# Unlocking Communication: Mastering Collaboration with Interpreters

## Training Description

This training program equips participants with the knowledge and skills necessary to collaborate effectively with interpreters and ensure quality care for patients with limited English proficiency (LEP). Overall, this training empowers participants to build strong partnerships with interpreters, fostering effective communication, and delivering high-quality care to LEP patients.

## Learning Objectives

*Participants will be able to:*

- Define role of community interpreter and distinguish responsibilities of health care professionals, patients and interpreters during interpreted encounters.
- Distinguish between interpreting modalities (consecutive, simultaneous, telephone) and explain the importance of cultural competency.
- Develop practical skills including proper communication techniques and effective use of interpreting protocols
- Identify key federal and state regulations governing language access in healthcare settings.
- Explain the ethical considerations in healthcare interpreting and Demonstrate a clear understanding of patient rights
- Develop strategies for building trust and effective partnerships with interpreters; and Master communication techniques tailored for interpreted interactions

## Continuing Education

This course meets the qualifications for 3 hours of continuing education credit for MFTs, LPCCs, LEPs and/or LCSWs as required by the California Board of Behavioral Sciences. Placer County Systems of Care (SOC) CAMFT-approved Continuing Education Provider #041035. SOC maintains responsibility for this course and its content.

## About the Instructor: Barbara Kane

Originally from Buenos Aires, Argentina, Barbara's bilingual upbringing fueled a passion for communication that has taken her to the halls of school district administration as the Coordinator of Translations and Bilingual Community Services.

In 2007, she began interpreting for the Truckee/ Tahoe area hospital, igniting a new career path followed by a focus on legal careers. The school district needed an interpreter. Barbara stepped up, becoming their sole interpreter for a student body where over 40% spoke Spanish at home. She then developed the Translation and Bilingual Community Services Department which has become a vital resource providing language access to students and families. Kane has trained over 40 interpreters, and provide community interpreters through her program. Kane enjoys working within her school district where she has spent over 16 years of dedicated work and has created a Language Access Master Plan that prides itself on providing language equity to all students and their families.

## Training Dates and Time

**February 19, 2025**
**8:30 am to 11:30 pm**

## Location: Auburn HHS Center- #509

## 11434 B ave. Auburn CA 95603

**Registration is available in Placer Learns**

- Placer County Employees access Placer Learns through the Learning Zone on their MyPlacer.
- External Users (non-county employees) access

For accessibility requests (e.g. ADA access), special needs, questions and/or to provide feedback, please contact Placer County designee, SOC Placer Learns Administrator at: PlacerLearns-SOCadmin@placer.ca.gov

Campaign for Community Wellness, Placer County, CA

CAMFT Approved Continuing Education Provider

County of Placer
Health & Human Services
Systems of Care

## Fee:

This training is ***free and open to the public.*** Registration is available in **Placer Learns.**

- Placer County Employees access Placer Learns through the Learning Zone on their MyPlacer.
- External Users (non-county employees) access Placer Learns through this External User Login

If you do not have a Placer Learns account, please contact a Placer Learns Department Administrator at Placer-Learns-soctraining@placer.ca.gov to request an account and one will be created for you.

## Cancellation Policy:

Due to this training being offered at no cost and most of our trainings often taking a waitlist, we ask that you to withdraw from this training via your Placer Learns account if you are not going to attend. If you require any assistance, please contact a Placer Learns Department Administrator at PlacerLearns-SOCadmin@placer.ca.gov.

## Target Audience:[ Enter Target Audience Here]

This training is intended for community providers and clinicians serving

## Schedule:

**This is an in person training, presented at the Auburn HHS Center.** Access to the training will begin 15 minutes prior to start of the training time listed on the flyer. One 15 minute break will be offered during the training at the trainer's discretion.

## Course Certificates and CEUs

Attendance for this training will be closely monitored by an administrator. Participants are required to attend and participate for the duration of the training for credit. Attendees who complete the training attendance requirements will be able to view and print their Completion/CEU Certificate from the Transcripts tab in Placer Learns within two weeks of the training date. Please note the number of course credits does not include the time allotted for registration and breaks. **Attendees not present and accounted for will not be given credit. Partial credit is not offered.**

## Feedback:

A training evaluation and demographic survey will be available electronically. Attendees are encouraged to review the training's learning objectives and goals to provide feedback upon completion of the course. Additional feedback or grievances may be forwarded to the Workforce Education and Training Coordinator at (530) 889-7222.