

# **Friendship International Presentation**

**at**

**Immanuel Baptist Church**

**by**

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# **Language Access to Health and Other Critical Care Services**

**“Effective Communication”**

# KNOW YOUR RIGHTS!

- Federal Laws and Kentucky Laws both require interpreters at **federally funded** institutions like:
- Schools
- Hospitals
- Cabinet for Health & Family Services
- Lexington Fayette Government



# **TITLE VI (federal law)**

## **MEANS...**

- **HOSPITALS**
- **SCHOOLS**
- **GOVERNMENT**

**INSTITUTIONS MUST PROVIDE AN  
INTERPRETER ...**

**IT IS YOUR CHOICE but please  
NEVER use your children!**

# Title VI

- 1.** Applies to those “receiving federal financial assistance”
- 2.** Privately funded organizations or businesses do **not** have to comply

# HOSPITAL INTERPRETER SERVICES

- **UK Hospitals & Clinics:** bilingual staff, contract staff, video interpreters, and telephone interpreters
- **St. Joseph's Hospitals:** bilingual staff, contract staff, video interpreters, and telephone interpreters



# St. Joseph Hospitals face-to-face interpreting:

- American Sign Language
- Spanish 24/7
- Arabic
- French
- German
- Japanese
- Lingala

# St. Joseph Hospitals ... :

- Mandarin
- Nepali
- Russian
- Swahili
- Ukrainian
- Vietnamese variable availability w/advance notice
- Kinyarwanda/Kirundi with limited variability



# **DIFFICULTIES FOR SERVICE PROVIDERS AND FOREIGN LANGUAGE SPEAKERS**

- **LITTLE support in this part of the US TO HELP immigrants and visitors with language assistance**

## **LACK OF:**

- **TRAINED INTERPRETERS!**
- **AFFORDABLE & nearby TRAINING for interpreters**

# **SOUTH EASTERN MEDICAL INTERPRETERS ASSOCIATION**

## **[SEMIA]**

**SEMIA supports medical  
interpreter **training** in order to  
aid access to health care and  
other basic services for limited  
English speaking people.**



# SEMIA

- [www.semia.org](http://www.semia.org)
- **Bridging The Gap medical interpreter **training** offers:**
  - Techniques
  - Confidentiality (a law)
  - Impartiality (ethics)
  - 40 hours of training over two week-ends (coming November 7<sup>th</sup> and 11<sup>th</sup>)



# Language assistance

The backup plan for all spoken languages in all facilities is the **interpreter phone**.

# Tools for working with an Interpreter

- \*Check for understanding.
- \*Prepare the interpreter!
- \***WHOM DO YOU LOOK AT?**
- Do not allow untrained interpreters to take control.

# Trained vs. Untrained Interpreters

## Trained :

- Know a code of ethics, impartial
- Accuracy and **confidentiality**
- Know skills: first person, position
- Mediate culturally
- Have clear roles

## Untrained:

- Violate or do not know ethics
- May gossip
- inaccurate and biased
- May advise
- May give legal advice



# **Lexington - Fayette Government**

- **E-911 emergency phone #**
- **LEXCALL 311**
- **DEPARTMENT OF SOCIAL  
SERVICES**

# **NON ENGLISH SPEAKERS IN KENTUCKY**

**4.8% of the Population**

# **BUT.... IN LEXINGTON**

- Close to 15.5% speak other languages
- In the public schools, children learning English speak 92 different languages
- Foreign born residents in Lexington speak over 115 different languages



# **International Population Growth in Lexington, KY**

- **220% increase since 2005!**

# **Top 10 Languages (learning English in the public schools) 2014**

**1. Spanish**

**2. Arabic**

**3. Japanese**

**4. Swahili**

**5. Nepali**

**6. Chinese**

**7. French**

**8. Korean**

**9. Vietnamese**

**10. Gujarati**

# **Breakdown of 115 languages**

**by Lynn Fors**

- 32 languages from Africa**
- 11 from the Middle East**
- 21 European**
- 26 Asian, including 5 from the Philippines**



# **Breakdown of 115 languages**

**by Lynn Fors**

- 4 from Mexico**
- 5 from Guatemala**
- 14 of the 23 official languages from India**

# **QUESTIONS?**

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