers. Each chapter will have a Chairperson, Vice-Chairperson and

Secretary. The Executive Bureau will be in communication with you regarding the formation of local chapters in the near future and we invite your participation. I sincerely encourage you all to consider how your local NCPIA membership could benefit from having a local chapter. For example, study groups could be formed with the assistance of the local officers, as well as the facilitating of the observation requirement using the Mentoring Form for Level I members who are planning to take Level II NC AHEC Interpreter Training. Local meetings may be called to discuss the latest information given by the Executive Bureau. Once local chapters are established (or reestablished,) then a network of elected officers will be created further facilitating open communication and organization.

I would like to take this opportunity to thank Mrs. Arelys Chevalier for her tireless devotion to NCPIA and the training of thousands of professional interpreters throughout North Carolina. Her inspiration is unsurpassed and is appreciated by so many. Thank you,

Arelys, from each and every NCPIA member: past, present and future.

I have reached out to you all over the last several months and I invite you to do the same. Open up communication between yourselves and other NCPIA members. Participate in meetings. Answer questions on the Yahoo Group. Represent NCPIA proudly and professionally. Let us create a cohesive, organized and professional NCPIA that is the envy of the nation. Follow my lead and we will do just that!

~Daniel Holcombe

NCPIA's New Horizons

An Open Letter by Arelys Chevalier

Dear NCPIA Members and Executive Board:

I write this note with pleasure and enthusiasm about the success of your Annual Assembly Meeting via

telephone. Holding the meeting this way was an effective use of time and technology.

Unfortunately I am much less able to use technology, I sent an e-mail message on Monday at 10:30 am and it was not delivered by my computer, to make matters worse I was not even aware of its failure to arrive until much later. My sincere apologies! This week already we have several new members and many "old" members have renewed their memberships. These apparently small steps are big strides for our new organization. In these politically difficult times for minority populations we must work together if we want to be heard and make a positive difference in the lives of those we serve, our lives and the interpreting profession. I hope that you continue your efforts to fulfill the mission of NCPIA which includes increasing access to services to minority populations, raising the standards of the interpreting profession and providing quality interpreting services.

The Center for New North Carolinians of the University of North Carolina Greensboro and I are diligently working on the certification process for interpreters. Tomorrow morning the entire Interpreting Team will meet for several hours to plan and make decisions. Following the meeting we will send further information to the NCPIA membership. I thank you for your patience on this matter. I encourage you to take further steps to strengthen NCPIA by renewing your memberships, contributing stories and news to the newsletter, recruiting new members, promoting training, encouraging your supervisors and organizations to receive training to work effectively through interpreters and forming chapters of NCPIA in counties where there are none. Lastly, I leave you with my best wishes and gratitude for your hard work, compassion and commitment to serve.

STANDARDS OF PRACTICE

- Accuracy
- Confidentiality
- Impartiality
- Respect
- Cultural Awareness
- Role Boundaries
- Professionalism
- Professional Development
- Advocacy

NCPIA has formally endorsed the Standards of Practice of the National Council on Interpreting in Health Care (NCIHC)

Ethical Principles

Each Standard of Practice is related to an ethical principle.

- Interpreters strive to render the message accurately, conveying the content and spirit of the original message, taking into consideration the cultural context.
- Interpreters treat as confidential, within the treating team, all information learned in the performance of their professional duties, while observing relevant requirements regarding disclosure.
- Interpreters strive to maintain impartiality and refrain from counseling, advising, or projecting personal biases or beliefs.
- Interpreters treat all parties with respect.
- Interpreters strive to develop awareness of the cultures encountered in the performance of interpreting duties.
- The interpreter maintains the boundaries of the professional role, refraining from personal involvement.
- Interpreters at all times act in a professional and ethical manner.
- Interpreters strive to further their knowledge and skills, through independent study, continuing education, and actual interpreting practice.
- When the patient's health, well-being or dignity is at risk, an interpreter may be justified in acting as an advocate.

A scary story

by NCPIA member *Esther Smith*

I am re-reading the results that the Community Nurse sent to me at my request: "All's well that ends well." "I've got lucky this time" was my reaction to the negative results from my Chest-X-Rays.

My lungs had not been invaded by the Tuberculosis Virus. Not this time.

I am an LPN and I volunteer at a free clinic and as such, I also volunteer my services as Spanish Interpreter to those who need. My routine, however, is only for one day week and I do so faithfully. That's the reason why the charge nurse tries not to call me any other day, if she can find another interpreter.

(The problem is, not many professionals want to interpret as volunteers at a free clinic)

Well, when I met this patient, (who I will call Mr. Juan) a few weeks after his initial visit to the clinic, I noticed that the sheets of his medical history brandished a big "NO" after the top question and a line was running down through all the other spaces, implying a negative answer to all the other questions. Mr. Juan was coughing like an old pick-up truck in the sandy openness of Texas, and with every cough, he held his chest in pain, was emaciated, pale and I noticed a few little stains of blood in the tissue that once in a while he used to cover his mouth. His eyes were tired and yellowish. His index and middle fingers were stained with nicotine. But I was more worried about the cough and the blood in the paper. Since he was Spanish-speaking, I was interpreting for him and translating the medical history again. (I had a feeling that he had lied or been misled during the screening.)

The person who helped him that day said Mr. Juan told him that he could say "NO to all of it" and later talk to the doctor about his "cold."

Mr. Juan, as later we were notified, not only was an active victim of the virus, but HAD BEEN, FOR SOME TIME. Of course, he had had contact with many people before us, and there was no way to screen, or treat all of them. I was especially worried about my husband's lowered immune system due to an old stroke. Needless to say, we were all screened at once. (I had my husband screened as well and found him negative.) Mr. Juan was referred to Community Services where he would get the appropriate treatment and follow-up. A non medical person had screened Mr. Juan and had not recognized the signs and symptoms, as a professional would have, and had placed us all in danger. We had to follow up our own screenings after six months. My husband and I were again negative.

I have given my clinic the freedom to call me as needed for the Spanish-speaking patients who need interpreting services. We now have translated versions of the screening sheets and many other types of education literature, but there are times I go through them again with some patients, when I have "funny feelings" about what I see and hear.

I feel an immense responsibility to my community, but also to the Hispanic community to which I belong and try to contribute with my little grain of salt in the enormous task of educating those with whom I come in contact, as they are my brothers and sisters. Since I retired in 2006, I have been an avid volunteer. This true story is worthy as an illuminating factor of training... to those who screen...it is important to pick up every detail in order to really serve those who trust us.

Upcoming Events

July 22-23, 2008 -- Mountain AHEC -- Interpreter Training Level III

August 21-22, 2008 -- Greensboro AHEC -- Interpreter Training Level I

September 3-4, 2008 -- Southeast AHEC -- Interpreter Training Level I

September 16-17, 2008 -- Mountain AHEC -- Interpreter Training Level I

September 25-26, 2008 -- Northwest AHEC -- Interpreter Training Level I

October 24, 2008 -- Northwest AHEC -- Interpreter Training Level II

November 13-14, 2008 -- Northwest AHEC -- Interpreter Training Level III

**For the latest NC AHEC training schedules please visit: <http://cnnc.uncg.edu/training/>

If you would like to see your event listed in the Newsletter, please send Date, Time, Location, Event name and description to: Lucia De Ratmiroff ncpia03@yahoo.com with the Subject: "Newsletter event."

The Honor Roll

Mary-Jo Jones, Vice-Chairperson of the Executive Bureau graduated with honors from UNCA this spring with a BA in Psychology.

Daniel Holcombe, Chairperson, Executive Bureau, was initiated into Sigma Delta Pi national honor society for Spanish majors at UNCA this past spring, and was recently elected to the Board of Directors for Nuestro Centro in Asheville, NC.

Dr. Raleigh Bailey, Director UNCG CNNC, recently received an award for leadership with Americorps.

Congratulations!

Please submit your awards, honors, recognitions and accomplishments to ncpia03@yahoo.com with the subject "Honor Roll" and have it mentioned here!

NCPIA needs an official logo

NCPIA needs a logo and we are turning to our multi-talented membership for submissions of original artwork and ideas. Just for fun think, doodle and see what you come up with! Scan and send in your ideas to: ncpia01@yahoo.com

We can only take submissions until August 1, 2008. Results will be posted soon afterwards.

Please follow these guidelines

- "NCPIA" appears in image and is clearly legible.
- Two color design conducive to grayscale black and white printing as well as resizing.
- Professional looking image
- Image reflects what NCPIA is about --NC, HHS, Interpreting, etc.
- Original artwork ROCKS! (Any pre-designed graphics should be presented with source)
- Submit in File format is compatible with Microsoft Office Word and Publisher.

Thank you for your participation. We may select a "winner" or we might put a few ideas together from those submitted and come up with a hybrid logo. Thanks in advance for your submissions.

~**Mary-Jo Jones**

2008 SUBCOMMITTEES

(BOLD = Subcommittee Chair)

Website: **Daniel Holcombe**, Samiris Ortiz Collins and Grace Cuebas Colón.

Newsletter: **Lucia DeRatmiroff**, Bonny Schley and Mary-Jo Jones.

Local Communication: **Mary-Jo Jones**, Daniel Holcombe and Lucia DeRatmiroff.

Letter-Writing: **Daniel Holcombe**, Samiris Ortiz Collins and Bonny Schley.

Funding: **Bonny Schley**, Samiris Ortiz Collins and Grace Cuebas Colón.

Nonprofit: **Grace Cuebas Colón**, Daniel Holcombe and Bonny Schley.

In the Next Issue...

The National Council on Interpreting in Health Care (NCIHC) held its Second Annual Membership Meeting in Atlanta (GA) on June 5-6, 2008. Several interpreters attended this important conference and we will have an article in the next Newsletter with their experiences.