



Colaborando Juntos presents...

***How to Communicate Effectively When Working
with Interpreters
Free Workshop***

***Friday March 19, 2010
8:30am*-11am***

***Henrico Area Mental Health & Developmental Services**
10299 Woodman Road
Glen Allen, VA 23060***

When you and your client/patient don't speak the same language, providing quality care is almost impossible without the help of someone to interpret. Many organizations today turn to a variety of people to bridge the language gap, from untrained bilingual staff to professional medical interpreters. However, there's a knack to working with even the best interpreter. This workshop is designed to assist participants to work more effectively with interpreters when dealing with clients from culturally and linguistically diverse backgrounds.

During the session we will review issues pertinent to service providers:

- limited English proficient client/patient communication
- ethical and legal requirements supporting use of professional interpreters
- choosing an appropriate interpreter
- recognizing the signs of professional and unprofessional interpretation
- working effectively with a trained interpreter
- guiding an untrained interpreter.

Whether for personal use or as a teaching tool for social service/clinical staff, this workshop will help you assure clearer communication with your limited-English speaking patients/clients.

About the Presenter

Rosemary Rodriguez is Manager of Interpreter Services and Training for Refugee and Immigration in Richmond, where she is responsible for the administration of the interpreter services department which currently is able to provide trained

interpreters for over 12 languages throughout the Richmond area hospitals, clinics, social service offices and schools. In addition she is a facilitator of the 40 hour AHEC Interpreter Training **Healthcare and Community Settings**, a prerequisite training if you want to be a "certified medical Interpreter".

Originally from Los Angeles, California; she has predominately worked in Human Resources for over 15 years, PHR certification in human resource management from the SHRM organization. Rosemary was also nominated in 2008 as the Virginia State Representative for the International Medical Interpreters Association IMIA out of Boston Massachusetts who is spear heading the National Medical Interpreter Certification project.

*** We will have light refreshments from 8:30-9:00am**

**** Colaborando Juntos workshops are FREE and OPEN to anyone interested in skill building for service providers. Service providers from Social Services, Public Health, Mental Health, Developmental Services, students, and private sector employees are welcome to attend.**

NO REGISTRATION REQUIRED



Generously hosted by Henrico Area Mental Health & Developmental Services

**Directions to
Henrico Area Mental Health & Developmental Services
10299 Woodman Road
Glen Allen, Virginia 23060
(804) 727-8500**

From North of Richmond

Take I-95 south, pass the Atlee Exit.

Take Exit 84-B, I-295 ("Charlottesville"). (Do not take the left exit for I-295, towards Norfolk and Rocky Mount.) Follow the access road past the exits for Highway 1.

Once you are on 295, go approximately 1.5 miles. Take the second exit, Exit 45-B, Woodman Road, South".

Follow Woodman Road through the first stop light. Continue past several houses on the left and the first two public driveways. (The second public driveway has a sign, "Henrico County Operations and Maintenance.")

Turn left into the third public driveway. The sign says, "Henrico Area Mental Health and Retardation Services."

From South or East of Richmond

Take I-95 north through Richmond; pass the Parham Road Exit.
Take Exit 84-B, I-295 ("Charlottesville").
Once you are on 295,...(see above).

From West of Richmond

Take I-64 East to Exit 177 (I-295). Follow I-295 to Exit 45-B (Woodman Road South).
Follow Woodman Road...(see above).

For more information contact:

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