

One Moment Please/Un Momento Por Favor

Office Of Cultural Competence and Ethnic Services

Course Instructor: OCCES Staff

Three (3) Training Opportunities:

When: November 18, 2015	When: December 10, 2015
Where: DBH Admin– 109 A 303. E. Vanderbilt Lane San Bernardino, CA 92415	Where: DBH Admin– 109 A 303. E. Vanderbilt Lane San Bernardino, CA 92415
Time: 9:00 a.m.—10:00 a.m. or 1:00 p.m.— 2:00 p.m.	Time: 1:00 p.m.— 2:00 p.m.

Objective:

- Participants will receive and practice the two approved department phrases when answering calls from monolingual Spanish speaking callers.
- Participants will learn where to access Translation/Interpretation Policies and Procedures.
- Participants will receive a list of approved current DBH Translation/Interpretation vendors and how to contact them (DBH staff only).
- Participants will learn about the counties threshold language.

Note: This course qualifies for 1.0 DBH Cultural Competence Training Hours.

To Register:

Log onto Relias Learning <http://dbh.training.reliaslearning.com>. For assistance, please call (800) 722-9866. Outside Partners please email: Cultural_Competency@dbh.sbcounty.gov

For questions, interpretation services or requests for disability-related accommodations, please contact Justine Rangel at (909) 386-8244 or via email at Jrangel@dbh.sbcounty.gov or 7-1-1 for TTY users. Please request accommodations at least 7 business days prior to the event.

