



## The Cross Cultural Communication Institute at CCCS



As one of the few institutes to train in multiple languages, we offer introductory, intermediate and advanced training for legal, medical and mental health interpreters. Each semester, CCCS offers interpreter training programs at its Woburn, MA and Nashua, NH locations. This brochure outlines our 2009 course offerings. For information on CCCS training programs in other states, or to bring CCCS training to your organization, contact Zarita Araujo-Lane, LICSW, CCCI Director at (888) 678-CCCS ext. 110.

### The Art of Medical Interpretation 54-hour Certificate Program

#### WINTER 2009

**Group I (Woburn, MA): Tuesdays, January 20-May 5, 6:45PM-10:15PM**

**Group II (Woburn, MA): Thursdays, February 26-May 28, 6PM-10PM**

**Group III (Nashua, NH): Saturdays, February 28-May 2, 9AM-3PM**

**Group IV (Woburn, MA): Saturdays, March 21-June 13, 9AM-3PM**

#### SPRING/SUMMER 2009

**Group I (Woburn, MA): Tuesdays, May 19-August 18, 6PM-10PM**

**Group II (Woburn, MA): Thursdays, June 4-September 3, 6PM-10PM**

#### FALL 2009

**Group I (Woburn, MA): Tuesdays, September 15-December 15, 6PM-10PM**

**Group II (Woburn, MA):**

**Thursdays, September 17-December 17, 6PM-10PM**

**Group III (Nashua, NH):**

**Saturdays, September 19-November 14, 9AM-3PM**

Primary instructor: Vonessa Phillips Costa, Vera Outeiro or Tania West  
Guest Presenters: Zarita Araujo-Lane, LICSW and Dr. Richard S. Lane

This program targets interpreters at all levels and fosters an environment that gives each individual a measure of control over the learning process. Training sessions focus on interpreting technique, cultural competency and ethics, mastering medical terminology through the Samurai! method, developing specialized glossaries and increasing memory power. Learning is measured through role-play and interpreter evaluation tools.

The Art of Medical Interpretation 54-hour training program has been approved by the American Translators Association for 5 Continuing Education Points.

Class size is limited to 30 students and features spoken languages only. Language coaches will assist students develop target language glossaries through role-playing exercises. All applicants must pass a mandatory pre-screening exam in English and target language(s) prior to acceptance in the program. Applicants must pass language screening at a minimum of "Advanced Low" under the ACTFL Proficiency Guidelines/Speaking (see [www.actfl.org](http://www.actfl.org)). There is a pre-screening fee of \$35.

**\$695 per student/Woburn-based programs** (materials included)  
**\$595 per student/Nashua-based programs** (materials included)

Ask about our payment installment plans.

### Fundamentals of Legal Interpretation

**WINTER 2009 (Woburn, MA):**

**Sundays, January 25-April 12, 9AM-2PM**

**SPRING 2009 (Nashua, NH): Wednesdays, April 8-June 24, 9AM-2PM**

**FALL 2009 (No class on 9/6, 11/11, 11/29)**

**Group I (Woburn, MA): Sundays, August 30-December 6 9AM-2PM**

**Group II (Nashua, NH):**

**Wednesdays, September 2-November 18, 9AM-2PM**

Instructor: Frank Geoffrion

This 60-hour workshop series will clarify the legal interpreter's role and explore guidelines for legal interpreters. Students will participate in a series of interpreting-related activities designed to encourage short-term and long-term memory development. Such activities include learning to "listen for meaning", memory exercises, shadowing, dual-task training, paraphrasing, and sight translation. Students will also develop an extensive vocabulary with concentration on terminology specific to legal matters. This program will also familiarize students with basic legal concepts. Language coaches and target language materials will be provided for groups of 4 or more students working in the same language pair.

Class size is limited to 20 students and features Spanish, Portuguese, Arabic and Bosnian. All applicants must pass a mandatory pre-screening exam in English and target language(s) prior to acceptance in the program. Applicants must pass language screening at a minimum of "Advanced Low" under the ACTFL Proficiency Guidelines/Speaking (see [www.actfl.org](http://www.actfl.org)). There is a pre-screening fee of \$35.

**Cost: \$750** (materials included)

Ask about our payment installment plans.



**To register, contact: Mariana de Paula**, Program Coordinator  
e: [mdepaula@cccs.org](mailto:mdepaula@cccs.org)

# Instructor Biographies



As one of the few institutions to train in multiple languages, CCCS offers its new 2009 series of specialized trainings for interpreters of all fields. Pre-requisite required: Interpreters must have completed a minimum of 40 hours of medical or legal interpreter training.

## Professional Development Series for Interpreters

Coming Mondays and Wednesdays in March, April and May 2009 from 6PM-10PM

- Mental Health Series: Psychological Testing, Substance Abuse
- Health Series: Palliative Care, Asthma, Cancer
- Women's Health Series

And

Sundays, May 3-31 and June 7, 2009 from 9AM to 2PM. Frank Geoffrion, Instructor.

- Advanced English Skills for Interpreters - A 30 hour workshop designed to improve interpreting accuracy into English.

For more information visit our website at [www.cccsorg.com](http://www.cccsorg.com)



To register, contact:  
**Mariana de Paula**,  
Program Coordinator  
e: [mdepaula@cccsorg.com](mailto:mdepaula@cccsorg.com)



**Zarita Araujo-Lane, LICSW** is the president and founder of Cross Cultural Communication Systems, Inc. and CCCI Director. She has over 25 years experience working with cross-cultural populations in medical and mental health organizations. Ms. Araujo-Lane was the director of a mental health cross-cultural team for over ten years at Health and Education Services in the North Shore area. She has published articles in Cross Cultural Management including a chapter written in 1996 and 2005 on "Portuguese Families" for the book, *Ethnicity and Family Therapy* by Monica McGoldrick second and third edition. Ms. Araujo-Lane leads the creative team responsible for the development of The Art of Medical Interpretation training material series, and has authored multiple articles for publications of the American Translators Association and other scholarly journals.



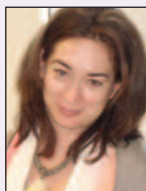
**Vonesa Phillips Costa.** Primary Medical Interpretation Instructor and is the former CCCI Director. Ms. Costa is a legal and medical interpreter trained at Bentley College in Massachusetts to work in the Portuguese-English pairs. She is a member of the Massachusetts Medical Interpreters Association and the American Translators Association and has contributed articles for publications to both organizations. Ms. Costa has traveled nationally presenting on issues of interpreting and cultural competency. She was part of the creative team at CCCS responsible for the development of The Art of Medical Interpretation training material series. Contact: [ccci@cccsorg.com](mailto:ccci@cccsorg.com)



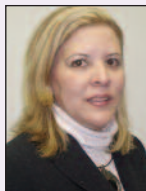
**Frank Geoffrion.** Primary Instructor at CCCI. Mr. Geoffrion has been certified as a court interpreter by the U.S. Federal Court, the MA Trial Courts and the American Translators Association. He is a faculty member at the National Institute for Interpretation at the University of Arizona. and a faculty member in Boston University's community, medical and legal interpreter program. Mr. Geoffrion was a consultant to the Federal Court Interpretation Certification Project and administers the Federal Court Interpreter Oral Certification Examination in Arizona, New Mexico and Texas. Contact: [ccci@cccsorg.com](mailto:ccci@cccsorg.com)



**Dr. Richard S. Lane**, an Internist in the Extended Care Facility Program at Harvard Vanguard Medical Associates of Boston, Massachusetts. He is a bilingual educator, fluent in Spanish. Dr. Lane's interests are the doctor/patient relationship, teaching interview skills to medical students and residents, cross-cultural communication in medicine, care of elderly patients in rehabilitation and sub-acute units and palliative medicine and hospice care at end of life. Dr. Lane became board certified in Palliative Care and Hospice Medicine in 2004, and he is currently the Medical Director of Affinity Hospice for Life, Burlington, Massachusetts. Contact: [cccsinc@cccsorg.com](mailto:cccsinc@cccsorg.com)



**Vera Duarte Outeiro.** Primary Medical Interpretation Instructor holds a BA and MA in Foreign Language Education from Portugal and a MA in Applied Linguistics from the University of Massachusetts. Vera is certified by the Massachusetts Department of Education to teach ESL to grades 5-12. She currently teaches ESL, World Literature, and Medical Interpretation at Cambridge Rindge and Latin School in Cambridge, MA. Contact: [ccci@cccsorg.com](mailto:ccci@cccsorg.com)



**Tania West.** Primary Medical Interpretation Instructor and Spanish Language Coach, holds a BA in Law from Nicaragua, and a MA in Law and Diplomacy from Tufts University. Between her studies at Boston University, CCCI, and University of Mass, Tania has undergone approximately 400 hours of formal interpreter and translating training. She is a Certified Court Interpreter in the state of Massachusetts and has been active as a medical and legal interpreter for four years. Tania has collaborated as CCCI medical interpreter language coach and adjunct instructor for the past two years, and is a member of the National Association of Judiciary Interpreters and Translators, the International Medical Interpreters Association, and the New England Translators Association. Contact: [ccci@cccsorg.com](mailto:ccci@cccsorg.com)



The Cross Cultural Communication Institute at CCCS

**Cross Cultural Communication Systems, Inc.**

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New Hampshire Regional Office: 43 Technology Way, Suite 2E3, Nashua, NH 03060

**p:** 888-678-CCCS **f:** 603-880-4511 [www.cccsorg.com](http://www.cccsorg.com)

Active since 1996, CCCS is a recognized authority on cultural-linguistic services, providing consultation, interpretation, translation and training services to healthcare, educational, legal and business institutions nationwide. CCCI is licensed by the New Hampshire Postsecondary Education Commission as a private, postsecondary career school.