

**ROSEMARY FORD**  
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## **EXPERIENCE**

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**2010-Present St Joseph Hospital, 172 Kinsley St., Nashua, NH 03061**

**System Director of Interpreter Services (employee of the month 2018)**

- Developed a system wide processes and administration of Language Services and Accessibility program encompassing national best practices.
- Acts as the institutional resource and advocate for all personnel and patients and/or companions who require language services and/or accessibility.
- Provides ongoing evaluation of the program to insure compliance and effectiveness.
- Highly skilled in training, best practices and implementing federal mandates: ADA, ACA 1557, and Civil Rights Act throughout the Covenant Health Care System.
- Develops and communicates policies and procedures including protocol for staff to follow when Language Services and/or Accessibility are needed by patients and/or their companions.
- Provide education and training to all personnel and providers at orientation and on an ongoing basis regarding the program, the populations requiring the services and the systems in place to provide access to patients and/or companions.
- Collaborate and maintains relationships with State and community agencies to insure best practices in delivering Language Services and Accessibility.
- Provide in-depth cultural diversity training system wide.

**2010-Present RF Interpreting Services Nashua, NH**

**ASL/English Interpreter/Oral Transliteration**

- Provide part-time freelance ASL/English Interpreting/Oral Transliteration throughout MA & NH.
- Own and manage all operations of RF Interpreting Services.

**2007-2010 Northeast Deaf and Hard of Hearing Concord, NH**

**Relay NH Outreach Specialist**

- Provide statewide education & outreach to the Deaf /hard of hearing community and public entities.
- Train individuals how to use specialized telecommunication equipment and auxiliary aids.
- Complete and report monthly and quarterly TRS reports to the NH Public Utilities Council/NH DOE.

**2003-2012          Pembroke Fire Department          Pembroke, NH**  
**Firefighter/EMT**

- Provided Fire Suppression – Perform a variety of firefighting activities to control and eliminate the fire.
- Human Rescue – Perform technical work to rescue trapped people, which involves physical activity and operating various rescue equipment.
- Provide pre-hospital first aid and medical treatment.

## **EDUCATION**

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**2017-2019          New England College          Henniker, NH**

- MBA Healthcare Administration

**2006-2010          University of New Hampshire          Manchester, NH**

- B.S., American Sign Language Interpretation
- Graduated honors

**2003-2003          NH Fire Academy          Concord, NH**

- Firefighter I & II, Forestry and Haz Mat, EMT-B.

**1998-2000          Northwestern Community Technical College          Winsted, CT**

- Associates of General Studies

## **SPECIAL TRAINING**

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**2015 Master Training Certificate for Culture and Diversity Training In Healthcare**

**2013 Harvard Pilgrim Cultural Competency in Healthcare, Trainer Certification**

**2012 Helen Keller School for Deaf/Blind          Long Island, NY**

- Deaf-Blind Interpreter Certificate

**2010-Present Nationally Certified Oral Transliterators**

**2010-Present ASL/English Interpreter/Oral Transliterators State of NH**

- Licensed by the NH Interpreter Licensure Board to practice ASL/English Interpretation/Oral Transliteration

## **MEMBERSHIPS/COMMITTEES**

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**2020-Present City of Nashua Multicultural Committee member**

**2019-2021 Member of TAHIT** (Texas Assoc. of Healthcare Interpreters & Translators)

**2016-Present FOCIS** (MA Interpreter in Healthcare Workgroup)

**2013-2022 Master Trainers of Cultural Diversity Workgroup**

**2010-Present CAHWNH** (Cultural Awareness in Healthcare Workgroup-NH)

**2010- Present St Joseph Hospital Diversity & Inclusion committee member**

- 2020-present Chair of the Diversity & Inclusion committee
- 2020-present member of the Covenant Health DEI council.

**2007-Present Registry of Interpreters for the Deaf (RID)**

- National member

**2007-Present Member of New Hampshire State Chapter (NHRID)**

2012-2014 NHRID President

2010-2014 Scholarship Committee (chair)

2008-2012 NHRID Member at Large

2019-present State of NH Licensure board sub-committee

2020-present State of NH Licensure board member

**2007-Present Member for the IMIA** (International Medical Interpreters Association)

**2007- Present Member of the NCIHC** (National Council of Interpreting on Healthcare)

- 2020-present Executive Board member, Secretary
- 2020-present Outreach Committee member
- 2020-present Social media committee chair