



A Collaborative Approach-Supporting Limited-English Families: Care Teams, Families, & Interpreters

Sarina Murrell

Wednesday, May 8, 9:30 AM – 11:30 AM

- Learning Objective 1** Participants will implement effective communication strategies that involve working with interpreters to ensure clear and precise interactions with limited-English proficient families.
- Learning Objective 2** Attendees will gain insights into identifying and addressing their own cultural and linguistic biases, and learn how to adapt their professional practices to be more inclusive and sensitive to the diverse cultural backgrounds of the families they serve.
- Learning Objective 3** Participants will discuss strategies for effective teamwork that respect the roles and expertise of each member, particularly the interpreters, to enhance service delivery and family engagement in multicultural settings.

Breakout Room 1:

1. If all were given the same directions, why were everyone's results different?
2. How could we alter the directions to have more effective communication?
3. Why is good communication needed?
4. What sort of real-life problems or situations could be avoided if clear communication were always possible?

How many Languages:

<https://www.ethnologue.com/insights/how-many-languages/>

Languages vs Dialect

US Language Diversity

55.4 million people (or 20%) reported speaking another language than English at home, and of those, 24.5 million indicated they did not speak English “very well” or “at all.”

A LITTLE PERSPECTIVE <http://www.gofluently.com/psa.html>

Breakout Room 2:

1. How did that video make you feel?
2. Did it change your perspective of limited-English-speaking families that you may encounter or work with?
3. What languages have you encountered in your job?
4. How have you communicated with these people if you didn't speak their language?
5. Have you had to request and collaborate with interpreters?

Culture = Language Language = Culture

Cultural Bias / Language Discrimination

I am (a/an) _____ but I am not a/an _____.

I am (a/an) _____ but I am not a/an _____.

I am (a/an) _____ but I am not a/an _____.

Ask, not assume!

Refer to our Interpreters/Translators as Cultural Navigators!

- Consecutive vs. Simultaneous interpretation
- Bilingual people as interpreters
- Family members/friends as interpreters

Service Provider’s Responsibility:

- Introduce the interpreter and explain their role
- Speak directly to the client/family/child, not the interpreter
- Use clear and simple language to explain health/educational terms and processes, avoid acronyms and jargon
- Ask the client for feedback to demonstrate understanding

Example Feedback Questions:

Interpreter's Responsibility:

- The interpreter should be the one who ultimately negotiates the speaking time, indicating to each party that the message might be too long, complex, or unclear to convey in the other language.
- Indicate to either party when further clarification is necessary
- Relay all information discussed by both parties

Whenever possible, the SAME interpreter should be engaged for subsequent meetings with a client.

Troubleshooting Notes:

Technology Use / Translator-Interpreter Apps:

Top tips:

1. Collaborate, empower, and work WITH your interpreter
2. Plan for twice the amount of time.
3. Collaborate, empower, and work WITH the family/client
(How would this session look if it wasn't interpreted?)
4. Try to use their language (hello, thank you, goodbye)
5. Use_____