

Bridging the Gap

PROFESSIONAL MEDICAL INTERPRETER TRAINING

FALL 2011

CHEC

Community Health Education Center
Lowell Community Health Center
144 Merrimack Street
Lowell, MA 01852

Bridging the Gap

Professional Medical Interpreter Training

Presented and Sponsored by: Lowell Community Health Center and Lowell General Hospital

PROGRAM DETAILS

Bridging the Gap Training Overview - The Bridging the Gap (BTG) Training Program is a nationally recognized Health Care Interpreter Training Program developed by the Cross Cultural Health Care Program based in the state of Washington.

The goal of this course is to master the art of medical interpreting. It hones the ability to listen, understand, and convey the verbal message accurately and completely. Participants learn different modes of interpretation, how to manage the flow of communication and the dynamics of a three-way medical interview.

The course employs heavy participatory training techniques in an active learning environment including role plays, group discussions and practicing medical interpreting. The training is a total of 48 hours.

LANGUAGE PROFICIENCY

The BTG Course requires training participants to be fluent in English and in at least one other language. Therefore, language screening is required. We will contact you and coordinate a language proficiency screening over the telephone. You will then be notified whether or not you have been accepted in the training course.

REGISTRATION FEES AND PAYMENTS

The total cost of the training is \$325.00 per person, which includes a \$110.00 NON-REFUNDABLE language assessment/registration fee, training materials and light refreshments. The payment must be received at the time of application. The following registration form and your money order stub will be your receipt. Please make a copy of the registration.

Make money order payable to:

Lowell Community Health Center - Bridging the Gap.
Mail to: Lowell Community Health Center, CHEC, 144 Merrimack St., Lowell, MA 01852.

OTHER INFORMATION

Participants must attend all classes in order to take the final skills evaluation. Class size is limited to 20 participants, so early registration is strongly encouraged.

COURSE SCHEDULE

November 2011 – Classes will be held from 8:30 a.m. – 5:00 p.m., Thursdays and Fridays for 3 consecutive weeks. Dates are as follows: 11/3/2011, 11/4/2011, 11/10/2011, 11/11/2011, 11/17/2011, 11/18/2011.

All classes held at the Community Health Education Center (CHEC), 144 Merrimack Street, Lowell, MA.

REGISTRATION DEADLINE - October 5, 2011

This training is open to active Greater Lowell Health Alliance/Community Health Network Area 10 (CHNA10) member agencies only.

CHEC POLICY AGREEMENT

Both participants and their direct supervisors must provide signatures of agreement to show that both supervisor and supervisee fully understand and agree to comply with CHEC's training policies and procedures. CHEC reserves the right to establish and modify the training policies as deemed necessary.

REGISTRATION

- I. Priority will be given to Outreach Educators serving the Northeast Region.
- II. Non-registered individuals will not be allowed in the trainings.
- III. Registrants must meet eligibility criteria and must complete registration forms.
- IV. Participants will be notified by phone to confirm their registration. Participants will be contacted by CHEC staff prior to training date. Registration confirmation will be valid only when registrants have spoken directly to CHEC staff.
- V. Participants will be accepted on a first come first serve basis. Only three (3) participants from one organization/ program may be accepted per training contingent on availability of space.
- VI. Participants who cancel more than twice within two consecutive cycles will be automatically put on waiting lists for future trainings.

PARTICIPATION

- I. All trainings begin promptly at 9:30 AM unless otherwise specified.
- II. Participants who arrive 15 minutes after the training has started (i.e., 8:45 AM for a 8:30 AM training or 9:45 AM for a 9:30 AM training) will not be allowed in. Please allow adequate time for traffic, parking and other delays. If there is a need to cancel due to an emergency, please call CHEC by 8:30 AM (Office hours are 8:30 AM to 5:00 PM).
- III. Participants must notify CHEC of any cancellations 72 hours (or 3 days) prior to any training. Participants will be unable to register for training and all other registrations will be automatically suspended for one training cycle if they fail to inform CHEC of any cancellations or fail to show up the day of the training (networking luncheons are excluded).
- IV. To receive credit for the completion of the training(s), participants must attend the full duration of the training(s) and, if applicable, successfully complete required evaluations. Upon request, participants may receive a letter of completion if they have attended all sessions.
- V. Participation in some training series may require that participants attend all sessions.
- VI. The COEC program must be completed within three (3) consecutive cycles. The certificate will be awarded upon completion of the 14 sessions required.
- VII. Training not offered at CHEC will not be counted towards the completion of any training, with the exception of the Emergency Care/CPR training, in which case, COEC participants must provide a copy of a valid CPR or First Aid card.

- VIII. CHEC's office telephones are not available for participants' use.
- IX. Cellular telephones and pagers must be turned off or put on vibration mode during training. Calls should be made or answered only during breaks, except in case of emergency.
- X. Participants are responsible for all parking fees (approx. \$1-2 an hour)

SPECIAL ACCOMMODATIONS

- I. Any special arrangements (such as ASL interpreters) must be notified four weeks prior to any training.
- II. A 72-hour cancellation policy applies. Please call CHEC's Outreach Network Coordinator /or Training Coordinator to make arrangements.
- III. CHEC is handicap accessible.

EMERGENCY CLOSING

In the event of inclement weather conditions please call our office. CHEC staff updates voice message by 7:00 AM with information on delays, cancellations or closings.

TRAINEE AGREEMENT

Return to CHEC by mail, fax, or e-mail along with registration form.

My supervisor and I acknowledge that we have read and agree with Community Health Education Center (CHEC) policies and procedures. I agree to comply with all training policies and procedures in order to participate in any CHEC training, and I understand that my failure to comply may prevent my present or future participation.

Organization Name: _____

Program Name: _____

Complete Address: _____

Phone: _____ **Fax:** _____ **E-mail:** _____

Outreach Educator: (Name) _____

(Title) _____

(Signature) _____ **(Date)** _____

Supervisor: (Name) _____

(Title) _____

(Signature) _____ **(Date)** _____

BRIDGING THE GAP REGISTRATION

Registration Deadline - October 5, 2011

This training is open to active Greater Lowell Health Alliance/Community Health Network Area 10 (CHNA10) member agencies only.

First Name:		Last Name:	
Organization/Program:			
Title:			
Street Address:			
City:		State:	Zip Code:
E-mail Address:			
Supervisor's Name:		Supervisor's Telephone:	
Supervisor's E-mail Address:			
PHONE NUMBERS & CONVENIENT TIMES TO CALL			
Home:		Best time to call:	
Work:		Best time to call:	
Cell:		Best time to call:	
LANGUAGES SPOKEN IN ORDER OF FLUENCY			
1. My native language is:			
2. My most fluent language is:			
3. I am 2nd most fluent in:			
4. I am 3rd most fluent in:			
5. I am 4th most fluent in:			
I would like to have my language assessment in this non-English language:			

RETURN ALL REGISTRATION FORMS AND POLICY AGREEMENT TO:

**** Please pay the language assessment/registration fee of \$110 at the time of application in order to reserve your place ****

Make money order payable to: Lowell Community Health Center, Bridging the Gap.

MAIL:

Community Health Education Center (CHEC)
144 Merrimack Street
Lowell, MA 01852

FAX:

978-452-6602

EMAIL:

CHEC@lchealth.org

CHEC

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ALSO OFFERED THROUGH CHEC:

Community Outreach Education Certification
(CEOC) Series

Communication & Career Skills Series

Enhanced Medical Interpreting Workshops

VISIT US ONLINE AT:

www.lchealth.org/CHEC.shtml