Making Accessibility a Reality: Addressing Communication Needs of non-English speaking Hispanic Families of Children with Special Healthcare Needs

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Background

- AUCD Fellowship allowed for immersion within the Diversity and Inclusion Toolkit
- Family Support and Healthcare Alliance Delaware, (*Family SHADE)*, is a network of organizations working together to provide assistance to families of children and youth with special health care needs
- "When language barriers exist, parents get frustrated and avoid outreach sustaining the barrier to be a lack of respect for their culture ." (Lee, 1997)
- Goal → Avoid communication gaps between service providers and families

Methods

Surveyed over 67 member organizations about providing services to Hispanic/ Latino families

Interactive Discussion with Hispanic Service Providers and Recipients analyzing some of the following concepts

- Accessibility/ Availability
- Cultural Brokers/Community Involvement
- Create culturally inclusive environment between families and service providers

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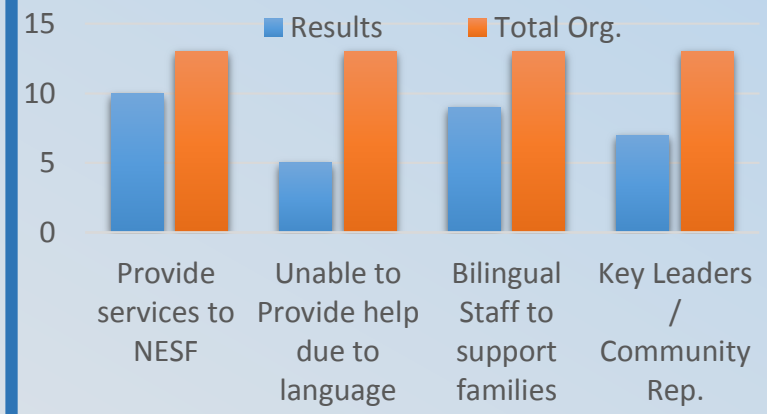
Common Translation Services

% used by NESHF * Non-English Speaking Hispanic Families	
In-Person Translation	61.5%
Translation Software	23.0%
Technological Devices	15.0%

Other

- Materials that are already translated
- Translation Line

Family SHADE Outreach Survey Results



What did we learn?

- Most organizations pay for all translations services themselves
- There is a need for Spanish translators that can relate to families of distinctive cultures
- We were able to learn the difference between **Hispanics** (Individuals from Spain or Spanish speaking countries in Europe) and **Latinos** (Individuals from Latin America and South America)
- Important to establish trust by getting to learn as much as possible about the family before providing any services
- Translated material does not automatically create by-in
- Families are more likely to interact with service providers that are of their same culture or speak their language
- Families are more likely to utilize services when they know that they will be provided with translated service throughout the whole process

Recommendations

- Installing a Language Line which will provide organizations with access to over 72 different languages over the phone
- Identify key leaders within the community that can help foster trust and minimize the communication gap
- Provide all information about services in a neutrally non-stereotypical manner– remember not all Hispanic/ Latino cultures are the same
- Find ways to be active within the community (fairs, heritage /cultural days)