



OREGON SOCIETY OF  
TRANSLATORS AND INTERPRETERS

Annual Conference  
October 9 and 10, 2015  
Portland, Oregon

OSTI thanks VDO Interpreters for hosting this conference.

#### Schedule

October 9	6:00 - 9:30 pm	Mary Soots, M.A., "Cultural Awareness for Medical Interpreters"
October 10	8:00 - 9:00 am	Continental breakfast and check-in
	9:00 - 9:30 am	Welcome
	9:30 - 10:30 am	Stacey Brown, M.B.A., "Four Things You Need to Reach Your Potential as a Freelance Translator"
	10:30 - 10:45 am	Break
	10:45 - 11:45 am	Sarah Walter, M.D., "Autopsy Basics"
	11:45 - 1:00 pm	Lunch, annual meeting (including elections) and networking
	1:00 - 2:00 pm	Karen Martwick, "Copy-Editing: What Translators Need to Know / Translators as Copy-Editors"
	2:00 - 2:15 pm	Break
	2:15 - 3:15 pm	Baoqin Wang, J.D., "Understanding and Helping Foreign Clients in Immigration Procedures"
	3:15 - 4:00 pm	Conclusion and wrap-up

#### CE Credits

The Oregon Judicial Department has approved the conference for 6 general credits. Interpreters will need to submit proof of completion to their office, an electronic copy will suffice.

The American Translator's Association has approved the conference for 7 continuing education points.

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## Speakers and presentations

### Mary Soots, M.A., "Cultural Awareness for Medical Interpreters"

This workshop uses culture as a lens through which to view health care and the role of the medical interpreter. Culture is a system of customs, beliefs, and behaviors—all interwoven in social ideology. Social ideology determines our assumptions of wellness, disease, health care, aging, death and burial, and other concepts that we always take for granted which actually vary across cultures and over time. In this presentation, differences between traditional and Western medicine are explored, as are economic and political influences in the area of health care. The medical interpreter is called upon to interpret culture and at times to advocate for the patient. This information will allow us to question our assumptions and biases.

Mary Soots is a Social/Cultural Anthropologist whose work is focused on the Hispanic community. A native of Mexico, raised in the U.S., her bicultural background allows opportunities to build bridges between cultures. Mary uses a multidisciplinary approach to her work. She holds an M.A. in Anthropology with a B.A. in International Studies (Latin American focus) and Anthropology, and minors in Geography and Spanish. Mary is Adjunct Professor of Anthropology at Portland State University, works in Research and Evaluation at Oregon Museum of Science and Industry (OMSI), and supports government and community organizations through outreach and advocacy. She is also a National Board of Certification for Medical Interpreters (NBCMI) Certified Medical Interpreter.

## Stacey Brown, M.B.A., "Four Things You Need to Reach Your Potential as a Freelance Translator"

Translation and Interpreting Services is the fastest-growing industry in the country and this trend is expected to continue. As more bilingual people enter this field, how do you stand out from the crowd as a freelance translator? This workshop will cover four critical things that are needed at the core of your successful translation business. You will learn how to create a specialized signature solution, how to use empathy to communicate and perform, how to build your own support team, and how to identify and honor your own brilliance.

Stacey Brown is the owner of a growing agency, Mindlink Resources, LLC, based in Portland, Oregon. Mindlink's focus is to build teams of talented people providing Quality Assurance, Translation, and Interpretation for the localization industry. Stacey has been involved in the software industry for almost 20 years and has worked in localization for more than 12 years. She has a degree in Communications and an M.B.A. in Technology Management. Recently, Stacey was certified as a Whole Person Life Coach. She plans on integrating coaching as a way to help freelancers achieve success. She lives with her partner, step-daughter and three cats near the Columbia River Gorge in Washougal, Washington.

## Sarah Walter, M.D., "Autopsy Basics"

This presentation discusses the basics of a medical autopsy, including: who can legally consent to an autopsy, how an autopsy is performed, and what the report may look like.

Sarah Walter is a pathologist with Cascade Pathology Services. She has been practicing with Legacy Hospitals for seven years. She is currently the medical director of the laboratory at Legacy Emanuel Medical Center and the Director of Autopsy Services for Legacy Hospitals.

## Karen Martwick, "Copy-Editing: What Translators Need to Know / Translators as Copy-Editors"

A professional editor discusses how translators can support the work of copy-editors, and how copy-editing fits in with the steps of translation. Learn how copy-editing can ease the translation process and clarify the message of the translated content. We'll discuss how bilingual copy-editors and copy-editors who specialize in editing for global audiences can help streamline the translation process.

Karen Martwick is editor and content strategist at Travel Portland, a destination marketing organization. In her 17-year career, she has focused on editing for the web, spending six years as a producer for OregonLive.com and four years as content manager at the National Psoriasis Foundation. She joined Travel Portland in 2008, editing its award-winning publications, guiding communication across digital channels and shaping the content, information architecture and user interface of [TravelPortland.com](http://TravelPortland.com). Karen has served on the executive committee of the American Copy Editors Society ([www.copydesk.org](http://www.copydesk.org)) since 2012 and is coordinating its national conference in Portland March 31–April 2, 2016.

## Baoqin Wang, J.D., "Understanding and Helping Foreign Clients in Immigration Procedures"

This presentation gives an introduction to the U.S. immigration system with focus on some government (administrative or court) procedures that involve interpreting and translation services. From this presentation you will also learn and understand a list of regularly used immigration terminologies.

Ms. Wang has been practicing immigration law since 2000. She has extensive experience in business and family based immigration law, including:

- Alien of extraordinary ability
- Outstanding professor or researcher
- National interest waiver
- Labor certification
- Naturalization
- Invest immigration
- Temporary work visas including, H1, L1, TN, etc.
- K1, K3 visa and other relative based family immigration

Ms. Wang's previous experiences include working for Benjamin D. Knaupp, P.C. (Beaverton, OR) with focus on immigration and business law. Before coming to the United States, she worked for China Northwest Airlines (Xian, China) for six years, doing various kinds of corporate legal work.

Ms. Wang is committed to providing clients with prompt and quality services. She uses her spare time serving the immigrant community by writing immigration articles for Chinese newspapers in Oregon. Ms. Wang received the 2001 Distinguished Community Service Award from the Chinese Professionals and Entrepreneurs Association (CPAEA).

## Annual Meeting of all Members

Election of the Vice President and Treasurer

Presentation of candidates

Annual Report of Oregon Society of Translators and Interpreters (OSTI) activities to members

Departmental reports

Plans for 2016 conference

Upcoming continuing education and social events

Feedback from members

Report from Superintendent of Elections

Signing minutes of annual meeting with election results and composition of new Board for 2016

## OSTI Board Members and Volunteers

President	Helen Eby
Vice President	Jess Kincaid
Treasurer	Jessica Dover
Secretary	Elena Werner
Board Member at Large	Lois Feuerle

Board meetings are generally also attended by Committee Chairs, who participate freely, and Board members vote after they receive input from Committee Chairs. We have a special email address for this group.

### Other Volunteers

Bookkeeper	Ben Nuñez
Membership Team	Susanne Kraetschmer John Wan
Continuing Education Committee	Erin Neff-Minyard Lotte Schmitz Elena Werner Melanie De Leon Lois Feuerle
Nominating Committee	Heidi Schmaltz Jeanette Poston Danna Garcia
Facebook	Jazmin Manjarrez
National Association of Legal Professionals (NALS) Representatives	Helen Eby Lois Feuerle

### Volunteer Vacancies

Newsletter and blog editor	Currently Helen Eby
Volunteer coordinator	Currently Helen Eby
Social Media coordinator	Currently just reposts from blog to Twitter, Facebook and Linked In
Twitter	
Linked In	
Representatives for regional groups	
Mentor coordinator for new members	This would involve recruiting mentor members, by checking members' profiles and inviting them to mentor others.
Membership recruiting	This also involves surveying our current members first.

## A note from the President

OSTI has grown a lot in these first two years. We started by focusing on improving the situation for court interpreters. Then the work of updating the Health Care Interpreters law intensified, and of course it took significant attention. As we worked in these fields, we have developed relationships with stakeholders, and we will continue to nurture those relationships. The next interpreting field to explore is the schools. We will not leave any of these aside as we pick up the next frontier! This conference is proof of that.

Next we need to focus on translation. Because translation does not have unified markets, like interpreting does, it requires more creativity. However, the value of certification is real, and as we support colleagues who seek certification we will work through those issues creatively.

Partnerships with organizations such as the National Association of Legal Professionals (NALS), the American Copy Editors Society (ACES), and others, will make a difference in promoting our members. Partnerships with academic institutions will help us provide training. We look forward to developing those relationships in the next year or two.

But why does OSTI matter? Because as colleagues work together:

- They find creative solutions
- They improve their work
- Their work benefits the businesses and the community providers that serve people who speak languages other than English
- Their work benefits the people in the community who do not speak English well and try to get loans, bury a loved one, buy a house, or get medical attention
- Companies that do international business have less potentially expensive misunderstandings with their foreign counterparts
- The barriers between English speakers and non-English speakers become lower, and the community comes closer

What do volunteers get from their service?

- Mentoring from others with experience
- The opportunity to learn about the field from a different perspective
- The opportunity to make a difference in the lives of others, and help others just as we have been helped

OSTI is not the Board. OSTI is not the President. OSTI is its members! When OSTI members engage, we all grow. As President, I just try to help cast a vision, encourage our members to grow, and help our team work together.

## OSTI Candidates for Election

### Ben Nuñez, Candidate for Treasurer

I have lived half of my life residing in Mexico and the other half in the US, mostly in blocks of 5 to 10 years at a time. Every time I move I end up in a different part of the country: In the US I have resided in Michigan, California and now Oregon, and in Mexico I have lived in Mexico City and in Monterrey. I graduated from the Escuela Bancaria y Comercial in Mexico City with a major in accounting. In 2008 I moved from Monterrey, Mexico to Portland and I really love it here.

Translation is my passion. I have been doing it alongside interpreting since 2008 and my goal is to ultimately just translate. To that end, I am currently enrolled in the New York University Certificate in Translation, as well as pursuing my certification for interpreting in the Oregon Court System.

Before I made my career change to interpreting/translation, I worked in the financial/accounting area. I worked for Deloitte (a CPA firm) in the tax area for 8 years both in Mexico and in Michigan and there I switched over to GMAC who moved me back to Mexico to work as head of the Treasury and Accounting Department. Here in Oregon my father is the Volunteer Treasurer for the nonprofit Netarts Fire Department and for the Friends of Netarts Bay WEBS (Watershed, Estuary, Beach and Sea). For the past 4 years I have assisted him in filing all the tax returns for both organizations and I helped implement computer systems for their accounting and record keeping.

In the past few months I have been supporting our Treasurer as a bookkeeper. As Treasurer, I will request the assistance of a bookkeeper as well, because this provides better support and accountability to the organization. We have also been developing better teamwork practices with the Membership team, to make things smooth, straightforward, and run according to generally accepted accounting principles.

### ***Reason for Running***

Why I want to be Treasurer, and what will I contribute to the organization: OSTI is an organization that stands for professionalism in translation and interpreting. As an experienced and trained professional in the accounting field and a professional who is growing in the interpreting and translation area, I know how important it is to prepare things the proper way for our members and our other stakeholders to have a proper accounting of the funds we receive, and to be able to make accurate decisions based on the information generated. As treasurer, I will do my best to work with the Board to support strong accountability policies and transparency, while being accountable to our members and using our resources in a way that honors our members' interests. I will work with the rest of the OSTI team to make this happen. I am very excited about the changes happening in our career and I think OSTI has played a key role in making this happen and will be a key player for future changes and I want to contribute in the area where I am most able and qualified. Accounting is the quiet task that we all take for granted. I will try to keep it that way, and make sure the OSTI wheels run smoothly by doing a professional job and keeping OSTI members and the OSTI Board informed about OSTI finances and future expectations.

Thank you,

Ben

### **Jazmin Manjarrez, Candidate for Vice President**

Jazmin Manjarrez is a Certified Medical Interpreter (CMI), a certification awarded by the NBCMI, as well as an Oregon Certified Health Care Interpreter. She most recently received her Certificate in the Training of Trainers in The Community Interpreter, International Edition to become a licensed trainer for the program. Jazmin also received her Certificate in Health Care Interpreting from Portland Community College in 2004 and successfully completed Paralegal courses, also at Portland Community College, in 2001.

Jazmin has been a medical interpreter for the last 13 years, interpreting in different medical settings. As a staff interpreter at Oregon Health Sciences University (OHSU), she gained extensive knowledge of medical terminology and complex diseases. Jazmin has worked in trauma situations, the Emergency Room (ER), surgeries, mental health, palliative and end of life conferences, and a myriad of medical encounters. Jazmin has also interpreted for the Department of Human Services (DHS), police investigations, attorney-client meetings, and for various school districts in Individualized Education Plan (IEP) meetings and parent/teacher conferences.

Among other positions, Jazmin successfully spearheaded the “practicum” program at Tuality Healthcare in Hillsboro, Oregon, for their dual role bilingual personnel, who recently received their certificates from The Community Interpreter.

Prior to focusing on interpreting, Jazmin held several positions, including office manager, in various law firms, as well as in human resources. She also worked for the Mexican Government in Washington, D.C. early on in her career. Jazmin is very detail oriented, a self-starter, and a quick learner. She works effectively as part of a team or independently.

Jazmin Manjarrez is an active member of OSTI, the International Medical Interpreters Association (IMIA) and the Oregon Health Care Interpreters Association (OHCIA). She has a high level of proficiency in English and Spanish. Though Jazmin was born in Mexico City, she came to the United States at the age of 1, and thus grew up as a heritage speaker of Spanish.

#### ***Reason for Running***

I want to run for the position of Vice President for OSTI to make a difference. As a certified medical interpreter I see that our profession is vastly gaining momentum and I want to be part of the movement.

OSTI has proven to be an organization that promotes the highest professional standards. It encompasses certified translators, court interpreters and medical interpreters, all working together. Through our efforts we can ensure that all non-English and Limited English Proficient (LEP) individuals have equal language access and communicative autonomy, utilizing professional interpreters.

We need to support all of our members in their professional development and represent them at the Oregon Health Authority (OHA) and Oregon Council meetings, organizational events, and conferences.

I am passionate about our profession and feel that through the position of Vice President, I will be able to inspire others to join us in the work ahead.

## Summary of OSTI decisions recorded in the minutes of 2014 and 2015:

### **March 4, 2014**

Approval of initial expenses for OSTI:

- Insurance purchase
- Accounting software up to \$300

Public representation:

- Use @ostiweb.org email for OSTI business.

### **April 1, 2014**

Created Vertical Response account to send emails to members and friends, cost of \$4.50 for about 300 people.

### **June 16, 2014**

Started discussions about Nominating Committee development.

### **September 10, 2014**

Launched Eventbrite site for OSTI conference.

501c6 filing is in the OSTI budget for after the conference.

### **February 23, 2015**

QuickBooks has been purchased.

Started planning for first OSTI elections in conjunction with the OSTI conference in October of 2015.

Lois Feuerle agreed to create a brief summary of the nomination process per the Bylaws listing a time frame for their application.

### **March 16, 2015**

Start planning for American Translators Association (ATA) exam.

### **July 6, 2015**

Social Media representative named.

Nominating Committee begins work.

OSTI has filed taxes.

Ben Nuñez has started to assist OSTI as book keeper.

### **July 27, 2015**

Approval of candidate slate submitted by Nominating Committee.

Approval of OSTI going to NALS to represent interpreters and translators before legal assistants.

**Summary of OSTI public activity:**

OSTI was involved in shaping the new Healthcare Interpreting law, HB2419, which will be in effect January 1, 2016. Interpreters went to the Capitol to speak on February 6, 2015. This was the first time medical interpreters were present at the Capitol for this type of event. The final hearing was on April 22, 2015, when OSTI members were in Washington, DC.

OSTI members Jeanette Poston, Jazmin Manjarrez, and Helen Eby attended the IMIA conference and went to Washington, DC, where they submitted a document in support of medical interpreting certification to our Representatives and Senators in Washington, DC. The members were well received. The document was written by Emily Safrin, another OSTI member. See *Why use certified, qualified interpreters and other trained language professionals?*, on page 18.

The first ATA Certification exam in Oregon in many years will be on October 11, 2015. Some members gathered in informal study groups to prepare. This has shown a need for more organized training in translation.

Job postings are now available on the OSTI website. This is available to all, members and non-members.

**Visits to OSTI Members outside Portland:****Summer 2014:**

- Wilsonville
- Albany
- Bend
- Medford
- OSTI Conference in Albany, Oregon

**Fall 2015:**

- Eugene

**Connections with Other Organizations:**

OSTI believes that as we connect with other organizations, our members are represented in ways that leverage their investment in membership and our professional development contacts also grow. It is a good partnership for everyone. We are developing connections with a variety of stakeholders, based on opportunities, available teams to represent OSTI consistently with the stakeholders, and the cost involved.

**NALS: National Association of Legal Professionals**

OSTI is developing a relationship with NALS, and has been warmly welcomed at their annual conferences and board meetings. Conference attendees ask to see the profiles of OSTI members at the conference, and have asked for Arabic and other non-Spanish interpreters. These professionals often make direct contact with our members for depositions.

**ACES: American Copy Editors Society**

OSTI is exploring a relationship with ACES. Copy-editors often work in collaboration with translators as the last ones to touch the English text, and OSTI is looking for ways to support their work as they deal with texts that are written by non-native speakers of English.

**OSTI Financial Report - 2015**  
(January 1, 2015 - October 3, 2015)

Current total in bank account from membership dues and conference fees:

\$2,832.45.

Total Expenditures:

**2014 EXPENDITURES**

- \$2,556.76
  - \$691.48 - Office and marketing supplies
  - \$160.00 - Website
  - \$325.00 - Insurance
  - \$50.00 - Secretary of State organizational filing
  - \$1,330.28 - Conference speaker gift cards, room rental, misc. conference

**2015 EXPENDITURES**

- \$1,247.15
  - \$25.00 - Continuing Education Fee
  - \$325.00 - Insurance
  - \$212.36 - QuickBooks monthly and transactions fees
  - \$310.00 - Website
  - \$344.79 - NALS table and hotel

## OSTI Membership report

Number of members: 53

Language pairs	Members per language pair
English <> Spanish	35
Spanish > English	1
French > Spanish	1
English > German	3
German > English	2
French > German	1
French > English	1
English <> French	1
Italian > English	2
English <> Russian	2
Russian > English	2
English <> Arabic	1
English > Japanese	1
English <> Japanese	1
English <> Vietnamese	1
English <> Chinese (Mandarin)	1
ASL	1

Oregon Counties:

- Clackamas
- Washington
- Marion
- Coos
- Multnomah
- Klamath
- Lane
- Deschutes
- Benton
- Jackson
- Polk
- Douglas

Places in other states:

- Seattle, WA
- Yakima, WA
- Santa Maria, CA

Upcoming free OSTI event – on November 14, in Gresham

## Keys to a sustainable interpreting and translation freelance business



**Saturday, November 14, 10 a.m. to 12:00 p.m.**  
**Free OSTI presentation, Gresham, Oregon**

**Speaker:** Helen Eby

**Location:** 24800 SE Stark Street, Gresham, OR 97030, Cascade Room 1 and 2, at [Legacy Mount Hood Medical Center](#)

This venue is 8 minutes from McMenamins Edgefield, where OSTI members and friends can have lunch after the meeting.

Helen Eby has presented on this topic in Washington State and at the National Association of Judiciary Interpreters and Translators. Her perspective is not a simplistic “raise your rates” focus, but a holistic view of the factors involved in having a sustainable business as a freelancer.

This presentation will cover topics such as:

- A business plan for interpreters and translators – freelancers as microbusinesses
- Eggs and baskets – diversification and specialization
- Meeting clients – tools for setting up relationships with clients, and how to develop solid relationships with clients. Please note that translation and interpreting agencies are clients too!
- Return on investment: for our clients and for us.
- Making a first impression, both online and in person.
- Negotiation tips – learn what your client needs. Remember that the best business relationships are developed on the golf course!
- Setting clear expectations.
- Keeping track of resources: time and money are both limited resources. Do we have a cost of doing business? Do we have administrative time to budget in our schedule?
- Taxes – a very basic introduction
- What do we do when the numbers don’t add up to what we wanted? Well... it’s better to know that before we are bankrupt. We can make adjustments before it’s too late! Suggested adjustments will be discussed, such as portfolio diversification, etc.

Helen Eby is a member of the American Translators Association Business Practices Committee, and is a member of the American Translators Association Interpreters Division Leadership Council. However, she learned many of these principles in her business-oriented classes in high school in Argentina, where her high school had a Business focus from 8<sup>th</sup> to 10<sup>th</sup> grade, and later confirmed them in her training as a Bilingual Secretary at the *Instituto Argentino de Secretarias Ejecutivas* (Argentine Institute for Executive Secretaries) in Buenos Aires, her work in the business field, her interaction with SCORE, and her personal experience with clients and colleagues.

Document delivered to representatives in Washington, DC

## Why use certified, qualified interpreters and other trained language professionals?

### COST

- Certified, qualified and trained interpreters make significantly fewer critical errors than untrained interpreters<sup>1,2,3</sup> and increase satisfaction both for patients and providers<sup>4,5</sup>, thus minimizing unnecessary return visits and costly mistakes.
- When qualified interpreters are not used at admission or discharge, the length of inpatient care for LEP individuals has been shown to increase significantly, as well as the rate of re-admissions within 30 days of discharge<sup>6</sup>.
- Use of bilingual medical staff as ad hoc interpreters has been demonstrated to be inefficient both in cost and time, as staff must abandon their own duties to perform a task that is not within their job description or skill set<sup>7,8</sup>.

### QUALITY

- Trained interpreters improve quality of patient care and clinical outcomes<sup>2,4</sup>.
- Quality of care has been demonstrated to suffer when bilingual medical staff act as interpreters<sup>9,10</sup>.

### CERTIFICATION

- As doctors must be certified by the American Board of Medical Specialties, and lawyers by the Bar Association, nationally recognized certification also exists for interpreters through the National Board of Certification for Medical Interpreters (NBCMI) and the Certification Commission for Healthcare Interpreters (CCHI). The American Translators Association (ATA) offers certification for translators.
- The two medical certification exams for interpreters mentioned above assess candidates' interpreting skills as well as language proficiency, the ability to prepare for and manage the interpreted encounter, medical terminology, cultural competence, ethics, standards of practice, and sight translation.
- Many interpreting Language Service Providers (LSPs) do not require their interpreters to pass these nationally validated exams, but instead use their own in-house assessment tools, which almost invariably means that such LSP "certification" is reviewed only internally by the LSP that then contracts with the interpreters who take those exams.

### TITLE VI AND CLAS STANDARDS

- Title VI of the Civil Rights Act and the National Standards on Culturally and Linguistically Appropriate Services (CLAS) mandate that language access services be effective, understandable, and comparable to services received by non-LEP patients.



## What can be done to comply with legislation and ensure effective budget use?

- Verify interpreter certification
  - Does the interpreter hold nationally validated credentials, or is their title of “certified interpreter” granted internally by the LSP that schedules their appointments?
- Test language proficiency
  - Several nationally validated language proficiency exams exist: e.g., the Oral Proficiency Interview (OPI) by the **American Council on the Teaching of Foreign Languages (ACTFL)**.
- Select interpreters carefully
  - Take advantage of the language services directories of respected professional organizations and select the most highly qualified interpreter or translator for the task at hand.

OSTI, the Oregon Society of Translators and Interpreters, is a network of experienced independent professionals. Many are certified in their area of service (court interpreting, medical interpreting or translation), and many hold master’s, doctoral or law degrees, in addition to their many years of practice in the profession of translation and interpreting.

Since its inception, OSTI has participated in the discussion of professional issues and it welcomes interaction with all stakeholders. By articulating the issues confronting translators and interpreters in their work, OSTI helps to foster a better understanding of the profession. OSTI’s ultimate goal is to help the Oregon community cross the language barrier effectively both locally and internationally.

1. Flores, Glenn (2003) “Errors in medical interpretation and their potential clinical consequences in pediatric encounters” in *Pediatrics* Vol. 111 (1): 6 -14.
2. Flores, Glenn (2005) “The impact of medical interpreter services on the quality of health care: a systematic review” in *Medical Care Research and Review*, 62: 255-299.
3. Flores, Glenn, Abreu M., Barone C.P., Bachur R., Lin H. (2012) “Errors of medical interpretation and their potential clinical consequences: a comparison of professional versus ad hoc versus no interpreters” in *Ann Emerg Med*, 60 (5): 545-53.
4. Karliner, Leah S., Elizabeth A. Jacobs, Alice H. Chen and Sunita Mutha (2007) “Do professional interpreters improve clinical care for patients with Limited English Proficiency? A systematic review of the literature” in *Health Services Research*, 42:2. pp. 727-754.
5. Moreno, Gerardo and Leo S. Morales (2010) “*Hablamos Juntos* (Together We Speak): interpreters, provider communication, and satisfaction with care” in *Journal of General Internal Medicine*, 25:12: 1282-1288.
6. Lindholm, M., Hargraves, J.L., Ferguson, W.J. and Reed G. (2012) “Professional language interpretation and inpatient length of stay and readmission rates” in *J Gen Intern Med*. (10): 1294-9.
7. Rader, G.S. (1988) “Management decisions: do we really need interpreters?” in *Nursing Management*, 19:7: 46-48.
8. Drennan, G. (1996) “Counting the costs of language services in psychiatry” in *South African Medical Journal*, 86:4: 343-345.
9. Athorp, Catherine and Bruce Downing (1996) “Modes of doctor-patient communication: How interpreter roles influence discourse.” Paper presented at the 1996 Annual Conference of the American Association for Applied Linguistics, Chicago.
10. Elderkin-Thompson, Virginia; Roxane Cohen Silver, Howard Waitzkin (2001) “When nurses double as interpreters: a study of Spanish-speaking patients in a US primary care setting” in *Social Science & Medicine*, 52: 1343-1358.



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[www.ostiweb.org](http://www.ostiweb.org)

**OSTI Election Ballot October 10, 2014**  
**Please do not put your name on the ballot.**

Vice President (vote for one)		Treasurer (vote for one)	
Jazmin Manjarrez		Benjamin Nuñez	

All OSTI members in good standing, *i.e.*, whose dues are current as of the date of the election, are eligible to vote in the election.

If you will be in attendance you will receive your ballot together with a copy of the candidate statements at the annual meeting.

If you cannot attend the meeting, you may download the ballot from the OSTI website and vote by US mail. All mail ballots shall be placed in a sealed privacy envelope that is then put inside an outer envelope that must bear the name and return address of the voting member.

The sealed privacy envelope is to preserve the anonymity of the voter. The Supervisor of Elections will take all the unopened envelopes to the Conference and work with volunteers, who will verify the validity of the ballots. Only the first valid ballot encountered by the committee from a particular voter will be counted.

All ballots must be sent to the OSTI Supervisor of Elections, c/o Sarah Hickson de Salazar, 14827 SW Millikan Way Apt 1325, Beaverton, OR 97003 and received by the close of the business day on Wednesday, October 7, 2015, to allow for the Supervisor to travel to the Conference on October 9.

Ballots will be separated from the envelopes, and envelopes will be destroyed for the sake of preserving the secrecy of the ballot before counting the ballots.