



Volunteer Health Interpreters Organization
2012 Informational Session

Interpreting vs. Translating

Interpret [verb]

1. to explain or tell the meaning of; present in understandable terms
2. to translate orally/verbally

Translate [verb]

1. to turn from one language into another or from a foreign language into one's own

Who We Are

VHIO (formerly San Francisco Hepatitis B Collaborative)

is a group of multilingual student health interpreters.

Our mission: To eliminate language barriers in health care settings by providing trained volunteer interpreters to health care organizations and facilities that serve the under-served, limited English proficient (LEP) communities in the Bay Area.

Partnerships: UCSF Schools of Dentistry, Medicine, Pharmacy, Nursing
UCSF Dept. of Family and Community Medicine | SF Department of Public Health

American Liver Foundation | API Wellness Center | California Pacific Medical Center

NHANES | Alzheimer's Service of the East Bay

History & Growth

Started in

2007 The UCSF Hepatitis B Clinics
(Mt. Zion & CPHC)

2010 From SFHBC to VHIO
Going beyond Hepatitis B &
significant expansions for
all language groups

2011 Further expansion
Addition of Spanish Department

2012 Further expansion
Addition of Khmer and Tagalog
Departments and development
of Spanish Department



Language Barriers to Health Care

Stories

- 4000\$ for toothache
- Child abuse?
- Eye surgery without anesthetics
- Difference of “intoxicado” & “intoxicated”



Limited English Proficiency

Defined as: A limited ability to read, write, speak, or understand English

8.4%

of Americans
have LEP

20%

of
Californians
have LEP

46%

of emergency
dept. cases involving
LEP patients do *not*
use interpreters

Long term effects of LEP

Trained Interpreters

Ad Hoc Interpreters

Legal mandate - Why not?

Shortage: 500 trained interpreters for 7 million LEP patients

Money

VHIO's role



Tagalog - Introduction

- You will be VHIO's 1st group of Tagalog volunteers
- You will help us shape this language group
 - You will be the first ones to develop interactions/connections with doctors, health providers, and patients
 - You will have the opportunity to help us outreach to the various clinics and hospitals that would like our services
 - In addition to having patient interaction, you will build leadership and management skills

Tagalog – Plans for 2012

- Provide health and wellness services for medically underserved Tagalog speakers in the SF Bay Area
- Provide interpretation services to the working uninsured
- Clinic by the Bay – **San Francisco's Volunteer in Medicine clinic**
- **Open to other suggestions**


Khmer Language

What we have done:

យល់ដឹងពីការលាងសំអាតដៃ


Why do we need to wash our hands?
ហេតុអ្វីបានជាយើងត្រូវលាងសំអាតដៃ?

- ដើម្បីការពារខ្លួនយើង និង អ្នកដទៃពីជំងឺផ្សេងៗ
- ដើម្បីការពារម៉ាយ និង កាកសំណល់



When do we need to wash our hands?
ពេលណាយើងត្រូវលាងសំអាតដៃរបស់យើង?

- មុនពេលចូលទៅជួបអ្នកដទៃ
- មុនពេលចាប់ផ្តើមការងារ
- មុនពេល
- មុនពេល
- មុនពេល




Safety Tips—Avoid Being A Robbery Victim!
ប្រាកដថា ជៀសវាងក្លាយជាជនរងគ្រោះដោយគំរើមួន!

Always conceal what you have to steal, such as money or a cell phone. Cell phone like cash—when thieves see a cell phone they want it. To be safe, treat your cell phone like cash—don't let anyone know you have it.
ត្រូវទុករបស់មានតម្លៃដូចជាលុយ និង ទូរស័ព្ទដៃដោយប្រុងប្រយ័ត្ន ដូចជាលុយដៃដូចជាលុយ—ចោរក៏ចង់បានទូរស័ព្ទដៃដែរ។ ដើម្បីសុវត្ថិភាព ចាត់ទុកទូរស័ព្ទដៃដូចជាលុយដៃ កុំអោយអ្នកផ្សេងទៀតដឹងថាអ្នកមានវា។

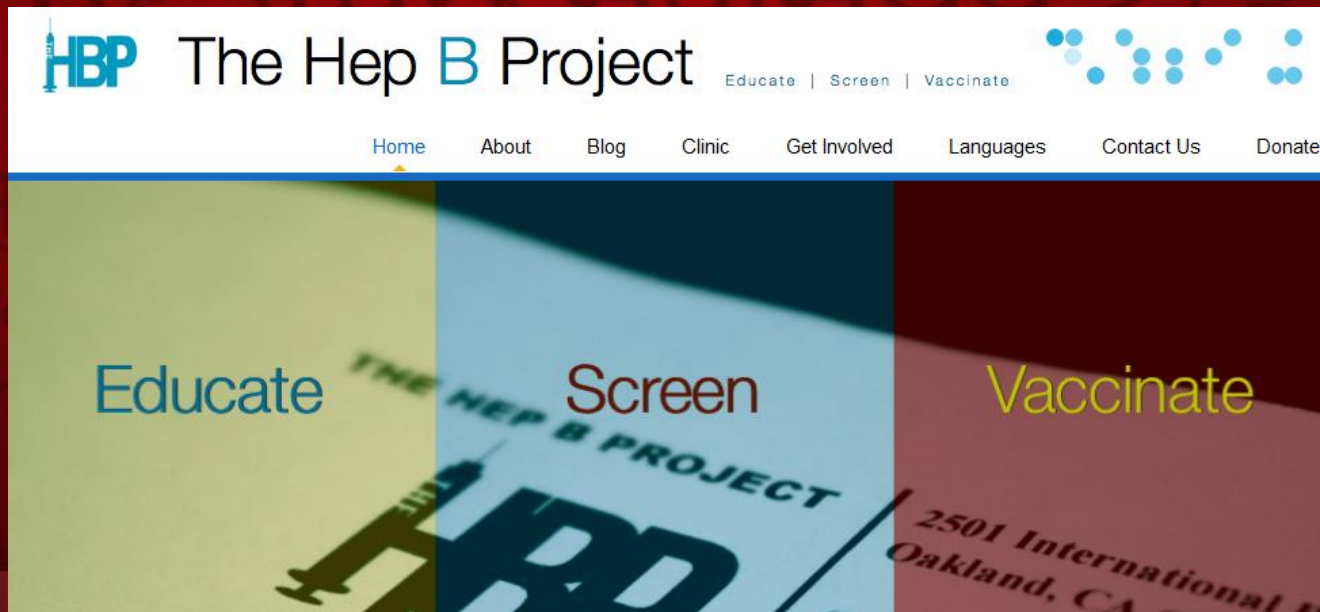
Call the OPD non-emergency number, 777-3333, to report suspicious persons. Do not wait to hear from you, and you could prevent a crime! Provide as much information as you can, including the time you noticed the person, the clothing worn, the shoes worn, and the direction the person walked.
សូមទាក់ទងលេខ ៧៧៧-៣៣៣៣ ដើម្បីរាយការណ៍ពីជនគួរអោយសង្ស័យ ដើម្បីការពារលើកិច្ចការសុវត្ថិភាព ដើម្បីទប់ស្កាត់ជំងឺផ្សេងៗ។ ផ្តល់ព័ត៌មានអំពីអ្នក ហើយអ្នកអាចចូលរួមចំណែកក្នុងការកាត់សំគាល់លើល្មើសសុវត្ថិភាព។ ផ្តល់ព័ត៌មានលម្អិតអំពីអ្នក ហើយអ្នកអាចចូលរួមចំណែកក្នុងការកាត់សំគាល់លើល្មើសសុវត្ថិភាព។



Khmer Language

What you expect:

- Outreach events
- Document translation
- Clinic interpretation
- Decal Training



Our Growing Spanish Group!

- We currently added 9 new motivated volunteers who will begin to work hard to establish connections across the Bay area.
- You will be our 2nd strong group of volunteers which means that not only will you gain the knowledge and skills necessary to become interpreters, but you will also:
 - Help us shape this language group
 - Continue to help us develop interactions/connections with doctors, health providers and patients
 - You will have the opportunity to help us outreach to the various clinics and hospitals that would like our services.
 - In addition to having patient interaction, you will build leadership and management skills

Spanish Group: Plans for Fall 2012

- To offer volunteer services to underserved Spanish-speaking populations, primarily targeting clinics and hospitals that are non-profit organizations
- We will ease your transition into the site by allowing you to practice your interpreting skills at health fairs in the Bay Area
- We want to develop strong and sustainable volunteer connections in order to establish permanent and successful relationships with our community.
 - [Street Level Health Project – PAP]

Vietnamese-Specific Health Events

- **Vietnamese Community Center in Oakland**
 - Health fairs
 - Monthly health presentations on: Breast cancer, Hep B, Diabetes, etc.
- **Health Fairs in San Francisco**
- **AHS**
 - Walking Club every 1st Saturday
 - Clinics, screenings, and other health related events

Vietnamese – Upcoming Projects!

- **Nail Salon Clinic**

- *When?*

- This Fall semester!!

- *Why?*

- Overrepresentation of Vietnamese people in the nail salon business
 - Many develop respiratory and other chronic illnesses

- *What?*

- Health Presentations
 - Monthly screenings

Chinese - Hepatitis B Clinics

- San Francisco Hepatitis B Collaborative (SFHBC)
 - Partnership with UCSF faculty, pharmacy, nursing, medical, and dental students
- Chinatown Public Health Center (CPHC)
 - Second Saturday of each month
 - Hepatitis B screening and vaccinations at low cost
 - Serve as interpreters between patients and healthcare providers
 - Languages needed: Cantonese, Mandarin, Korean, and Vietnamese

Chinese - Past and Future

- UCSF Mt. Zion Clinic (SFHBC)
 - Recently closed, but we are looking to working with them on their new mobile clinic.
- Partnership with ACMHS and AHS
 - Interpret for primary care and wellness programs
- Other projects within VHIO
 - i.e. CEI, SRO-CHIP, various Health Fairs

Korean Department

- Korean Community Health Services (KCHS)
 - Monthly Mammogram Clinics @ Alta Bates (every 4th Saturday 8AM-noon)
 - Annual Korean Cancer Conference (Sept. 8th 2012)
 - Annual 5K Health Walk (April 2013)
- “Care Communicators”
 - Clinical interpretation by phone during the week
- Translating MANY documents/brochures/flyers for various organizations
- Help us establish more partnerships with local organizations
- Karaoke with Jihwan 😊



स्वास्थ्य सुवासथ्या
c khỏe tốt
mabuti na kalus
stado de salud
स्वास्थ्य
강 có sú



All Languages - Health Fairs/Screenings

Located primarily in San Francisco, Oakland (as requested)

Languages: Cantonese, Mandarin, Vietnamese, Korean, Spanish

Examples: Skin cancer screening with UCSF, Children's screenings, Cherry Blossom Festival, Autumn Moon Festival

What do we do at fairs and screenings?

Assist with patient education and screenings for a variety of health issues, including hepatitis B, blood pressure, cholesterol, diabetes, and general health education

Health Care Interpreting Decal

- 2 units
- Who: **ALL** new volunteers
- When: Wednesday from 6 – 8pm
 - First class: **September 12th**
- Based on the 60-hour training curriculum from LCAP for professional interpreters.
- To start volunteering, you must pass the midterm.

Health Care Interpreting Decal

- Class Format
 - First hour: Lecture
 - Second hour: Language practice
- Curriculum
 - Medical terminology
 - Professional interpreters techniques
 - Role-playing

Volunteer Qualifications

Strong proficiency in English and in Mandarin, Cantonese, Korean, Vietnamese, Spanish, Khmer, or Tagalog (must be a native speaker)

Be mature and reliable

Have interpersonal skills to interact and communicate effectively with patients and hospital staff

Be able to commit for a year and attend events/translate documents

Recruitment Logistics

To apply to be a volunteer for VHIO (formerly SFHBC) for Fall 2012 to Spring 2013, please visit our website:

www.ocf.berkeley.edu/~vhio

**Applications are due Sunday, September 2nd at
11:59PM**

Dates to Remember:

09/07: Notified for interviews
09/06-09/07: Interviews
09/08: Acceptances
09/12: DeCal starts
09/16: Orientation

Membership requirements:

Attend orientation, DeCal, and a minimum of four events each semester.