

CALD News

May 2012

Brought to you by Waitemata DHB Asian Health Support Services

Welcome to the CALD Cultural Competency Training Programme newsletter. CALD refers to **Culturally and Linguistically Diverse**. CALD Resources and CALD Cultural Competency Training Programmes are developed and provided by the Waitemata District Health Board Asian Health Support Services for the Waitemata, Auckland and Counties Manukau District Health Boards, secondary, primary and community health workforces in the Auckland region.

Feeling Lost in Translation?

When working with Interpreters...

- Do you sometimes feel lost in translation?
- Unsure if everything you said was interpreted accurately or even understood properly by the patient?
- Ever wondered who really has control of the interpreting process?

We need to acknowledge that when learning another language rarely do we learn how to express illness and medical terms. When in distress we often revert back to what we feel comfortable with including our core practices, beliefs and language. Professionally trained interpreters provide accurate and confidential interpreting.

The interpreter is the voice of the practitioner and of the patient, the practitioner has the control.

CALD 4 - Working with Interpreters

CME/CNE and MOPs accredited

This is a practical course that will give you the essential knowledge and skills to work with interpreters more effectively:

- (a) When you only have a 15 mins consultation.
- (b) When you need to have a 1+ hours complex family consultation with the help of an interpreter.
- (c) When you need to have a screening session or narrative therapy session with the help of an interpreter.

This course will help you to:

- Become familiar with the interpreter's roles, responsibilities and code of ethics, as well as ethical dilemmas they may encounter.
- Become aware of the challenges faced by health practitioners, interpreters and patients involved in interpreting sessions.
- Become familiar with the principles of how to work effectively with interpreters by pre-briefing, structuring, and then de-briefing your consultation

This course is offered face-to-face and online.
The prerequisites for this course are CALD 1.

What are people saying about CALD 4?

Feedback from the learners



"The session on working with interpreters was well worth attending as although I was very comfortable using interpreters when working with clients, I learnt of other ways that they could be used, and how appointments could be planned in advance to get the best outcome for the clients".



"Another excellent module! Particularly helpful in gaining skills to use telephone interpreting effectively and efficiently. Very comprehensive and well structured session."



"Very helpful to my role and practice within clinical team and with clients and families"



I feel more confident to work with interpreters in the future.



How has CALD learning assisted you? Susan Peters shares her thoughts...

Susan is the Team Leader for West Child Development Service, WDHB. She works alongside a team of allied health workers who work in the community in west Auckland with CALD disabled clients and their families.

Susan says "Having completed CALD 1, 2, 3, 4 and 8, I fully recommended the training sessions to the team as they provided a great opportunity to learn about this population and to reflect on the impact of their different journeys to NZ." Susan attended the face-to-face sessions and found it valuable to learn, problem-solve and share with other attendees at the sessions.

Members of her team have completed the online sessions and fed back that the availability of the online course has been fantastic especially as a lot of the team are part-timers and couldn't attend the face-to-face sessions - the flexibility of the online course has meant they have been able to work through the sessions at their own pace.

Susan believes as a result of the training, the general cultural awareness within the team has heightened. She says questions regarding ethnicity are now asked at the time of referral, and recognition of 'checking out' appropriate practices, how to behave within the home, recommendation of foods is no longer viewed as 'one size fits all'. What we perceived as the 'hard' or 'uncomfortable' questions about cultural and religious beliefs are getting easier as the general cultural awareness within the team is increased. I encourage new team members to attend or take part in the online training for CALD 1, 2 or 3 as I believe if this is an expectation at the start of their work with this service, then it will be applied to all aspects of their work from the outset.

Thanks for sharing your comments with us Susan. If you would like to share how the CALD training skills have assisted you please email Mariska.Mannes@waitematadhb.govt.nz.

What CALD competency courses are available?

CALD on-line and face-to-face training courses

- CALD 1 Culture and Cultural Competence (pre-requisite)
- CALD 2 Working with Migrant Patients
- CALD 3 Working with Refugee Patients
- CALD 4 Working with Interpreters
- CALD 7 Working with Religious Diversity
- CALD 8 Working with CALD Families - Disability Awareness

Above courses are CME/CNE and MOPs accredited



CALD face-to-face only training courses:

- CALD 5 Working with Asian Mental Health Clients
- CALD 6 Working with Refugee Mental Health Clients

To find out more about the courses, and view the CALD video demo go to www.caldresources.org.nz



Tip for your Toolbox of Knowledge

Ask the patient to repeat their understanding of your information in their own words.

How do I register and enrol for the free training courses?

1. Check your eligibility with your manager or email cald@waitematadhb.govt.nz
2. Visit the CALD website www.caldresources.org.nz
3. Click LOGIN to register and then enrol. If you have registered already and wish to enrol Go to CALD website www.caldresources.org.nz
4. Click LOGIN, enter your email address and password
5. Go to Course Enrolment and select the ONLINE course (NB: CALD 1 is pre-requisite to all CALD courses)

How do I enrol for the free CALD face-to-face courses?

For WDHB employees, primary care and NGO employees - same process as above.

For CMDHB employees - enrol through Learning & Development One Staff.

For CMDHB primary care and NGO employees - same process as above.

For ADHB employees - enrol through Learning & Development Kiosk or learndev@adhb.govt.nz

For ADHB primary care and NGO employees - same process as above.

For NDSA employees - same process as above.

