

# Vulnerability and Healing: Supporting Interpreters During COVID-19

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# Agenda

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- Housekeeping
- Introduction to this session and our Dialogues in Palliative Care
- Interpreter Services and the Covid Surge
- Providing support during the Surge
- Resuming Dialogues with skill building
- Exercise in Pairs
- De-brief
- Takeaways

# Housekeeping

- Opportunity for dialogue with us via “chat”.
- This will be participatory workshop breakout room discussions requiring cameras and microphones.
- Please raise hand and we will unmute you during the larger group discussion.
- When speaking, please begin with “My name is .....

# Objectives

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- Participants will recognize the value of a dialogue model for medical interpreter training and confidence building.
- Participants will recognize the often-untapped resources of physicians and social workers **and others** as fellow learners and supports.
- Participants will assess new and simple techniques for facilitating emotional support within a diverse interpreter services team



# Dialogues

# ...Sessions...

- Six hour-long sessions about once a month
- Developed and facilitated by palliative care clinicians Dr. Janet Abraham and Social Worker Jessica Goldhirsch
- Role plays, dialogues, didactic material
- Family meetings with Goal of Care (GOC) and code status
- Unique challenges when working with physicians, nurse practitioners, social workers, pharmacists and spiritual care providers
- Practicing cultural mediation during End of Life (EOL) conversations
- Resolving ethical dilemmas
- The importance of self care

# CHAMPIONS

partnering with



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member of the team

# Adapting to the Covid Surge



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# New stressors



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# How to provide support



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# December 2020



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- **Jessica and Janet will role play**  
**The questions will be posted in Chat**  
**All participants will be moved to breakout room with partner**  
**Participants** will have 20 minutes to ask each other two questions and listen to **their** partner's answers  
**Whatever is shared will remain confidential please**  
**We will re-group afterwards**



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# Roleplay

**1. What was the most difficult part of the past year for you?**

**2. What helped you get through the past year?**



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# Move to **B**reakout **R**ooms



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# Discussions





- **I**dentify your champions
- **C**linicians do care about interpreters
- **S**olicit support early **on**
- **P**rovide a space for sharing
- **S**tay the course- the effects of trauma last

# Questions?



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