



Appropriate Use of the CCHI Marks and Designations: CERTIFIED HEALTHCARE INTERPRETER™ and CHI™

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This document outlines the appropriate and inappropriate use of CCHI's marks CHI™ and CERTIFIED HEALTHCARE INTERPRETER™. Individuals certified by CCHI must abide by the relevant sections of this section. Failure to comply with these policies may result in disciplinary action and/or revocation of certification.

A. Quick Reference - Getting Started

The purpose of this *Quick Reference* is to get you going in the right direction, quickly. Please read the full text of this Guide for all the guidelines you must follow for proper use of the CHI™ and CERTIFIED HEALTHCARE INTERPRETER™ marks. When used, the marks must be displayed under strict use and reproduction guidelines, or their value as marks could be lost.

CERTIFIED HEALTHCARE INTERPRETER™

- Always specify the primary language of the credential's performance exam by providing it immediately after the designation either with a hyphen or in parentheses. E.g., Certified Healthcare Interpreter™-Spanish *OR* Certified Healthcare Interpreter™ (Spanish).
- Always use all capital letters (CERTIFIED HEALTHCARE INTERPRETER™) or small cap font (CERTIFIED HEALTHCARE INTERPRETER™) or title case (Certified Healthcare Interpreter™).
- Use of the ™ symbol is optional.
- Always use with one of CCHI's approved nouns: "certificant," "professional," "practitioner," "certification," "mark" or "exam."
- Always associate with the individual(s) certified by CCHI.

CHI™

- Always specify the primary language of the credential's performance exam by providing it immediately after the designation either with a hyphen or in parentheses. E.g., CHI™-Spanish *OR* CHI™ (Spanish).
- Always use capital letters.
- Never use periods.
- Use of the ™ symbol is optional.
- Always use with one of CCHI's approved nouns: "certificant," "professional," "practitioner," "certification," "mark" or "exam."
- Always associate with the individual(s) certified by CCHI.

B. CERTIFIED HEALTHCARE INTERPRETER™ and CHI™

Individuals who have met CCHI's rigorous certification standards are authorized to the exclusive use of the CHI "marks". CCHI offers two marks associated with the language-specific oral performance certification of healthcare interpreters – CHI™ and CERTIFIED HEALTHCARE INTERPRETER™. We encourage CERTIFIED HEALTHCARE INTERPRETER™ certificants to use these marks on their websites, business cards, brochures, and other professional materials to distinguish themselves and receive acknowledgement for their accomplishment.

Bearers of CCHI's marks have achieved and will maintain the required standard as defined by CCHI. The proper usage of the marks is a crucial part of your communications to current and prospective employers, agencies, and patients. When properly used, they represent standards of excellence for healthcare interpreting and demonstrate your commitment to upholding these standards. It is essential that the marks are displayed in a clear and consistent way.

The marks are not the equivalent of an educational degree, a professional designation, or a title. Instead, the mark represent that you have met the standards required by CCHI, including completing training, experience, and examination requirements. You are therefore entitled to use the CoreCHI or CHI mark in conjunction with your name to demonstrate this accomplishment, so long as you abide by the rules outlined herein.

These rules are important to maintaining the value of the marks. Since you worked so hard to achieve the right to use the mark, we expect you will want to protect its integrity. If the marks are used improperly and if CCHI did not take reasonable action to correct the misuse, trademark protection could be lost. This would mean that CCHI would not be able to stop persons from using the mark without having first met CCHI's high standards. This would be detrimental to the public who perceive the marks as indicating that the persons displaying them have met certain standards in training, experience, ethics, and examination. CCHI will work to ensure that any misuse and unauthorized use of the marks are addressed to ensure the day never arrives where anyone could use them without having first met all the requirements.

CCHI retains all trademark, certification mark, and other ownership rights concerning its marks. CCHI therefore reserves, and may use, the full range of legal remedies and certification-related sanctions available under applicable laws and corporate policies to protect the marks. Infringement of any CCHI certification mark will be challenged. Questions concerning the proper use of the marks should be submitted in writing to CCHI at info@CCHIcertification.org and should include the phrase "use of marks" in the subject line.

Each certificant credentialed by CCHI accepts and assumes sole responsibility for understanding and satisfying all applicable governmental and legal professional requirements, including those requirements which may apply to the use, display and/or advertising of a mark. For example, each certificant is responsible for ensuring that the use of the mark on professional and business related materials (e.g., stationary, signs, cards or advertisements) is not in conflict with the laws of the State in which that individual practices or operates. CCHI assumes no responsibility concerning the application of such governmental and legal requirements.

Use of the marks are limited to those qualified certificants who have satisfied all CCHI certification requirements and been granted the CoreCHI or CHI certification by CCHI; remain in good standing; and satisfy all other certification and recertification requirements established by the CCHI with respect to the marks and certification.

1. Non-Assignability and Non-Transferability of the Marks

Permission to use the marks are limited and personal to the certificant, and may not be transferred to, assigned to, or otherwise used by, any other individual, organization, business, or entity.

2. Non-Interference with Use of the Marks by Other Certificants

A certificant may not prohibit, restrict, or otherwise limit the authorized and appropriate use of the marks by another certificant.

3. Other Use Requirements

The marks must stand by themselves and may not be combined with marks, designations, or logos related to other certifications, credentials, groups, or organizations, and such use is prohibited. The marks generally may be used in the same location as other affiliation marks or logos, but must remain separate and distinct so as to avoid confusion concerning the source of the certification, and to avoid the appearance that other marks, certifications, credentials, or organizations are associated with, or endorsed by, CCHI.

4. Rules Governing the Use of the CHI Marks - CHI™ and CERTIFIED HEALTHCARE INTERPRETER™

Both marks – CHI™ and CERTIFIED HEALTHCARE INTERPRETER™ – must be clearly associated with the individual(s) certified by CCHI and specify the primary language of the credential's performance exam by providing it immediately after the designation either with a hyphen or in parentheses:

Correct Use:

John Smith, CHI™-Spanish

John Smith, CHI™ (Spanish)

John Smith, CERTIFIED HEALTHCARE INTERPRETER™-Spanish

John Smith, CERTIFIED HEALTHCARE INTERPRETER™ (Spanish)

John Smith is a CERTIFIED HEALTHCARE INTERPRETER-Spanish certificant.

Misuse:

John Smith, CHI™

Jane Doe, CHI

ABC agency employs 3 CHI™ professionals.

ABC agency employs 3 CERTIFIED HEALTHCARE INTERPRETER™ professionals.

The CHI mark must appear in all capital letters and without periods between the letters.

Correct Use:

Jane Doe, CHI™-Spanish

Jane Doe, CHI™ (Spanish)

Jane Doe, CHI-Spanish

Misuse:

Jane Doe, chi™

Jane Doe, C.H.I.™-Spanish

The CERTIFIED HEALTHCARE INTERPRETER™ marks must always appear in all capital letters, or in title case, or some type of “small cap” font (this is a font that displays all letters of the word capitalized, but makes the first letters of each word slightly bigger).

Correct Use:

John Doe is a CERTIFIED HEALTHCARE INTERPRETER™-Spanish professional.

John Doe is a Certified Healthcare Interpreter™-Spanish professional.

John Doe is a CERTIFIED HEALTHCARE INTERPRETER™ (Spanish) professional.

Misuse:

John Doe is a certified healthcare interpreter™ professional.

Both marks may appear with a superscript ™ symbol after the word “interpreter” or the letter “I” or without it. If the ™ symbol cannot be created, a lowercase “tm” in parentheses must be placed after the mark as a substitute, i.e. CHI(tm).

Correct Use:

John Smith is a CHI™ (Spanish) professional.

John Smith is a CHI-Spanish professional.

John Smith is a CHI(tm)-Spanish certificant.

or

Jane Smith is a CERTIFIED HEALTHCARE INTERPRETER™ (Spanish) professional.

Jane Smith is a Certified Healthcare Interpreter-Spanish professional.

Jane Smith is a CERTIFIED HEALTHCARE INTERPRETER(tm)-Spanish professional.

Misuse:

Jane Smith is a CHI-Spanish™ professional.

John Smith is a CERTIFIED HEALTHCARE INTERPRETER (Spanish)™ professional.

Both marks must be followed by one of the following six approved nouns, except when the mark immediately follows a certificant’s name:

professional,

practitioner,

certificant,

certification,

mark,

exam.

Why? According to U.S. trademark law, a trademark should be used as a descriptive adjective, not as a noun or verb, in order to prevent the mark from becoming generic. This is why CCHI requires a noun to follow any of the marks.

Correct Use:

John Smith, CHI™-Spanish

John Smith is a CHI™ (Spanish) certificant.

Or

Jane Smith, CERTIFIED HEALTHCARE INTERPRETER™ (Spanish)

Jane Smith is a CERTIFIED HEALTHCARE INTERPRETER™-Spanish certificant.

Misuse:

Jane Doe is a CHI™.

John Smith is a CERTIFIED HEALTHCARE INTERPRETER™.

The CHI™ and CERTIFIED HEALTHCARE INTERPRETER™ marks may not be used as a plural or possessive word.

Correct Use:

John and Jane Smith are CHI™-Spanish practitioners.

John and Jane Smith are CERTIFIED HEALTHCARE INTERPRETER™(Spanish) practitioners.

Misuse:

Jane and John Smith are CHIs.

Jane and John Smith are CERTIFIED HEALTHCARE INTERPRETERS™.

CHI certifiants may not own or use an e-mail address or internet domain name that includes the CHI mark.

Correct Use:

janesmith@hotmail.com

www.janesmithinterpreter.com

Misuse:

janesmithchi@yahoo.com and johnsmithcertifiedhealthcareinterpreter@yahoo.com

jsmith@jsmithchi.com and jsmith@jsmithcertifiedhealthcareinterpreter.com

www.janesmithchi.com and www.johnsmithcertifiedhealthcareinterpreter.com

CHI™ and CERTIFIED HEALTHCARE INTERPRETER™ certifiants are required to use the following corresponding taglines when featuring a mark on websites, in advertisements and on promotional materials. (It is *not* necessary to use the tagline on business cards, letterhead or notepads.)

The Certification Commission for Healthcare Interpreters owns the certification mark CHI™ and CERTIFIED HEALTHCARE INTERPRETER™ in the U.S. which it awards to individuals who successfully complete CCHI's initial and ongoing certification requirements.

C. Policy Violations and Related Actions

Following receipt of information that an inappropriate or unauthorized use of the CHI™ and CERTIFIED HEALTHCARE INTERPRETER™ marks may have occurred, CCHI, in consultation with legal counsel, will determine if responsive action(s) will be taken. Certificants are required to cooperate fully in the review and resolution of such matters. CCHI may take any of the following actions, or other appropriate measures in its sole discretion.

- a. The alleged inappropriate or unauthorized mark or credential use will be obtained and reviewed to determine whether a violation of the policy has occurred.
- b. Upon determining that a policy violation may have occurred, correspondence may be issued by an authorized CCHI representative to the individual(s) or organization(s) involved, explaining, among other matters: the nature of the objectionable or unauthorized use; the relevant CCHI policy and law; and, the requirement that the individual or organization cease and desist from the objectionable or unauthorized use immediately and in the future.
- c. Upon determining that a policy violation may have occurred, correspondence may be issued by an authorized CCHI representative to the individual(s) and organization(s) involved, requesting that the individual accept and sign an agreement to, among other terms: cease the existing objectionable or unauthorized use; abide by all terms of the CCHI policy in the future; and, provide corrected copies of all offending materials.
- d. Where an individual using the mark or designation in an objectionable or unauthorized manner fails to respond to, or refuses to comply with, CCHI requirements to cease and desist from such use, the Commissioners or other authorized CCHI representative may initiate appropriate legal actions and/or disciplinary proceedings.

D. Mark or Designation Related Disciplinary Measures

Following notice and a fair opportunity to respond, a certificant who acts contrary to the terms of this policy or applicable law, may be sanctioned by CCHI. Such sanctions may include:

- a. Denial and rejection of the certification filed by the individual;
- b. Private reprimand and censure, including appropriate conditions or directives;
- c. Public reprimand and censure, including appropriate conditions or directives;
- d. Probation for a given period of time, including appropriate conditions or directives;
- e. Suspension of the certification for a given period of time, including appropriate conditions or directives;
- f. Revocation of the certification, including appropriate directives; and,
- g. Other measures that CCHI deems appropriate.

In addition, cases of mark or designation misuse, infringement, or other similar matters may be referred to appropriate agencies and other organizations.