

# HI! WE'RE THE VOLUNTEER HEALTH INTERPRETERS ORGANIZATION

*Better known as VHIO, we provide volunteer interpretation and translation services for medical efforts in the San Francisco Bay Area.*

At UCSF San Francisco Hepatitis B Collaborative clinics, we interpret for hepatitis B education screening, vaccination, and chronic care. Working closely together with UCSF medical and pharmacy students, our monthly clinic located in Chinatown Public Health Center is able to serve Mandarin, Cantonese, Korean, and Vietnamese patients to help them overcome the healthcare language barrier. Additionally, we manage intake and interpret for patients seeking advice from doctors. With Korean Community Health Services, volunteers help facilitate clinic flow at blood pressure, BMI, and mammogram clinics.

Outreach is a major part of our work. Since many health fairs aim to target under-served populations, we help attain this goal by assisting immigrant neighborhoods with our interpretation services. Health fairs we have volunteered at include hepatitis B, diabetes, and skin cancer screenings.

Stressing empowerment, VHIO is passionate about community education. The Speaker's Bureau provides hepatitis B workshops to encourage screening. Our volunteers have also interpreted a number of presentations, ranging from colorectal cancer prevention to disaster preparedness.

## INTERESTED IN VOLUNTEERING? TAKE THE NEXT STEPS.

*VHIO seeks committed volunteers who are fluent in a second language and passionate about outreaching to under-served communities. We recruit once a year at the beginning of the fall semester.*

### Application Process

1. Complete a volunteer application by 9/2.  
*(Available on our website)*
2. Complete an in-language group interview.
3. Enroll in our DeCal class for training.

### Membership Requirements

1. Receive training through our fall semester DeCal. Passing the midterm is required in order to begin volunteering.
2. Complete 10 hours of volunteering (interpreting or document translation) and attend 1 social per semester.
3. Attend spring semester workshops for training.

## LOOKING TO COLLABORATE? LET'S TALK!

*VHIO volunteers provide high-quality translation and interpretation services in a variety of healthcare settings.*

We are continually looking for new opportunities to help limited English proficiency communities.

Please contact us if you envision a partnership with the Volunteer Health Interpreters Organization (VHIO).

# HEALTHCARE WITHOUT LANGUAGE BARRIERS?

— WE MAKE IT POSSIBLE —



**VOLUNTEER HEALTH  
INTERPRETERS  
ORGANIZATION**  
*of UC Berkeley*

## WE'RE AN ACTIVE BUNCH!

For the latest information, including info session and application details, please find us online at [www.ocf.berkeley.edu/~vhio](http://www.ocf.berkeley.edu/~vhio). You may also send any questions you have to [cal.vhio@gmail.com](mailto:cal.vhio@gmail.com).



## MEET THIS YEAR'S OFFICERS

Edna Cheung  
*Co-Director*

Jeff Choi  
*External Affairs Chair*

Jihwan Yu  
*Coordinator  
Korean Dept.*

Angela Chen  
*Co-Director*

Minhtam Trinh  
*Education Coordinator*

Cesar Rivas  
*Coordinator  
Spanish Dept.*

Kathy Doan  
*Finance Coordinator*

Shannen Poon  
*Education Coordinator*

Kristine Phung  
*Coordinator  
Vietnamese Dept.*

Yveline Van Anh  
*Secretary*

Jason Vizmanos  
*Graphic Design Chair*

Heng Nhong  
*Coordinator  
Khmer Dept.*

Grace Poon  
*Internal Affairs Chair*

Jennifer Xu  
*Coordinator - CPHC*

Juan Cabrera  
*Senior Adviser*

Betty Liang  
*Coordinator - CPHC*

Rotana Hay  
*Coordinator  
Khmer Dept.*

Taman Hoang  
*Senior Adviser*

Tiffany Wu  
*Coordinator  
Chinese Dept.*

Yingchao Zhong  
*Senior Adviser*

Anita Lee  
*Coordinator  
Korean Dept.*

Clyde Villacisneros  
*Coordinator  
Tagalog Dept.*

## AND THE GROUPS WE WORK WITH

*Alameda Hep B Free • American Liver Foundation  
Asian and Pacific Islander Wellness Center  
Asian Community Mental Health Services  
Asian Health Services • Asian Liver Center • AsianWeek  
California Pacific Medical Center  
Center for Elderly Independence  
Chinese American Coalition for Compassionate Care  
Chinese Hospital in San Francisco  
Chinatown Public Health Center  
Clinic by the Bay • Korean Community Health Center  
Street Level Health Project - School of Optometry  
San Francisco Hep B Free • Team HBV at Berkeley  
The Hep B Project • UCSF Partners in D  
UCSF Operation Diabetes  
UCSF San Francisco Hepatitis B Collaborative  
Vietnamese American Community Center of the East Bay*

## BERKELEY HAS A RICH HISTORY. HERE IS OUR CONTRIBUTION.

VHIO is a UC Berkeley student-led organization founded in 2007. It was established as the San Francisco Hepatitis B Collaborative (SFHBC) to provide trained bilingual student interpreters for UCSF hepatitis B clinics, which we continue to volunteer at.

Due to an increase in demand for interpretation services, SFHBC at Berkeley was renamed the Volunteer Health Interpreters Organization (VHIO) in 2010 to reflect its expanded scope of services across the San Francisco Bay Area.

Our language capacities include Chinese (Cantonese and Mandarin), Khmer, Korean, Spanish, Tagalog, and Vietnamese. We also provide referrals for other languages and are working to expand our language capacity.

Reaching out to under-served communities, VHIO strives to eliminate language barriers impeding access to adequate healthcare. We are always looking for innovative directions for VHIO. Through an ongoing assessment, we are researching what constitutes an optimal model for healthcare interpretation.

## WE DO MORE THAN INTERPRET. TRANSLATION AND OTHER SERVICES.

In addition to verbal interpretation, VHIO offers document translation services. Materials that we typically translate include community outreach posters, presentation slides, clinic publicity flyers, surveys, consent forms, brochures, and letters.

## WE TAKE PRIDE IN OUR WORK. ABOUT OUR SIXTY HOUR TRAINING PROGRAM.

VHIO officers complete the 60-hour Language and Cultural Access Program by Asian Health Services. The course is taught by trained experienced medical interpreters, and the program integrates standards incorporated by the California Healthcare Interpreting Association.

We teach this curriculum to our volunteers through our DeCal class, which is taught for 2 hours every week over a semester. The class consists of a lecture component, simulation practice sessions led by language coaches, homework, and oral exams.

Students learn about concepts, skills responsibilities, ethical principles, and strategies of interpretation in a healthcare setting. They also become familiar with common medical terminology.

