

One Moment Please/Un Momento Por Favor



DBH Admin – Room 109 A:
303 E. Vanderbilt Way
San Bernardino, CA 92415

February 18, 2016 9:00 AM – 10:00 AM

Or

February 18, 2016 11:00AM – 12:00PM

Registration begins ½ hour prior to start and doors close promptly at the start of training

- Attendees must attend the entire training session.
- Participation for the entire class period is required to qualify for continuing education credit; no partial credit will be awarded. CE Credit is only awarded for actual instructional time.

Objectives:

- 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 county's threshold language.



Continuing Education

Cultural Competency:

This course meets 1 hour of the DBH Cultural Competency requirement.

“For further information, questions or concerns regarding Continuing Education for this course, please call (800) 722-9866 or email dbhtraining@dbh.sbcounty.gov.”

Note: Participation for the entire class period is required to qualify for continuing education credit, no partial credit will be awarded. CE Credit is only awarded for actual instructional time.

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.

Please note that all participants attending this training must be in accordance with DBH Dress Code Policy



For alternate communication methods please call 800-722-9866



Behavioral Health

www.SBCounty.gov