

The Importance of braking barriers between professionals and Non-English speaking families



Presented By: Maria Rodriguez
& Maria Teresa Hernandez

What Is Hands & Voices?

- Hands & Voices is a nationwide non-profit organization dedicated to supporting families and their children who are deaf or hard of hearing, as well as the professionals who serve them. We are a parent-driven, parent/professional collaborative group that is unbiased towards communication modes and methods. Our diverse membership includes those who are deaf, hard of hearing, and hearing impaired and their families who communicate orally, with signs, cue, and/or combined methods. We exist to help our children reach their highest potential.

"What Works For Your Child Is What Makes The Choice Right"

Who Am I?

- Intro
- My family, my husband (Ernesto Herrera)
- Married for 8 years, we met in Denver, CO
- Ariana, she is 6 yrs old, Bilateral profound hearing loss, has a CI implanted @ 2yrs old
- Mainstream since preschool, public school
- Total Communication? Why?
- Hands & Voices
- Joined in summer of 2007
- Spanish Speaking Parent Coordinator for CO.
- GBYS (Guide By Your Side)
- CO Health Dept. (pilot program)



CULTURAL AWARENESS: DEFINITION & IMPORTANCE

Definition: Cultural awareness involves continually developing your awareness of your own and others' cultures , to assist in the performance of your professional duties.

Important points to consider when working with Non-English speaking families

- MISPERCEPTIONS
- STEREOTYPES
- VALUES
- RELIGION
- ETHICS



Factors to consider in order to support Non-English speaking families

- Empathy.
- Communication mode.
- Discourage the herd mentality.
- Be aware of your insensitive behavior.
- Be prudent.
- Acknowledge and explore your own biases and prejudices.



*“People don't care how much you know, until they first
know how much you care.”*

Josepha Campinha-Bacote,
PhD, APRN, BC, CNS, CTN, FAAN, President and Founder of Transcultural C.A.R.E

Who Am I?

About me:

- I have a four year bachelors degree in Business Administration from Veracruz, Mexico. I speak and write Spanish fluently.
- I moved to Chicago 11 years ago. I met my husband, Jose, in Chicago and we have been married for 10 years.
- Our son, Josue, is 4 years old and has moderate to severe hearing loss. Josue attends an oral school for hearing impaired.
- In the last four years, I have concentrated my efforts as an advocate for my child and have provided support to other Latino families that I met along the way.
- However, for the last year, in a serious and conscious effort to reach out to other Latino families, I decided to become a Parent Guide for the program “Guide by Your Side” in the State of Illinois.
- Additionally, I have participated in statewide parent workgroups and I have enjoyed being actively involved at my son’s school as the Parent Association Chair.
- I am currently developing a blog in Spanish to share my personal journey with other Latino families.

Link: [Http://awakeninglatinmothers.blogspot.com](http://awakeninglatinmothers.blogspot.com)



The hurdles we go through

And some solutions

“In order to get the whole picture; I want YOU to see & hear, how hard is the puzzle that I am trying to solve here for my entire life” Presenting my personal experience.

❖ **Clinical Staff:**

Staff: Be aware that non-English speaking families are nervous when they approach you.

Parents: Write a note in English explaining your visit

❖ **Interpreters:**

Interpreters: We need your help to ‘translate’ the language. We can frame our own opinions.

Parents: Ask for one in advance if you need one

❖ **Doctors & Specialist (audiologists/speech language pathologists etc):**

Doctors: We need your time and we need answers.

Specialists: Please simplify medical terminology for us.

Parent: It is your duty to ask questions until you fully understand the situation. Don’t be afraid to ask questions!!

❖ **Teachers:**

Teachers: Connect with the parents like you are a team (Emails/Phone calls/Notes/Meetings). Stay tuned to the fact that the child is growing in a bilingual environment and may need help with correct pronunciations. Parents: Work hard to learn the English language. It will go a long way.



“For a child to achieve you need three things: a child’s natural intelligence, dedicated parents and well trained teachers.”

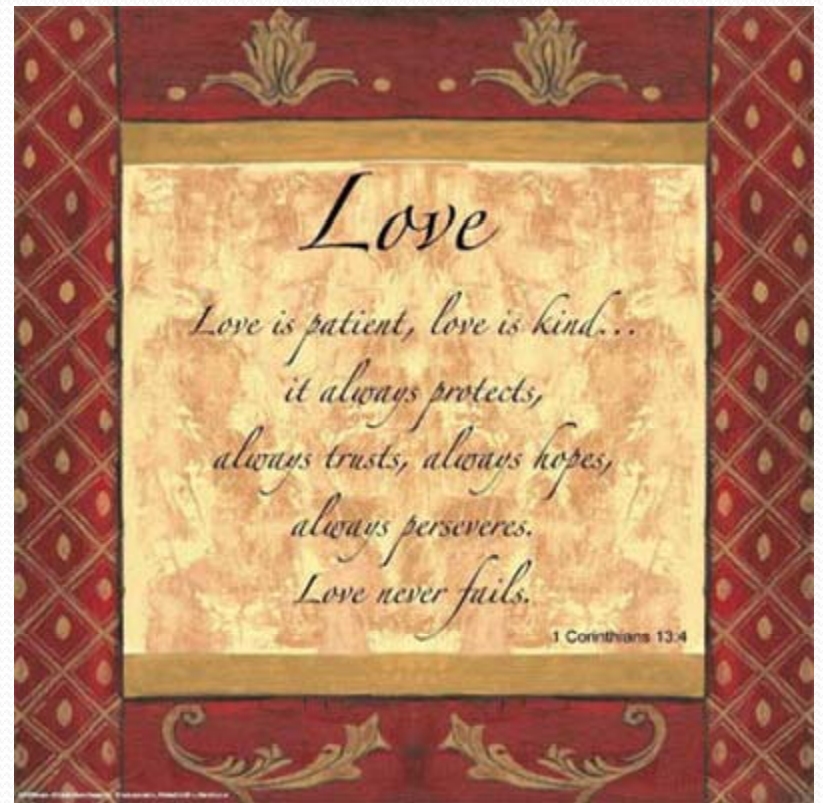
Jeanette C Hachmeister, M.E.D., LSLS Cert. AVEd
Golden Apple Fellow 2009

And last but not least, a suggestion to consider when working with Non-English speaking families

THIS IS THE ANSWER TO BREAK ANY BARRIER : LOVE.

LOVE WHAT YOU DO,
LOVE PEOPLE,
LOVE YOUR PROFESSION.

When you do that you are breaking any barrier, not just in your workplace but, in the WORLD.



Questions?



Gracias Por Su Asistencia!

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[Http://awakeninglatinmothers.blogspot.com](http://awakeninglatinmothers.blogspot.com)

Thank You *Mahalo*
Kiitos
Tack
Grazie *Toda*
Obrigado **Thanks**
Takk **Gracias** **Merci**