

Introduction

- Family visitation programs are supervised services provided to non-custodial parents for children under the age of 18
- They provide safe access and contact to the children of those living outside of the home, such as a noncustodial parent, grandparents, open adoption etc.
- Supervised Visitation is often required because of the non-custodial parent's previous history of violence, restraining order or other issues that are a safety concern and the wellbeing of the child

Objective

To gain an understanding of cultural responsiveness and to address the gaps in language and culture at Children's Services of Roxbury Family Visitation Program.



Related Literature

- "Inadequate communication may have negative consequences, including increased psychological stress to the patient, medically significant communication errors and misunderstandings of potential health risk (Meuter, et. al 2015)"
- "Limited English proficiency patients with traumatic injuries were less likely to receive any opioid prescription and were prescribed lower quantities of opiates, which could contribute to suboptimal pain management and recovery (Schwartz, et. al 2021)"

Methods

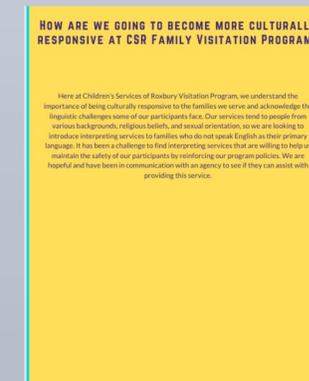
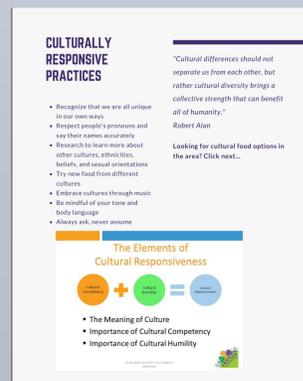
- Based on visual observations and working as an intake coordinator, there was a need for language support for non-English speaking participants
- This need became the focus and topic of the summer 2021 intern newsletter
- A topic on cultural responsiveness was approved by the site supervisor
- Extensive research was conducted to understand cultural responsiveness in greater detail and the ways in which it can be practiced
- A comprehensive search of companies that offer translation and interpretation services was also conducted with the following information collected:
 - cost of the service
 - languages offered
 - availability of virtual services
 - commitment to prioritizing the safety of children during visits based on program guidelines
- Meetings were arranged with the site supervisor and two viable companies to determine which company would be a good fit for the program
- The collected information was consolidated into a portfolio and presented to the program director

Results

Suggestions for newsletter content based on research conducted includes:

- acknowledging and respecting differences
- embracing other cultures through food and music
- being mindful of tone and body language
- respecting pronouns
- pronouncing people's name correctly
- ethnic food suggestions within a 5-mile radius from the site of the program
- newsletter included a note to participants that language support was underway

- The newsletter was sent via email to 19 families that access the service
- The newsletter was also posted on the webpage for future participants.
- The portfolio presented to the director of the program led to the implementation of one language so far
- As of 2021, Children's Services of Roxbury visitation program offers language support in Vietnamese.



Conclusion

It was clear to me that there was a lack of language support for families participating in the CSR Family visitation program. The participants and those who were interested in joining the program included various demographics who do not speak English; therefore, translation and interpretation was a very important component the program that was missing. My concern for the lack of language accommodation was met with enthusiasm by my internship supervisor and steps were taken to address this deficiency. Every establishment must recognize that not everyone is proficient in American English, and they should identify linguistic and cultural gaps within their programs. Cultural responsiveness is at the heart of medicine and in all other areas of employment, especially in human service roles. This is what gives us the opportunity to grow and learn from our daily human interactions.

References

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