

Multilingual & Cultural Solutions

Your key to removing linguistic & cultural barriers

Enhancing Language Services In Mental Health Settings

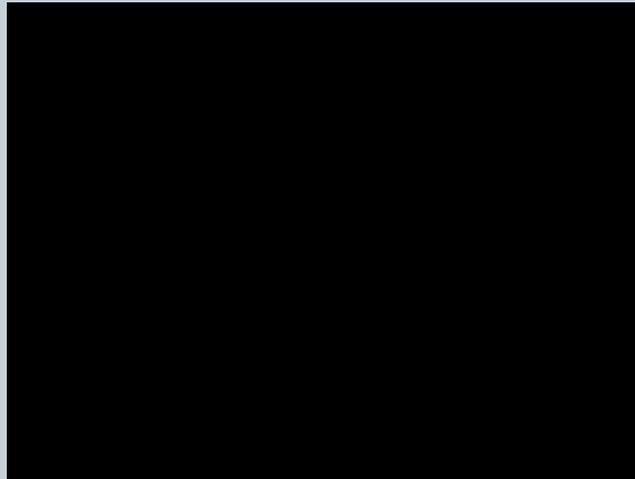
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Is an Interpreter/Cultural Broker Needed?



The Case for Language Services



- CARF

Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities

- TITLE VI of the Civil Rights Act of 1964

Any entity receiving federal funds are required to give free meaningful written and oral language access to limited English proficient populations



Culturally and Linguistically Appropriate Services



- 14 National CLAS Standards from the Department of Health & Human Services – Office of Minority Health
- Standards 4, 5, 6, & 7 pertaining to oral and written mandates are supported by Title VI
- VA DBHS Guidelines



Best Practices for Language Access



- Collaborate with local & state refugee resettlement agencies to establish multilingual/cultural resources to help individuals connect with services and to resolve complaints
- Build relationships within refugee communities to establish trust and creditability
- Schedule ongoing 'Lunch & Learns' for staff training on the practices, values, diversity and trauma experiences within some refugee communities



Healthcare Interpreting as a Profession



- Encourage bilingual staff and/or volunteer interpreters to attend available interpreter competency training whenever possible
- Become informed of national Standards of Practice and Code of Ethics to be able to guide an untrained bilingual individual serving as an interpreter for best outcomes (www.ncihc.org)
- Develop provider-interpreter teams by partnering with trained interpreters as cultural brokers to develop trust for consistency in plan of care



Special Linguistic Concerns



- Explain your preferred seating arrangement to the interpreter for safety as well as creating a comfortable environment for client
- Be cautious of client's recommendation of 'interpreter' for languages of lesser diffusion
- Interpreter services can't be forced on client (Trained interpreter may be refused by client due to stigma, trust, etc; reason should be documented in the client's record)



Working With a Professional Interpreter



- Provide the interpreter with the topic of discussion before the session to ensure appropriate preparation
- Allow time for a brief pre-session to learn of cultural stigmas or traditional beliefs that you may need to be aware of for better understanding and post-session for debriefing
- Create an assessment for the interpreter's understanding of trauma and/or mental health cultural issues/terminology typical of refugees from the country of origin of client
- Match gender and same country to client whenever possible to ensure best understanding of cultural norms and taboos



The client is in...



- Look at and speak directly to the client, not the interpreter
- Speak slowly & clearly in the first person minimizing the use of jargon, idioms, acronyms and technical language
- Recognize diversity among cultures, such as, the importance an elder family member making decisions pertaining to care regardless of age of client
- Expect more time for the message to be converted into the client's language and vice versa.



One Size Does Not Fit All



- Appreciate that there are regionalisms within language groups the interpreter will need clarification from the client
- Converted language may not convey concept of stigma mental illness
- Be aware of non-verbal communication for signs of difficulty
- Verify the client's understanding as you would if you were giving instructions in English instead of relying 100% on interpreter



Recap for Success

...continued



- Confirm understanding & agreement directly with client to ensure compliance of treatment plan
- Encourage interpreter to clarify terms and/or cultural stigma concepts with you.
- Ask client to repeat back his/her understanding of what has been said if you have concerns about omissions/additions or competency of interpreter
- The interpreter's principal role is to facilitate a trusting relationship between provider and client



Internet Resources



- <http://ethnomed.org/clinical/mental-health>
- <http://www.wfmh.org/>
- www.thinkculturalhealth.org
- <http://erc.msh>
- <http://www.blueridgeahec.org>



QUESTIONS?



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