

# Breaking Down Barriers

## Communicating with Clients who are LEP or Deaf/HOH

Monday, June 25, 2012 - 10am-2pm

The Boston Foundation – 75 Arlington Street, Boston

**Sponsored by: Language Access Coalition &  
AmeriCorps Massachusetts Legal Assistance for Self-Sufficiency Program**

### 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)

