

# The Community Interpreter

## *Professional Training for Community Interpreters*



*“Great instructors, real life experiences, really help relate to our work.”*

Join a field of passionate, committed professionals:  
become a community interpreter!

Community interpreting includes medical, educational and social services interpreting. *It is one of the fastest-growing professions in the world.*

Cross-Cultural Communications (CCC) is your home for **professional training and continuing education**. To become a qualified interpreter in the field, a 40-hour quality program is considered the

minimum requirement.

CCC offers the finest such program in the world:  
**The Community Interpreter®.**

***Grow. Engage. Transform.***

*Commit to excellence. We'll get you there.*



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### THE PROGRAM

**The Community Interpreter®** is a comprehensive 40-hour certificate program. It provides the prerequisite for national medical interpreting certification.

CCC's star program, **The Community Interpreter®**, is taught across the country. It is the leading national program. *CCC has more than 140 licensed trainers in 28 U.S. states, DC, Guam and six other countries.*

Sign up for **The Community Interpreter®** if you plan to launch or continue a career in:

- Medical interpreting;
- Educational interpreting; and/or
- Social services interpreting

### HOW IT WORKS

**The Community Interpreter®** is an interactive, skills-based program. It's never boring. It is also the most up-to-date program in the field. The sessions ground you in *what you need to know to work as a professional interpreter.*

The focus is on medical, school and government or nonprofit service settings. With this program, you receive a copy of the most comprehensive textbook and workbook in the field.

*Medical interpreters* should also sign up for our one-day workshop, **Medical Terminology for Interpreters**. (Visit: [www.cultureandlanguage.net](http://www.cultureandlanguage.net) for details.)

**If you want a quality program that will prepare you for the *real* world of community interpreting, you have found it. The Community Interpreter® is for YOU.**

It is also exciting, fast-paced and fun. **Sign up now!**

### PROGRAM CONTENT

#### MODULE 1: THE PROFESSION

- An overview of medical and community interpreting today
- National ethics
- How to assess your performance

#### MODULE 2: PROTOCOLS AND SKILLS

- Basic protocols (such as positioning)
- Message transfer skills (how to interpret)
- Interpreting modes
- Memory skills and note-taking

#### MODULE 3: STRATEGIC MEDIATION

- How to make decisions
- Intervention skills
- The Strategic Mediation Model
- Cultural mediation

#### MODULE 4: PROFESSIONAL IDENTITY

- Who are you? Where do you fit in?
- Professional practice
- Introduction to legal interpreting
- Terminology

#### MODULE 5: THE INTERPRETER'S ROLE

- Managing your role
- Advocacy
- National standards of practice
- Self care and professional development





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### List of Trainers

CCC trainers are specialized, conscientious and dynamic. They have extensive experience in the field, and many are superbly qualified. They arrive well prepared and grounded in the material.

Among our trainers and consultants we are proud to include:



#### Marjory Bancroft

Marjory Bancroft directs Cross-Cultural Communications, the only national training agency for medical and community interpreting, with more than 140 licensed trainers in 28 U.S. states, Washington DC, Guam and six other countries. She holds a BA and MA in French linguistics from Quebec and advanced language certificates from Spain, Germany and Jordan. An international leader in the field, Marjory has lived in eight countries and studied seven languages. Her career spans interpreting, translation, teaching and authoring numerous publications. She sits on international committees and was the world project leader for an ISO international interpreting standard.



#### Pamela Bohrer-Brown

A longtime medical and social services interpreter, Pamela Bohrer-Brown is a bilingual/bicultural American. She lived for 17 years in Venezuela, where she and her husband adopted two Venezuelan children. She has worked as a program manager, coordinator and director for Hispanic healthcare access, maternal and child health and multicultural programs at Baltimore Medical System. During her long involvement with the Baltimore Latino community, she has offered trainings and workshops in interpreting, community health and Spanish secondary education. Pam is also a trained Childbirth Educator and Doula (birth companion) and a health educator.

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### List of Trainers Continued



#### Otisha Ayala-Faya

Otisha has been a professional freelance interpreter for over 20 years, an instructor of ASL for 17 years and an interpreter trainer for more than a decade. She is nationally certified for ASL interpreting by the Registry of Interpreters for the Deaf (NIC-RID). As a registered interpreter for the NY State Unified Court System, she often performs trilingual interpretation (English, Spanish and ASL). A language access consultant, former hospital administrator for interpreting services and an ADA and LEP compliance officer, she served as an advisory board member on medical interpreting for a hospital association. Otisha has also taught ASL and English as a Second Language (ESL).



#### Leslie Bilchick

After earning a degree in International Relations and Spanish, Leslie co-directed a community-based Latin American peace and justice organization in Baltimore, then worked for a nonprofit serving immigrants and refugees in Howard County, Maryland. Upon completing medical interpreter training, she promoted international solidarity in El Salvador with the SHARE Foundation before launching a freelance interpreting and translation career there. After seven years in San Salvador she returned to Maryland, where she obtained her court interpreter certification. She provides court, educational and social services interpreting and translation.

*"I think this is one of the best trainings I've had, which will realistically assist me in becoming better at my job. Thank you!"*

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## *Professional Training for Community Interpreters*

**CCC: Home of the *professional* interpreter.**

*Become skilled--expert--certified!*

From entry-level training to advanced workshops, with resources that include textbooks, DVDs, workbooks and materials online, CCC delivers the highest value in the field.

CCC is a global leader.

We are the professional standard in world-class programs for medical, community and general interpreting.

It's what we do. ***It's who you are.***

**The Community Interpreter®**

Join the adventure!

**For more information, or to register for the next session,**  
go to [www.cultureandlanguage.net](http://www.cultureandlanguage.net) and click on **Training** or contact the CCC  
office:

**Cross-Cultural Communications**

10015 Old Columbia Road, Suite B-215

Columbia, MD 21046

410.312.5599 (voice) 410.750.0332 (fax)

[ccc2@cultureandlanguage.net](mailto:ccc2@cultureandlanguage.net)