

Karen M. Sheffler, MS, CCC-SLP, BCS-S
Board Certified Specialist in Swallowing and Swallowing Disorders

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Employment Objectives

- ◆ To excel as a specialist in the area of medical-speech-language pathology, particularly in the field of swallowing and swallowing disorders (dysphagia).
- ◆ To provide expert opinion in the field of adult and geriatric dysphagia to healthcare professionals, the public, industry, and as an expert witness in litigations.
- ◆ To perform evaluations and treatments with the adult and geriatric populations in a multidisciplinary acute-care setting and across the continuum of care.
- ◆ To contribute to the training of medical-speech-language pathologists and students through direct and online teaching opportunities, connecting with these professionals and students globally.

Employment History

May 2014 - Current:

Founder/Owner, website manager, and chief editor/writer of www.SwallowStudy.com:
Dysphagia Resource for Professionals & People with Difficulty Swallowing.

- Provide evidence-based blogs, resources, and product reviews on **[SwallowStudy.com](http://www.SwallowStudy.com)**, connecting globally through conferences and social media (@SwallowStudySLP on Facebook, Twitter, LinkedIn, and Instagram).
- Promote dysphagia research and dysphagia awareness globally through collaboration with clinicians, researchers and industry partners.
- Provide online and live seminars on best-evidenced-based practice.
- Official Dysphagia Blogger for the 2014 ASHA Convention, Orlando, FL.
 - One of only four official bloggers for the national convention.
 - Wrote blogs prior to and after the convention and maintained a social media presence throughout the convention.
- Official Dysphagia Blogger for the 23rd Annual Meeting of the Dysphagia Research Society, March, 2015, Chicago, IL and for the 24th Annual Meeting of the Dysphagia Research Society, February, 2016, Tucson, AZ. (Volunteered for this role in 2017-19.)
 - Initiated the proposal in 2014 to the Dysphagia Research Society to have a social media presence prior to, during and after the meeting.
 - Assisted the Dysphagia Research Society in developing their presence on social media in 2015. Continue to promote the Society through social media, 2015-current, attending annual meetings every year.

- Wrote commissioned blogs prior to and after the annual meetings in 2015, 2016, and 2017; edited and published guest bloggers thereafter.
- Managed the Dysphagia Research Society's Twitter & Facebook accounts from 2017-March 2020.
- Published blogs on: DysphagiaCafe.com, GrayMatterTherapy.com, *ASHAsphere* at blog.asha.org, MedBridgeEducation.com, SDX Dysphagia Experts (Swallowing Diagnostics, LLC), National Foundation of Swallowing Disorders (NFOSD) at SwallowingDisorderFoundation.com, HormelHealthLabs.com blog, and Easy to Digest for the American Board of Swallowing and Swallowing Disorders at SwallowingDisorders.org
- **Expert witness** (2016 - current), providing both plaintiff and defense services in the field of medical Speech-Language Pathology, specifically regarding swallowing disorders (dysphagia) for adults and geriatrics.
- **Peer-reviewer** for courses in order for the following organizations to maintain ASHA -Approved CE Provider status: American Board of Swallowing and Swallowing Disorders (ABSSD); MedBridge Education; DysphagiaGrandRounds.com; and Swallowing Training and Education Portal (STEP). Specifically assisted Dr. Ianessa Humbert with the Swallowing Physiology MasterClass and Practice Portal. Invited to peer-review and pilot the Normal Swallow Practice Portal (10/2020).
- **Dysphagia consulting and dysphagia expert** services to:
 - Industry for product review and analysis for efficacy and safety.
 - MedBridge Education since March 2017, creating dysphagia content for MedBridgeEducation.com's online platform, containing home exercise programs and patient education.
 - Hormel Foods Corporation/Hormel Health Labs. Member of the Advisory Council for Hormel Health Labs (HHL) since 2017.
 - Non-profit organizations within the field of dysphagia and outside the field of dysphagia and speech-language pathology, such as The Society of Otorhinolaryngology and Head-Neck Nurses (SOHN).
- **IDDSI Champion** (volunteer):
 - Assisted in promotion and implementation of the International Dysphagia Diet Standardization Initiative (IDDSI) since 2014. Trained by the IDDSI board to promote IDDSI and educate the public on the new framework and testing methods.
 - Assisted in the following research: https://irp-cdn.multiscreensite.com/fb094fe2/files/uploaded/Mapping_Varibar_to_IDDSI.pdf
 - Member of the US IDDSI Reference Group (USIRG), which was formed in 10/2020. USIRG is an informational and instructional body to support implementation of IDDSI across the United States.
 - Active on 2 work groups: Resource & Best Practice and Communication & Advocacy.
 - Organized the USIRG webpage (ongoing).
 - Organized IDDSI booth in the exhibit hall (virtually & in-person) for ASHA conference 2021.
 - Member of the IDDSI International Reference Group.

October 2015 - Current:

Speech-Language Pathologist - Per Diem. Beth Israel Deaconess Medical Center, Beth Israel Lahey Health (BILH), Boston.

Provide inpatient Speech-Language Pathology services in the acute to critical care setting for adults-geriatrics, including bedside evaluations, treatments, and Videofluoroscopic Swallow Studies (VFSS). Provide outpatient diagnostic services with VFSS. Provide weekend SLP stroke service coverage. Provide lectures, expert opinion & training.

January 2012 – December 2018:

Speech-Language Pathologist Per Diem. Newton-Wellesley Hospital: Partner's Healthcare.

Provided inpatient Speech-Language Pathology services in the acute to critical care setting for adults-geriatrics, including bedside evaluations and treatments, Videofluoroscopic Swallow Studies (VFSS), and Fiberoptic Endoscopic Evaluations of Swallowing (FEES). Provided outpatient services with VFSS.

May 2013 – 2016:

Lecturer at Tufts University Dental School.

Trained dental students how speech, language, and swallowing issues affect their patients and potentially impact their dental procedures.

Emphasized the impact of oral hygiene on prevention of aspiration pneumonia.

December 1999 – December 2013:

Speech-Language Pathologist. Carney Hospital: A Steward Family Hospital, Dorchester, MA.

- **1999-2007:** Provided full-time services as the only SLP for inpatient adults-geriatrics, inpatient/outpatient Videofluoroscopic Swallow Studies (VFSS), outpatient adults and pediatrics, and the Transitional Care Unit. (The TCU was a rehabilitation unit within the hospital, and I was the sole SLP from 1999 to 2006 when it closed).
- **2007-2013:** Provided part-time services (24-32 hours per week) as the only SLP evaluating and treating the inpatient adult-geriatric population. Additionally, performed all of the inpatient/outpatient Videofluoroscopic Swallow Studies (VFSS) and some of the outpatient adult cognitive-linguistic and swallowing therapies.
- Established relationships with area universities: Supervised graduate school students during their clinical three-month to six-month internships from 2001 – 2013.
- Trained new nurses, nursing students, certified nursing assistants, 4th year medical students, and incoming house officers/interns.
- Collaborated on a daily basis with the nurse discharge planners to ensure continuity of care and advocate for the best discharge plan per the patients' goals of care/safety needs.
- Created and maintained all Carney Hospital Speech-Language Pathology Policies.
- Implemented and Managed the Dysphagia Program:
 - Marketed services for inpatient/outpatient VFSS.
 - Collaborated with dietitians to start dysphagia rounds for patient safety.
 - Designed, implemented and trained the Nursing Swallow Screen per the regulations by the Joint Commission and the Department of Public Health for stroke certification.
 - Created a Standard of Care to define Aspiration Precautions.
 - Initiated multiple patient-safety Continuous Quality Improvement projects (i.e., tray

- accuracy).
- Established a policy for SLP Diet Ordering Privileges to ensure safe and accurate diet orders. Implemented red tray mats and red swallow guides to ensure patient safety at mealtime.
- Implemented the standardized *National Dysphagia Diet* across Steward Hospitals.
- Participated in the Boston-area Dysphagia Rounds (2000 - current).
- Committees and task forces:
 - Researched hospital-acquired aspiration pneumonias and readmissions as a member of a patient safety task force within the Patient Care Assessment Committee (PCAC). Performed root-cause analysis as to why the rates of pneumonia and readmissions had increased. Presented findings and solutions.
 - Created a task force to develop a multidisciplinary hospital-wide Aspiration Precautions Policy, including comprehensive oral infection control protocols.
 - Lead the SLP Enterprise Group (6 Hospitals) to create the standardized SLP Meditech forms for our Electronic Medical Record (EMR) system. Achieved consensus on the creation of all inpatient and outpatient SLP forms. Participated in tests and launching in 2007. Lead revisions among the 6 hospitals. Produced documentation guidelines.
 - Participated in multidisciplinary geriatric rounds on inpatients.
 - Member of the Ethics Committee 2000-2013.

September 1999 – December 1999:

Speech-Language Pathologist. Full-time at Sunbridge of Weymouth Rehabilitation. Left position when facility was closed to new admissions per a Joint Commission survey.

March 1999 – May 1999:

Speech-Language Pathologist. Continued with per diem services at same skilled nursing facilities in Pittsfield and Dalton, MA with Optimum Rehabilitation. Left position when moving out of area.

January 1999 – May 1999:

Speech-Language Pathologist - Traveling therapist at skilled nursing facilities through Core Medical Group in Rutland, VT and Optimum Rehabilitation in MA.

Speech-Language Pathology CFY Supervisor. Supervised a speech-language pathologist's clinical fellowship year in Rutland, VT.

March 1998 – January 1999:

Speech-Language Pathologist and CFY Supervisor. Willowood of Williamstown, MA. Mariner Health/Prism Rehab Systems. Acute respiratory rehab, specializing in tracheostomy and ventilator weaning.

****Volunteer work in Latin America from June 1996 - January 1998****

June 1995 – June 1996:

Speech-Language Pathologist in Clinical Fellowship Year. Willowbrook Nursing and Rehab Center, Lake Mills, WI. Provided inpatient and outpatient geriatric services.

Fall 1994 – Spring 1995:

Speech-Language Pathology Intern.

Internships at Highland Transitional Care (Skilled Nursing Facility), Madison, WI, and in ENT/Craniofacial Clinic at the University of Wisconsin Hospital, Madison.

Education

MS, Communicative Disorders – May 21, 1995: University of Wisconsin – Madison.

BS, Speech-Language Pathology and Audiology – May 15, 1993: Indiana University of Pennsylvania.

Honors/Awards

- Graduated Summa Cum Laude with a 4.0 GPA from Indiana University of Pennsylvania.
- 8-time award winner of the American Speech-Language-Hearing Association's (ASHA) Award for Continuing Education (ACE), as of January 2022. This award is in recognition of "outstanding accomplishment" and "personal effort to continue professional learning beyond an academic degree."
- Hormel Health Labs' *Health Hero Award*. This is an award that recognizes the efforts of caregivers and clinicians who go above and beyond in providing support, education and inspiration for those with dysphagia and in need of nutritional support. In May 2019, I was their first recipient of this award. See article: <https://www.hormelhealthlabs.com/resources/health-hero-advances-dysphagia-research/>
- Awarded the Kalynn Quinn Hensely Head & Neck Laryngology Lectureship from the Ear, Nose and Throat Nursing Foundation, advancing the art and science of nursing through education and research.

Certifications / Licensure / Associations

- **Board Certified Specialist in Swallowing and Swallowing Disorders (BCS-S)**. Obtained initial certification in 2012. Recertification every 5 years.
- ASHA Certificate of Clinical Competence – Speech-Language Pathology, March 1996 - Current.
- ASHA Member since 1995. Account number: 12005338.
- Licensed in Massachusetts since 3/3/98; number 4752; valid through 08/27/2022.
- Member of Special Interest Group 13: Swallowing and Swallowing Disorders (Dysphagia).
- Member of Dysphagia Research Society member, 2012 - Current.
- Member of National Foundation of Swallowing Disorders (NFOSD).
- Committee member (volunteer; invited position) serving on the Website, Communications, and Public Relations Committee (WCPRC) for the Dysphagia Research Society from May 2017-April 2020.
- Committee member (volunteer; invited position) serving on the Public Relations Committee of the American Board of Swallowing and Swallowing Disorders (ABSSD) from May 2018-current.
- Co-Chair (volunteer; invited position) of the Public Relations Committee of ABSSD from March 2020 to December 2020. Continued as co-chair with the newly expanded Public Relations & Communications Committee (PRCC) of ABSSD in January 2021 for 2 years.
- Member and in the Leaders group of the US IDDSI Reference Group (USIRG) & collaborate internationally with IDDSI work groups from other countries.

Presentations

- Invited speaker for Encompass Health of Braintree's 43rd Annual Neurorehabilitation Conference. **"Post-Extubation Dysphagia."** Recorded and Live/Virtual: November 12, 2022.
- Invited speaker for the 2022 Speech and Hearing BC (British Columbia) Conference. Virtual: October 22, 2022. Will present a 6-hour course spanning hot topics and the latest evidence in dysphagia evaluation and treatment.
- Invited speaker for Enrichment Webinars Series by DysphagiaCafe.com. **"Is the Swallow Normal? Ask What Else - From Interview through Documentation"** (Regarding thoroughness in Instrumental Evaluations.) Live/virtual: May 21, 2022.
- Invited speaker for the Boston Area Dysphagia Grand Rounds (live/virtual), April 27, 2022. **"IDDSI: The Who, Why, What & How of Implementation. From Aware to Prepare to Adopt."**
- Invited speaker for the 3DP Tech Forum on January 18, 2022 (live/virtual), sponsored by Purdue University, Aprelia: The 3DP Pharmaceutical Company, and USP (US Pharmacopeia is a non-profit). My lecture: **"Advocating & Innovating for People with Difficulty Swallowing Pills (Pill Dysphagia): Evaluation, Management, & Using Novel Dosage Form Technology."**
- Invited speaker for Hormel Health Lab's Midday Connect: **"Tips for Managing Dysphagia at Home."** Live/virtual: December 14, 2021.
- Invited speaker for the 45th Society of Otorhinolaryngology and Head-Neck Nurses (SOHN) Annual Congress & Nursing Symposium. **"Transdisciplinary Dysphagia Collaboration: Hot Topics with Instrumental Exam Evidence."** Live/virtual: October 2, 2021.
- Invited speaker for Medbridge Education, Inc, along with McCoy, Yvette, to present and record a course for their continuing education platform: **"Reframe Dysphagia Documentation with a Person-Centered Approach,"** June 26, 2021.
- Invited speaker for Arkray, Inc. **"SLPs Advocate for People with Pill Dysphagia: Evaluation, Management & Case Studies Using a Novel Pill Swallowing Gel."** Live/virtual: June 10, 2021.
- Invited speaker for the Massachusetts Speech-Language Hearing Association's (MSHA) Medical Advisory Group. **"IDDSI: Who, Why, What, When, & How? From Awareness to Implementation to Adoption."** Live/virtual: June 3, 2021.
- Co-hosted Facebook Live webinar in May 2021 with founding members of the American Board of Swallowing and Swallowing Disorders titled: **"Know Your History: Are you curious about why & how ABSSD started the Board Certification?"**
- Invited speaker for the spring National Foundation of Swallowing and Swallowing Disorders (NFOSD) Dysphagia Webinar Series. Lecture: **"More Than Oral Care; Let's Talk Oral Infection Control."** Live/virtual: March 25, 2021. Over 1,500 people registered from 60 different countries.
- Invited speaker for the Beth Israel Deaconess Medical Center's (BIDMC) Otolaryngology Didactic Rounds for Residents. December 9, 2020, 8am-10am. **"Are You Ready for Dysphagia? A Thorough Review of Swallowing Anatomy & Physiology, Instrumental Evaluations, and Transdisciplinary Care in a Person-Centered Approach."**
- Sheffler, K. & McCoy, Y. (2020, November). 10567: **"Reframe Your Thinking About Dysphagia Documentation, Using a Person-Centered Approach."** Proposal was accepted at the Annual Convention of the American Speech-Language-Hearing Association, San Diego, CA. (Convention cancelled, but proposal was peer-reviewed and the selection process was extremely competitive this year, per ASHA).
- Invited speaker on dysphagia for the 44th Society of Otorhinolaryngology and Head-Neck Nurses (SOHN) Annual Congress & Nursing Symposium on: **"The Dysphagia Revolution: Early Identification Saves Lives & Improves Peoples' Quality of Life."** September 11-14, 2020 in

Boston, MA (moved to virtual due to COVID-19 pandemic).

- Co-hosted Facebook Live webinar for the American Board of Swallowing and Swallowing Disorders titled: **Caring for Caregivers: Reducing Dysphagia-Related Caregiver Burden.** Clinicians & researchers discussing ways to support caregivers of people with dysphagia across the lifespan. (June 18, 2020)
- Co-hosted Facebook Live webinar for the American Board of Swallowing and Swallowing Disorders titled: **Telehealth Resources for Dysphagia Management During COVID-19** with Dr. Malandraki, PhD, CCC-SLP, BCS-S. (April 24, 2020)
- Invited speaker for the Boston Area Dysphagia Grand Rounds, April 15, 2020. Speaking for speech-language pathologists on: **“IDDSI Bitsy Steps: From Awareness to Adoption.”** Postponed due to COVID-19 pandemic.
- Invited speaker for the ARKRAY USA Lunch & Education Program on March 19, 2020 in San Juan, Puerto Rico. Title of presentation: **“Pill Dysphagia & Case Studies Using a Novel Pill Swallowing Gel.”** (Postponed/will reschedule due to cancellation of Dysphagia Research Society Annual Meeting due to COVID-19 pandemic. Recorded content for online platforms 6/2020.)
- Webinar for Summit Professional Education, recorded January 24, 2020: **“Medications: Drug-Induced Dysphagia, Complications, and Potential Treatments.”**
- Collaborated with BeckyDorner.com & HormelHealthLabs.com to create IDDSI Staff Training Modules (January, 2020). Presented two webinars: “Testing measures for food quality control and safety,” and “Testing measures for beverage quality control and safety.”
- Invited speaker for the November 2019 meeting of the Massachusetts DHCC - Dietetics in Health Care Communities. Collaborating with 2 dietitians to present and provide hands-on lab on the International Dysphagia Diet Standardisation Initiative (IDDSI).
- Invited speaker at the **40th annual Neurorehabilitation Conference** on Traumatic Brain Injury, Stroke, and other Neurologic Disorders in Cambridge, Massachusetts on November 17, 2019. Presenting: **“Medications: Drug-Induced Dysphagia, Complications, and Potential Treatments.”**
- **“Esophageal Dysphagia,”** presented at Beth Israel Deaconess Medical Center (Beth Israel Lahey Health), July, 2019.
- **“International Dysphagia Diet Standardisation Initiative (IDDSI): The Who, Why, What & How.”** Live and broadcasted presentation and lab on May 22, 2019, assisting the Steward Health Care Network in implementation of IDDSI.
- Podcast with Fox Rehab (5/1/19): **“FOXCAST SLP: IDDSI – International Dysphagia Diet Standardization Initiative with Karen Sheffler.”** <https://www.foxrehab.org/podcast/foxcast-slp-iddsi-international-dysphagia-diet-standardization-initiative-karen-sheffler/>
- Presented at the NHAND Dysphagia Conference, Saturday, March 30, 2019. Provided a live version (4.5 hours) of my talk: **“International Dysphagia Diet Standardisation Initiative (IDDSI): The Who, Why, What & How,”** for the New Hampshire Academy of Nutrition & Dietetics (NHAND). The NHAND is a state affiliate of the national Academy of Nutrition & Dietetics (AND).
- **“IDDSI: Teamwork From Regulatory Requirements to Successful Implementation.”** Webinar presented on BeckyDorner.com on March 21, 2019, co-presenting with dietitian and long-term care nutrition expert: Brenda Richardson, MA, RDN, LD, CD, FAND.
- **“International Dysphagia Diet Standardisation Initiative (IDDSI): The Who, Why, What & How.”** (Live webinars for:
 - Becky Dorner & Associates - www.BeckyDorner.com, April 12, 2018;
 - Martin Bros. Distributing Co, Inc on October 10, 2018; and
 - Nutritious Lifestyles® on May 13, 2019.
- **“Revolutionize the Gold-Standard! How About a New Platinum-Standard of Personalized Medicine for Instrumental Dysphagia Evaluations?”** (Session presented on November 17, 2018)

at the national convention of the American Speech-Language and Hearing Association, Boston, MA).

- **“Dysphagia: Safety & Efficiency of Eating, Drinking & Taking Medications.”** (Invited speaker and panelist for session titled: “3D Printing of Pharmaceuticals and Biologics to Address Unmet Medical Needs,” at a *Summit Exploring 3D Printed Pharmaceuticals*, November 8, 2018, Livingston, NJ).
- **“What Every Therapist Needs to Know About Dysphagia: Swallowing Screening, Evaluation, and Treatment to Maximize Safety & Quality of Life.”** (for Summit Professional Education, traveling to present this live, one-day course around the country, in May, June & October of 2018. Now available online).
- **“What Do I See? Analyzing Interesting Videofluoroscopic Swallow Studies.”** (Live webinar for SpeechPathology.com/Continued.com, February 6, 2018).
- **“Videofluoroscopy: Safety & Efficiency and Underlying Structure & Physiology.”** (Live webinar for SpeechPathology.com, June 8, 2017).
- **International Dysphagia Diet Standardisation Initiative (IDDSI) Presentations for Hormel Foods-Hormel Health Labs** (Live webinar April 2017; Live presentations in the Hormel booth at the Food & Nutrition Conference & Expo, Chicago, October, 2017; and Live presentation at a Navigator Meeting in Tampa, March 6, 2018)
- **“Medications & Eating and Swallowing Safely.”** Presented at BIDMC, 2016.
- Geriatric Conference 2015 at Newton-Wellesley Hospital: **“Preventing Hospital Acquired Aspiration Pneumonia: Simple Strategies that Save Lives.”** (10/30/15)
- Nutricia: Advance Medical Nutrition: **“Thickened Liquids: One Tool in Our Dysphagia Toolbox.”** (Live Webinar, 7/30/15. Recorded webinar on Nutricia Learning Center.)
- MGH Institute of Health Professions: **“Are You Ready for Dysphagia?”** (4-hour seminar to SLP graduate students, 7/2/15)
- Tufts University Dental School: **“Speech-Language Pathology and the Dental Patient.”** (5/2013-12/2013 and 2/2016)
- 2011 ASHA National Convention in San Diego, CA: 2-hour seminar on **“Lateral Medullary Syndrome and Dysphagia: Literature Analysis and Case Studies.”** (11/18/11)
- PCAC presentation at Carney Hospital: **“Hospital Acquired Aspiration Pneumonia and Pneumonitis.”** (9/13/11)
- Noon Conference at Carney Hospital: **“Posterior Circulation Strokes”** (4/23/10).
- Noon Conference at Carney Hospital: **“Holistic Approach to Dysphagia: Not Just About Aspiration Anymore”** (1/29/09)
- Schwartz Rounds Presentation: **“Use of Tube Feeding in Patients with Dementia”** (2005)
- Many Noon Conferences on Role of SLP in acute care and on Dysphagia for the physicians, residents and house officers (2000-2013).
- NICHE (Nurses Improving Care for Health-system Elders) presentations to nurses (2013).

Publications (printed manuscripts only; does not include electronic publications)

Sheffler, K. (2022). Post-extubation dysphagia. *ORL-Head and Neck Nursing*. 40(1), 6-15.

Sheffler, K. (2018). The power of the toothbrush. *The ASHA Leader*, 23, 50-57. doi:10.1044/leader.FTR1.23052018.50 <https://leader.pubs.asha.org/article.aspx?articleid=2679429>

Areas of Interest and Special Skills

- Special training in **FEES** (Fiberoptic Endoscopic Evaluation of Swallowing) with Kathy Fitzgerald, MS, CCC-SLP of SEC Medical Speech Pathology (9/2014 - 12/2014)
- **Patient safety** during hospitalizations and across the continuum of care. Public health initiatives in stroke. IDDSI Champion since 2014 and active member of the US IDDSI Reference Group and the IDDSI International Reference Group. (IDDSI.org established a global consensus on dysphagia diets and liquid consistencies for patient safety through common terminology for all ages, in all care settings and across all cultures.)
- **Medical ethics.** End-of-life decision making. Hospice volunteer 1998 – 1999.
- **Leadership, education, and public speaking.** Founded and lead an environmental organization at the Indiana University of Pennsylvania (1990 – 1993).
- **Conflict resolution, facilitation, and consensus.** Part of team of founders/project managers to start a Cohousing neighborhood in Jamaica Plain with 30 residential units (development: 2000-2005). Our community operates by consensus. Additionally, I trained meeting facilitation and conflict resolution at Madison Community Cooperative from September 1993 to June 1996. Ongoing training where I reside at Jamaica Plain Cohousing. Organized conflict resolution/active-listening workshops for the Department of Communicative Disorders, University of Wisconsin-Madison.

Languages

Proficient in Spanish. Volunteered in Mexico, Columbia, and Venezuela from 1996-1998.