AGENDA

➢ Welcome

➢ Working with Court Interpreters (Leonor Figueroa-Feher, OCIS)

➢ Working with Community Interpreters in a Legal Services Setting - Panel
  ▪ Community Interpreting (Zarita Araujo-Lane, Cross Cultural Communications Systems, Inc.)
  ▪ From Interpreter Perspective (Judy Kanter, Spanish Interpreter)
  ▪ Cultural Competency & Cross Cultural Interaction (Sandy Yeung, GBLS, Asian Outreach Unit)
  ▪ Communicating with Clients who are Deaf/HOH (Dianne Shearer, MA Commission for the Deaf)

➢ Working Lunch
  ▪ Phone Interpretation/Language Line Skit
  ▪ MassLegalServices.org Language Access Materials Overview

➢ Afternoon Breakout Sessions
  ▪ Session 1: Interpreting Skills for Bilingual Advocates and Staff
    (Zarita Araujo-Lane: CCCS, Inc.)
  ▪ Session 2: Working Effectively with Non-Professional /“Ad Hoc” Interpreters
    (Leonor Figueroa-Feher, OCIS)