

# Metro Richmond Health Services & Resource Guide – 2006

This guide was produced by the **VCU Institute for Women's Health, VCU Center on Health Disparities, and CLAS Act Virginia**, as a resource for the Fall 2006 Latino Health Summit: Latino Cultures and Beliefs in Health Care. The purpose of this guide is to provide a practical tool for community health care professionals to use in their work by assisting in cataloguing key provider and patient resources and services.

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## **VCU Institute for Women's Health**

VCU Institute for Women's Health, a National Center of Excellence in Women's Health designated by the U.S. Department of Health and Human Services, is a national model of innovative, comprehensive and multidisciplinary health care for women integrating research, clinical care, community outreach, professional education and women's leadership development. The Institute was created to bring these diverse activities under a single umbrella, create synergy within VCU, and foster coordinated alliances with the greater community.

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[www.womenshealth.vcu.edu](http://www.womenshealth.vcu.edu)

## **VCU Center on Health Disparities**

The mission of the VCU Center on Health Disparities is to develop and facilitate research, education, access to health care services, and workforce diversity initiatives that will eliminate health disparities in populations in the Commonwealth of Virginia.

1001 E. Broad Street  
Room 205A  
Richmond, VA 23219  
(804) 828-6050

[www.vcu.edu/healthdisparities](http://www.vcu.edu/healthdisparities)

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\*\* Note: Although this guide was designed specifically for the Latino population, it can be used by anyone. It is by no means an exhaustive list of all the community health resources and services available to Latinos in the Richmond metro area, but is intended as a preliminary attempt to catalog specialized health services. The information about the services and resources available in this guide is the result of input from members of the 2006 Latino Health Summit Planning Committee.

The following organizations were represented on the 2006 Planning Committee:

- ♦ American Cancer Society
- ♦ American Heart Association
- ♦ American Lung Association of Virginia
- ♦ American Red Cross
- ♦ Bon Secours Health System
- ♦ Chesterfield Health District
- ♦ Children's Hospital
- ♦ City of Richmond
  - ♦ Hispanic Liaison Office
  - ♦ Deputy Chief Administrative Officer for Human Services
  - ♦ Mayor's Office
- ♦ Community Foundation
- ♦ Community Health Associates Physicians Organization
- ♦ Cross Over Ministry
- ♦ Department of Medical Assistance Services (DMAS)
- ♦ Fan Free Clinic
- ♦ George Washington University
- ♦ Ginter Park United Methodist Church
- ♦ HCA Hospitals
- ♦ Memorial Child Guidance Clinic
- ♦ Office of the Governor
  - ♦ Virginia Latino Advisory Board
- ♦ Richmond Enhancing Access to Community HealthCare (REACH)
- ♦ Richmond Medical Society
- ♦ VAMC/CrossOver Volunteer
- ♦ Virginia Commonwealth University (VCU)
  - ♦ Center on Health Disparities
  - ♦ Health System
  - ♦ Institute for Women's Health
  - ♦ Department of Multicultural Student Affairs
  - ♦ Office of Continuing Professional Development & Evaluation Studies
  - ♦ School of Nursing
  - ♦ School of World Studies
- ♦ Virginia Department of Health (VDH)
  - ♦ Deputy Commissioner
  - ♦ Division of Chronic Disease
  - ♦ Division of Disease Prevention
  - ♦ Henrico County Health Department
  - ♦ Office of Health Policy and Planning
- ♦ Virginia Hispanic Chamber of Commerce

Our goal is for the information in this Guide to be as accurate and as current as possible. There is a page for corrections, deletions and additions in the back of this guide that can be completed and sent back to the VCU Center on Health Disparities for any changes you would like to see. We encourage you to call the Center on Health Disparities at 804-827-2075 if you have questions or need information about resources in this guide.

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# HEALTH RESOURCES

## HEALTH CARE

### ***Agencies and Organizations***

#### **Richmond Enhancing Access to Community Healthcare (REACH)**

More than 103,000 Greater Richmond Metropolitan Area Residents (one in eight) do not have health insurance. At least 14 area organizations offer low-cost- in some cases, free- health services to persons without health insurance. These healthcare providers, which form Richmond's health safety net, are uniquely able to care for uninsured and underinsured persons; still, gaps in care remain. Recognizing the need to collaboratively address systemic problems affecting the safety net, several organizations focused on caring for the uninsured began meeting in 2000 to discuss how to minimize gaps in care and create a coordinated health services delivery model. Richmond Enhancing Access to Community Healthcare (REACH) exists to promote collaboration to increase access to a comprehensive continuum of quality health care services and strengthen the healthcare delivery system for the uninsured and underinsured of the greater Richmond metropolitan area.

#### Resources

The Richmond-Area **Perinatal Care Resource Guide** is one way to help uninsured pregnant women access local, low-cost perinatal services – prenatal care, post-partum care and baby needs. A monthly listing of Richmond **area safety net providers**, their services, and their ability to accept new patients – both of these guides are available on the REACH website [www.reachva.org](http://www.reachva.org)

REACH  
P.O. Box 843021  
3600 West Broad Street, Suite 280 A  
Richmond, VA 23284

Phone: (804) 827-3224  
Fax: (804) 828-8618  
info@reachva.org  
[www.reachva.org](http://www.reachva.org)

#### **Virginia Coordinated Care for the Uninsured (VCC)**

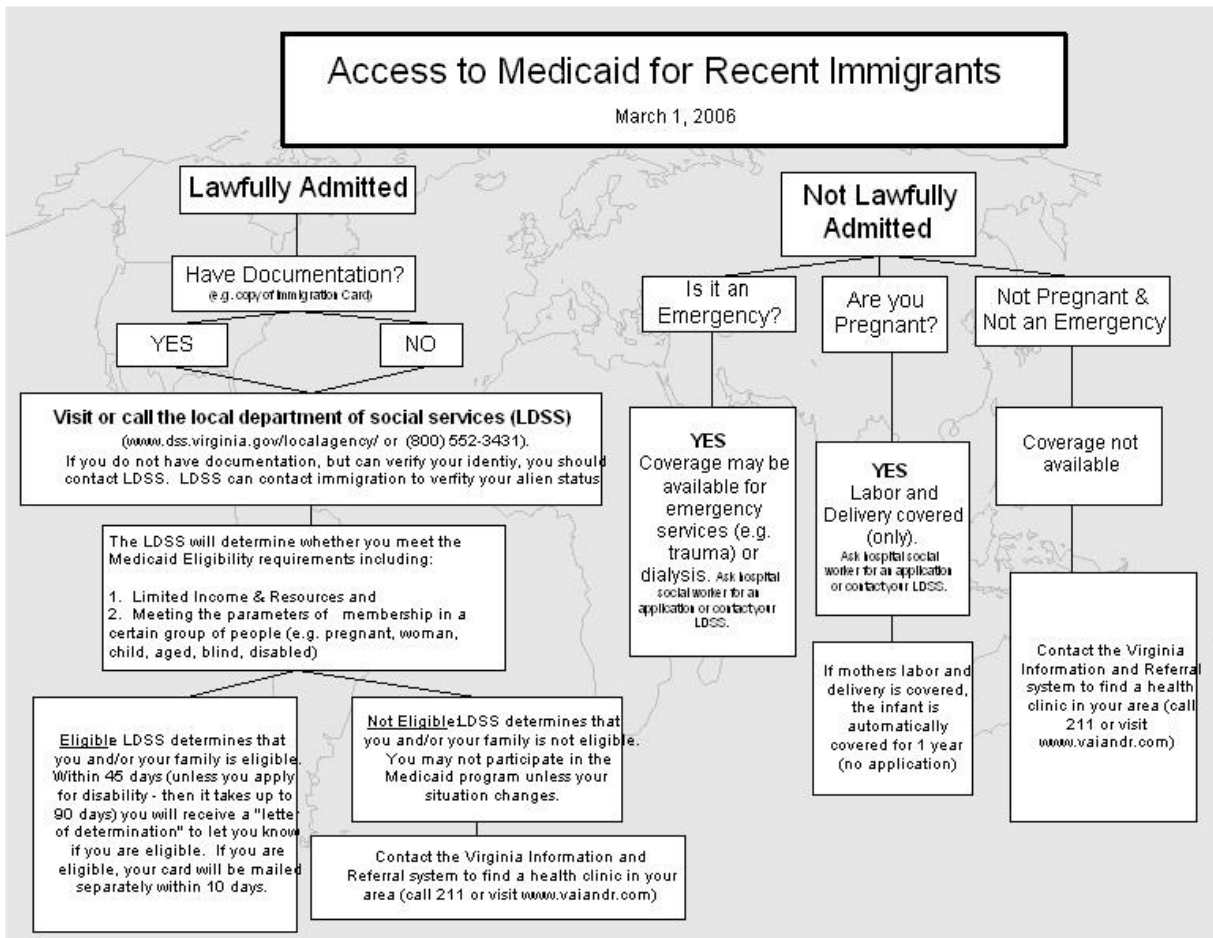
VCC is a joint effort among the VCU Health System, the City of Richmond and community primary-care physicians to provide eligible, low-income patients with access to physician and hospital services. VCC is not an insurance program, but focuses on preventive care to improve the overall health of uninsured patients.

Contact:  
VCU Medical Center Financial Services  
(804) 828-0966 or 1-800-762-6161

VCC Program Office  
(804) 628-0600

## Virginia Department of Medical Assistance Services (DMAS)

DMAS administers the Virginia Medicaid program as well as the Virginia State Children's Health Insurance Program (SCHIP), entitled FAMIS (Family Access to Medical Insurance Security)



### FAMIS/FAMIS Plus

These Federal- and State-sponsored children's health insurance programs are available to children under 19 years of age. Once children are approved, they obtain full health coverage (e.g., primary care, specialty care, dental care, mental health, hospitalization and more), and are often placed into an Managed Care Organization (MCO) to manage their benefits. If the pregnant woman is under the age of 19, she may be enrolled in FAMIS or FAMIS Plus instead of Medicaid for Pregnant Women or FAMIS MOMS. When this is the case, the coverage includes prenatal care as well. Families do not pay a premium to participate, but some families are required to pay a co-pay for some health services, usually \$2 - \$5 per service or visit.

**Coverage:** Covered services include doctor visits, well-child checks, hospitalizations, specialty care, prescriptions drugs, dental care, mental health, vision, emergency services, and more.

### Eligibility

- ✓ Under age 19
- ✓ Income-based; gross household income up-to 133% Federal Poverty Level for FAMIS Plus and 200% FPL for FAMIS.
- ✓ Must be a resident of Virginia and either a US citizen or certain legal immigrants may also be eligible.
- ✓ For FAMIS, the child must be uninsured at time of application.

## Requirements

- ✓ Children must be US citizens or certain legal immigrants.
- ✓ Proof of citizenship and identity is required (only for FAMIS Plus and Medicaid for Pregnant Women)
- ✓ **Parents do not have to be US citizens for the child to be eligible.**

## 3 ways to apply for FAMIS/FAMIS Plus:

- ✓ On-line: <http://www.famis.org/>
- ✓ By phone: FAMIS Central Processing Unit (CPU) 1-866-873-2647
  - TDD users only call 1-888-221-1590
  - 8:00 am to 7:00 pm Monday – Friday or Sat 9-12:00 noon
- ✓ Call your local Department of Social Services.

## FAMIS MOMS

DMAS also offers a new program for uninsured pregnant women of any age called FAMIS MOMS.

**Coverage:** Covered services include comprehensive health care benefits during the pregnancy and for two months following the end of pregnancy. FAMIS MOMS also has a special program for women with high-risk pregnancies. And just like FAMIS, with FAMIS MOMS there are no enrollment fees or monthly premiums, and there are no co-pays for pregnancy related services.

### Eligibility

- ✓ Currently be uninsured
- ✓ Have a medically confirmed pregnancy or be within the sixty-day period after pregnancy ends
- ✓ Be a resident of Virginia
- ✓ Be a U.S. citizen or a certain legal immigrant
- ✓ Not have access to a state employee health plan
- ✓ Meet family income guidelines. 166% FPL

### Contact:

Mayra Granados, Hispanic Marketing and Outreach Liaison  
Maternal and Child Health Division  
Department of Medical Assistance Services  
Suite 1300  
Richmond VA. 23219  
804-371-0859

Mayra.Granados@dmas.virginia.gov

<http://www.famis.org> (Spanish version of website available from home page)

<http://www.dmas.virginia.gov/>

## **Virginia Health Care Foundation (VHCF)**

Initiated in 1992 by the Virginia General Assembly and its Joint Commission on Health Care, the VHCF works to improve the lives and health of Virginia's uninsured. Whether helping children obtain health insurance, providing seniors and the chronically ill with medicines they need, or bringing more health professionals to underserved areas, VHCF touches the lives of thousands of Virginians everyday.

VHCF works on multiple fronts to increase access to health care for Virginia's uninsured and medically underserved. In addition to its grantmaking program, which supports community-based projects, VHCF has initiated several important statewide programs. These include:

- The Healthy Communities Loan Fund - to bring more providers to parts of the state where there are too few;
- The Pharmacy Connection – to increase access to prescription medication for seniors and chronically ill adults;
- The Child Health Insurance Initiative – to enroll eligible children in health insurance through Virginia's FAMIS programs; and
- SeniorNavigator – to serve as a source of information and referral for seniors and their caregivers.

Contact:

VHCF

1001 East Broad Street; Suite 445

Richmond, VA 23219

804-828-5804

804-828-4370 FAX

info@vhcf.org

<http://www.vhcf.org/>

## **Service Providers**

### **Bon Secours Care-A-Van**

Care-A-Van was established in 1994 by the Bon Secours Richmond Health System. The mobile health clinic's operations today still emphasize providing youngsters with on-time immunizations, but its services have vastly expanded to meet the medical needs of both children and adults residing in the greater Richmond area who are uninsured and underinsured. Ongoing services include all immunizations for school, pregnancy tests, blood pressure, health education, referrals, flu and pneumonia vaccines for adults (seasonal). The following services can be provided on request: school entrance physicals, urgent and primary care, and health screenings for adults (glucose and cholesterol). Staff are bilingual, and services are free (donations are accepted).

Contact:

804-545-1920 (Office)

804-545-1928 (Bilingual speaker, Ramon Omana)

804-287-7826 (For locations, schedule information and directions)

<http://www.bonsecours.com/bsrichmond/missionoutreach.asp>

## **Chesterfield Health Department**

The Chesterfield Health Department provides the following services for residents of Chesterfield County:

- Adult Overseas Immunizations
  - Chargeable service
  - Call for information 748-1975
- Childhood Immunizations-
  - Tuesday & Wednesday 9:00 – 11:00 AM & 1:00 – 4:00 PM
  - Thursday 9:00 – 11:00 AM & 1:00 – 6:00 PM
  - Walk-in
  - Bring child's immunization history
  - Call for information 768-7454 (bilingual staff available)
- Contraception/Birth Control Services
  - By appointment only
  - Sliding scale fees based on family income; picture ID required
  - Call for information 751-4350 (bilingual staff available)
- Dental Care for Children to ages 4 to 18
  - Sliding scale fees; accepts Medicaid
  - Seen by appointment only
  - Call for information 748-1752
- Serve Safe Classes for Food Service Workers
  - Conducted in Spanish 1x/year; English courses 2x/year; Chinese 1x/year
  - Call for information 748-1782
  - Fee: \$150
- HIV/AIDS Testing & Counseling
  - Walk-in Monday – Friday 8:30 AM – 11:00 AM & 1:00 – 4:00 PM
  - Call for information 748-1975
- Pregnancy Testing & Counseling
  - Monday – Friday 9:00- 11:00 AM & 1:00 – 4:00 PM
  - Walk in (bilingual staff available)
  - Cost \$24.29
- Prenatal Care
  - By appointment only
  - Sliding scale fees based on family income
  - Must be a resident of Chesterfield, Powhatan or Colonial Heights; proof of residency, income and picture ID is required
  - Call for information 751-4350 (bilingual staff available- Spanish & English)
- Sexually Transmitted Disease Testing
  - Friday walk-in registration begins @ 11:30 AM; first 20 customers seen
  - Second & Fourth Friday morning- appointment only
  - Call for information 748-1975 (bilingual staff available)
- Well Child Health Services ( through ages 5 years)
  - By appointment only
  - Sliding scale fees based on family income
  - Call for information 751-4908 (bilingual staff available)
- WIC- Women, Infants & Children
  - By appointment only
  - Eligibility based on income and nutritional or medical risk
  - Call for information 748-1748 (bilingual staff available)

Contact:  
Chesterfield Health Department  
9501 Lucy Corr Circle  
PO Box 100  
Chesterfield, VA 23832  
804-748-1691  
<http://www.vdh.state.va.us/LHD/cfield/cfield.asp>

**CrossOver Ministry (CrossOver Health Centers)**

In continuous operation in greater Richmond since 1983, CrossOver is a 501(c)3 nonprofit organization that operates a network of four free clinics strategically located in areas of identified need throughout Metro Richmond. CrossOver provides a full continuum of health education and health care services to low-income, uninsured individuals. The immigrant population that finds a medical home at CrossOver has increased significantly since 2000, from 14% to 53% in 2005; and the cultural competency of the organization continues to advance to meet the emerging need. Spanish-speaking interpreters are available.

Contact:

CrossOver Health Center (Main Clinic)  
108 Cowardin Avenue  
Richmond, Virginia 23224  
804-233-5016

Sherbourne United Methodist Church – Chesterfield County  
2619 Sherbourne Road  
Richmond, VA 23237

Nancy Gilliam Memorial Clinic  
3511 Broad Rock Boulevard  
Richmond, VA 23234  
804-271-9170

CrossOver West Clinic – Henrico County  
8600 Quioccasin Road; Suite 105  
Richmond, VA 23229

info@crossoverministry.org  
<http://www.crossoverministry.org/>

**Fan Free Clinic (FFC)**

Incorporated in 1970, FFC is the oldest free clinic in Virginia. FFC provides medical treatment, health education, and social services to those in the Richmond area with limited access to care. Special emphasis is placed on welcoming the least served. Medical services at the clinic are offered through multiple night-hour and daytime clinic sessions each week, which include general medicine, gynecology, pediatrics, primary care, family planning, and sexually transmitted infection testing and treatment, as well as day and evening hours for HIV antibody testing. Medical services are provided free of charge by volunteer medical professionals who are assisted by community volunteers. Fan Free Clinic also serves as a community rotation site and placement site for VCU's Medical College of Virginia residents. A nutritionist and chiropractor also volunteer their services, on an as-needed basis, for clients requesting information and evaluation.

The Education, Prevention, and Outreach Department and the Social Services Department now offer the following services: (1) Case management assistance; (2) Support group for persons with HIV/AIDS; (3) Resources for financial and transportation assistance; (4) Complimentary therapies; (5) A food bank; (6) An AIDS/HIV information and referral hotline; (7) Street outreach; (8) Care teams; (9) Housing Opportunities for People With AIDS (HOPWA) financial assistance; (10) Extensive prevention education and outreach; (11) Client social events.

Fan Free Clinic materials are available in Spanish. Staff members in the clinic and on the education and social services teams speak Spanish.

Contact:

Fan Free Clinic  
P.O. Box 6477  
1010 N. Thompson Street  
Richmond, VA 23230  
(804) 358-6343 (For clinic information)  
(804) 358-8538 (To schedule a medical appointment)  
(804) 354-0702 FAX  
<http://www.fanfreeclinic.org/>

### **Henrico County Health Department**

The Henrico County Health Department offers a variety of health services such as maternity care, family planning, sexually transmitted disease clinic, well child check up and immunizations. Spanish interpreters are available at both East End and West End clinic locations. Clinic hours vary; please call to schedule an appointment. Information and materials are available in Spanish.

Contact:

West End Clinic  
8600 Dixon Powers Drive  
Richmond, VA 23273  
804-501-4651  
804-501-5599 FAX

East End Clinic  
3810 Nine Mile Rd  
Richmond, VA 23223  
804- 652-3190  
804-652-3188 FAX

### **Richmond City Department of Public Health**

The Richmond Public Health Department Tenth Street Clinic located at 500 North Tenth Street provides clinical services to uninsured and underinsured residents. Services focus on immunization, prenatal health care, family planning, health education and prevention and treatment of communicable diseases. Persons with emergency care needs should go to a hospital or acute care facility.

Contact:

Tenth Street Clinic  
500 N. 10<sup>th</sup> Street  
Richmond, VA 23219  
804-646-6850 (For general clinic)  
804-646-6855 (For STD clinic)  
[http://www.vdh.state.va.us/lhd/richmondcity/tenth\\_street\\_clinic.asp](http://www.vdh.state.va.us/lhd/richmondcity/tenth_street_clinic.asp)

**Vernon J. Harris Health Center**

Vernon J. Harris Medical Center is a comprehensive primary medical and primary dental health care facility. Offering the latest in medical and dental care to patients allows Vernon J. Harris East End Community Health Center to put the patient and family first. Vernon J. Harris is a unique health care facility in that it serves all patients regardless of their ability to pay.

Contact:

Vernon J. Harris Health Center  
719 N. 25<sup>th</sup> Street  
Richmond, VA 23223  
804-780-0840

**Virginia Board of Medicine Practitioner Information**

The Virginia Board of Medicine Practitioner Information database has an advanced search engine that allows you to search for physicians based on location, profession, specialty area, hospital affiliation(s), and non-English languages spoken by the doctor or office staff.

[http://www.vahealthprovider.com/search\\_adv.asp](http://www.vahealthprovider.com/search_adv.asp)

**Virginia League of Planned Parenthood**

The Virginia League of Planned Parenthood has a prenatal care program designed to meet the needs of immigrant Latinas. Additionally, low-cost family planning and basic gynecological care is available. Interpreters are available on site.

Contact:

Virginia League for Planned Parenthood  
3415 Floyd Avenue  
Richmond, VA 23221  
804-254-1760  
804-213-0548 FAX  
<http://www.vlpp.org/>

## HEALTH INFORMATION AND PROGRAMS

### *National Agencies and Organizations*

#### **American Cancer Society (ACS)**

The ACS is available 24 hours a day 7 days a week by calling 1-800-ACS-2345 or by visiting the World Wide Web at [www.cancer.org](http://www.cancer.org). The toll free number has cancer information specialists who speak Spanish and who are available to assist callers with their needs related to cancer. The [www.cancer.org](http://www.cancer.org) webpage has an entire section dedicated to cancer translated into Spanish.

#### **Cancer Fact & Figures for Hispanics 2006-2008**

Summarizes recent information on cancer occurrence and cancer screening in the Hispanic/Latino population, estimating the number of new cancer cases and deaths for 2006. Includes sections on use of cancer screening examinations and cancer risk factors such as tobacco use and obesity.

[http://www.cancer.org/docroot/STT/content/STT\\_1x\\_Cancer\\_Fact\\_Figures\\_for\\_Hispanics\\_2006-2008.asp](http://www.cancer.org/docroot/STT/content/STT_1x_Cancer_Fact_Figures_for_Hispanics_2006-2008.asp)

Contact:

Rigüey Polanco King, State Mission Delivery Director, Virginia & West Virginia  
4240 Park Place Court  
Glen Allen, VA 23060  
804-527-3745  
804-527-0219 FAX  
<http://www.cancer.org>

#### **American Heart Association/American Stroke Association**

The American Heart Association/American Stroke Association provides numerous Hispanic materials and special information to address Hispanic women and heart disease (Go Red for Women, Hispanic). Another major awareness/education campaign, Power To End Stroke, targeted for Hispanics, launches in 2007.

**Respuestas del Corazón (*Answers by Heart*)** is a series of downloadable patient information sheets presented in a question-and-answer format that is brief, easy to follow, and easy to read. They also provide room for the consumer to write down questions for the doctor. Some of the sheets also allow logging and tracking of personal data such as blood pressure, cholesterol, weight and exercise. For Spanish, go to: <http://www.americanheart.org/presenter.jhtml?identifier=3004355>

**Hablemos de los Ataques al Cerebro (*Let's Talk About Stroke*)** is a series of downloadable patient information sheets, created by the American Stroke Association, that presents information in a question-and-answer format that is brief, easy to follow, and easy to read. They also provide room to write down questions for the doctor. For Spanish, go to: <http://www.americanheart.org/presenter.jhtml?identifier=3020620>

Contact:

Keltcie Delamar, State Health Alliances Director  
Mid-Atlantic Affiliate  
4217 Park Place Court  
Glen Allen, VA 23060  
804-965-6571  
804-965-6422 FAX  
keltcie.delamar@heart.org  
<http://www.americanheart.org>

### **American Lung Association**

The American Lung Association of Virginia is dedicated to preventing lung disease and promoting lung health through programs including asthma education, tobacco prevention and cessation, environmental health, patient support and lung disease research. Materials are available in Spanish and staff are bilingual.

Contact:

American Lung Association of Virginia

9221 Forest Hill Avenue

Richmond, VA 23235

Ph. 804-267-1900

Fax 804-267-5634

<http://www.lungusa.org>

### **American Red Cross**

The Greater Richmond Chapter of the American Red Cross has a Multicultural Services initiative. A one-year grant from The Community Foundation has enabled this Chapter to build on its initial outreach efforts within the Hispanic community, which included the creation of an Hispanic Advisory Committee, collaboration with local organizations, churches and businesses in the provision of CPR and First Aid courses in Spanish, a VCU-supported strategic planning process, and orientation sessions in Spanish for newly recruited Hispanic volunteers. Additionally, the Greater Richmond Chapter manages a language bank and assists with interpretation and translation for individuals and families who are non- and limited-English-speaking to meet their basic needs and assist them during emergency situations.

#### **Red Cross Standard First Aid – Spanish**

Learn the skills needed to prevent, recognize and provide basic care until advanced medical personnel arrive. This course, led by a Spanish-speaking instructor, covers first aid and adult CPR using Spanish-language books and videos. Participants engage in hands on practice and receive useful Spanish language take-home materials.

Certification length: 1 year

Length: 9 hours

Course Fee: \$65.00

The Greater Richmond Chapter of the Red Cross also teaches classes in a variety of topics including other first aid and CPR courses, life guarding and water safety, babysitting, Nurse Aide Training and even Pet First Aid! Call 343-2088 or go to our website

<http://www.greaterichmond.redcross.org> to sign up your self, your community group or business.

#### **DISASTER HEALTH SERVICES (DHS): Overview (DHS-O) and Simulation (DHS-S)**

Nurses become a special presence, uplifting lives with compassion and special skills by providing health services to those affected by disasters. Disaster Health Services Overview (DHS-O) and Disaster Health Services Simulation (DHS-S) courses provide the basic knowledge, skills, and abilities needed by DHS staff to function in a disaster situation. Completing these courses, as well as the prerequisite course listed below, will allow you the opportunity to volunteer in Disaster Health Services. Call (804) 343-2774 and request the class you want to be offered. When there are enough participants, the class will be held. The class is free of charge. Prerequisite: Introduction to Disaster Services (IDS), which can be taken online at

[http://www.redcross.org/flash/course01\\_V01](http://www.redcross.org/flash/course01_V01)

Contact:

American Red Cross Greater Richmond Chapter  
Mark Whiting, Vice President  
Center for Community and Corporate Education  
420 E. Cary St.  
Richmond, VA 23218  
804-780-2262  
804-780-2296 FAX  
whitingm@usa.redcross.org  
<http://www.greaterichmond.redcross.org>

**Centers for Disease Control and Prevention (CDC) Office of Minority Health (OMH)**

The CDC OMH works closely with state, tribal and local governments, as well as nonprofit organizations to improve health status and eliminate health disparities among Americans of all racial and ethnic groups. Resources and fact sheets related to health disparities and health information about racial and ethnic populations can be found on this website. All pages on the website can be viewed in Spanish.

<http://www.cdc.gov/omh/>

**Latino Commission on AIDS**

The Latino Commission on AIDS is a national and regional nonprofit membership organization dedicated to improving and expanding health promotion, research, treatment and other services to the Latino community through organizing, education, model program development, capacity building and training.

<http://www.latinoaids.org>

**National Latino AIDS Awareness Day (NLAAD)**

October 15th is established to draw attention to the critical role HIV testing and prevention education plays in stemming the spread of AIDS. NLAAD represents a call to action for Latinos to protect their lives and the lives of those they love by getting tested and learning about HIV.

<http://www.latinoaids.org/nlaad/2006/index.htm>

**March of Dimes (Nacersano)**

Spanish version of the March of Dimes website. There is a wealth of health education information here on healthy pregnancies, premature births, folic acid, and more.

<http://www.nacersano.org/>

**Migrant Clinicians Network**

The mission of the Migrant Clinicians network is to positively impact the physical, mental and environmental health of migrants and other mobile, underserved populations. This website has resources on cancer, diabetes, environmental and occupational health, family violence, hepatitis, immunizations, tuberculosis, women's health, and health research pertaining to the migrant population.

<http://www.migrantclinician.org/>

### **The National Alliance for Hispanic Health**

The National Alliance for Hispanic Health is the nation's action, advocacy, and research forum for Hispanic health and well-being. The National Alliance informs and mobilizes consumers, supports health and human service providers in the delivery of quality care, improves the science base for accurate decision making by promoting better and more inclusive research, promotes appropriate use of technology, insures accountability and advocates on behalf of Hispanics, and promotes philanthropy.

Specific programs include capacity development of community based organizations, diabetes education and outreach, Hispanics in the Sciences, prenatal help lines, family health help lines, cultural proficiency, teen theatre as a tool for prevention, and consumer outreach in the areas of depression, ADHD, immunization, HIV/AIDS, women's health, osteoporosis, tobacco control, and environmental health.

### **Su Familia: The National Hispanic Family Health Helpline**

This Helpline (1-866-783-2645) is a national helpline that offers consumers free, reliable and confidential health information in Spanish and English. Callers speak to bilingual and culturally proficient information specialists, and by providing their zip code, can receive referral to one of over 12,000 local health providers, including community and migrant health centers.

### **National Hispanic Prenatal Helpline (NHPH)**

As a component of the Maternal and Child Health Bureau's national campaign to promote early and regular prenatal care, the NHPH carries out the following main functions: 1) to answer questions about prenatal issues in a culturally appropriate manner; 2) to give referrals to local prenatal care services that have the capability of serving Hispanic consumers; and 3) to send out written information to callers in English and Spanish about prenatal issues. These services are provided by a bilingual (English and Spanish) staff to pregnant women and their partners, families planning a pregnancy, relatives or friends of pregnant women, and prenatal care providers. For information on how to obtain prenatal care, or for more facts about how to have a healthy pregnancy, call the NHPH at 1-800-504-7081, Monday through Friday from 9 a.m. to 6 p.m. EST.

### **The National Hispanic Indoor Air Quality Helpline**

Provides bilingual (Spanish/English) information about indoor air pollutants that consumers may find inside their homes, offices, or schools. Consumers, health and human services professionals, outreach workers, and community leaders from across the United States, Alaska, Hawaii and Puerto Rico can dial 1-800-SALUD-12 (1-800-725-8312) , or 202-265-6388 in Washington, D.C. to speak with a bilingual health information specialist (HIS) Monday through Friday, 9:00 a.m. to 6:00 p.m. eastern time. After business hours, consumers may leave a message, and an HIS will return the call the next day during business hours.

#### Contact:

The National Alliance for Hispanic Health  
1501 Sixteenth Street, NW  
Washington, DC 20036  
(202) 387-5000.  
alliance@hispanichealth.org  
<http://www.hispanichealth.org>

### **National Center for Farmworker Health (NCFH)**

The NCFH, established in 1975, is dedicated to improving the health status of farmworker families by providing information services and products to organizations and individuals serving the farmworker populations. This includes monographs, fact sheets, news, and other information related to migrant/farmworkers and their health issues.

#### **Call For Health**

The National Center for Farmworker Health has created “a nationwide, toll-free, bilingual, health information and referral service program for farmworkers and their families. Call for Health helps farmworker families and the health care providers who serve them to find health services for both adults and children.” The phone number is 1-800-377-9968.

Contact:

National Center for Farmworker Health

800-531-5120

info@ncfh.org

<http://ncfh.org/>

### **U.S. Department of Health and Human Services Administration on Aging (AoA)**

While we celebrate our nation’s rich diversity, we recognize that minority Americans often are at greater risk for poor health, social isolation, and poverty. Currently, minority elders comprise over 16.1 percent of all older Americans (65 years of age and older). In the future, their numbers are expected to increase dramatically. Between 1999 and 2030, the older minority population 65+ is projected to increase by 217 percent, compared with 81 percent for the older white population. For example, the number of African American elders will increase by 128 percent. The population of Asian American elders will increase by 301 percent, and the number of Hispanic American elders will grow by 322 percent. The number of American Indian and Alaska Native elders will increase roughly by 193 percent by 2030 if current demographic trends continue. The “Addressing Diversity” portion of the AoA web site was designed to provide information that can help to increase access to and improve programs for older minority Americans.

<http://www.aoa.gov/prof/adddiv/adddiv.asp>

### **U.S. Department of Health and Human Services Office of Minority Health (OMH) and Resource Center (OMHRC)**

The mission of the OMH is to improve and protect the health of racial and ethnic minority populations through the development of health policies and programs that will eliminate health disparities. OMH operates the OMHRC, which serves as a free information and referral service on minority health issues for community groups, consumers, professionals and students. It distributes scientifically valid and culturally competent health information, encourages public participation in HHS programs, and assists in conducting health campaigns. All pages on the website can be viewed in Spanish.

OMHRC operates a toll-free telephone service (800-444-6472), accessible throughout the U.S., Puerto Rico, and the Virgin Islands; and provides a TDD telephone (301-251-1432) for the hearing-impaired. Bilingual information specialists answer English and Spanish-language inquiries.

Contact:

Office of Minority Health Resource Center

800-444-6472

<http://www.omhrc.gov/>

## **Virginia Agencies and Organizations**

### **Virginia Department of Health (VDH)**

VDH's mission is to achieve and maintain optimum personal and community health by emphasizing health promotion, disease prevention and environmental protection.

<http://www.vdh.virginia.gov/index.asp>

#### **Adolescent Sexual Health Programs**

The Adolescent Sexual Health Programs are a part of the Division of Child and Adolescent Health in the Office of Family Health Services. The Adolescent Sexual Health Programs have resources available in Spanish, through both the Virginia Abstinence Education Initiative and the Teen Pregnancy Prevention Initiative. Resources can reviewed and ordered on-line at either website, <http://www.canwait.com> or <http://www.vahealth.org/teenpregnancyprevention>. Additionally, the parent pages of <http://www.canwait.com> are available in Spanish, as are the archived newsletters.

Contact:

Danielle K. Jones, Outreach Coordinator  
Adolescent Sexual Health Programs (8<sup>th</sup> Floor East)  
804-864-7701  
804-864-7722 FAX

#### **Center for Injury and Violence Prevention**

The Center supports local sexual assault centers to offer prevention education in the local communities through funding and technical assistance. The Center collects and analyzes data on the prevalence of sexual violence, provides training, and develops and promotes resources. The Center provides outreach to males to encourage involvement in the issue and addresses the problem of statutory rape through training, education and a public awareness campaign. Materials are available in Spanish at:

- ♦ <http://www.vahealth.org/civp/sexualviolence/index.asp>
- ♦ <http://www.vahealth.org/civp/sexualviolence/varapelaws/>
- ♦ <http://www.vahealth.org/civp/sexualviolence/paramihija/>

Contact:

Center for Injury and Violence Prevention  
Robert L. Franklin, MS  
Male Outreach Coordinator  
804-864-7739  
1-800-732-8333 (For injury hotline)  
804-864-7748 FAX  
[Robert.Franklin@vdh.virginia.gov](mailto:Robert.Franklin@vdh.virginia.gov)

#### **Office of Epidemiology**

The mission of this Office is to provide leadership and support to local health departments, other medical providers and community-based organizations in the prevention, surveillance, and treatment of HIV, other sexually transmitted diseases, tuberculosis, and their complications. The Office is dedicated to the provision of education, information, and health care services that promote and protect the health of all Virginians. Additionally, pharmacy services are provided for local health departments via drug and vaccine dispensing for individual patients, bulk drug distribution and drug information services.

### **African-American and Hispanic Faith Initiative**

Through a community-mobilization approach, religious institutions are funded for clergy training and congregation education around HIV as well as mentoring of other churches in the development of HIV prevention and support programs.

### **AIDS Drug Assistance Program (ADAP)**

The Virginia ADAP program provides medication for the treatment of HIV/AIDS to individuals without insurance coverage or third party benefits for ADAP medications. ADAP is accessed through local health departments throughout the state.

### **Community HIV Testing Services**

Following a successful pilot program, which showed, increased testing of high-risk populations and return rates for test results, this grant program was established in 2001 to provide oral HIV antibody testing in outreach and non-invasive settings through community-based organizations.

### **Health Care Services**

Free medical care and essential support services are available for low-income individuals with HIV infection. These health care services are administered by VDH, coordinated through five regional consortia, and funded by Title II of the Ryan White Comprehensive AIDS Resources Emergency (CARE) Act.

### **HIV/STD Literature Requests**

Free informational pamphlets, brochures and posters are available in Spanish and other languages for interested groups, individuals and organizations. To request literature, download the following form, print it out, and either mail or fax it to the address provided on the form. <http://www.vdh.virginia.gov/std/Hotline/LitRequest06.pdf>

### **Minority AIDS Initiative (MAI)**

Minority community-based organizations (CBO) are funded to find persons who know their HIV-positive status but are not currently receiving health care, then engage and retain them in care; they also find people who are lost to care in order re-engage and retain them in care.

### **Minority AIDS Projects**

Funds are provided to minority community-based organizations to conduct HIV prevention interventions to racial/ethnic minorities at increased risk for HIV infection. Projects are funded localities with the highest HIV/AIDS morbidity among Black, Latino and Asian/Pacific Islander communities.

### **Newcomer Health Program**

The Mission of the Newcomer Health Program is to protect the public's health by empowering VDH health districts to provide thorough initial health assessments to all new refugees entering the Commonwealth of Virginia  
<http://www.vdh.virginia.gov/epi/rihp/index.htm>

### **Transgender Resource and Referral List**

The Virginia Transgender Resource and Referral List includes resources and information on providers offering medical care; hormone therapy; support and counseling services; mental health care; legal services; and other resources for the transgender community in Virginia. <http://www.vdh.virginia.gov/std/Hotline/Transgender%20RR%20List.pdf>

### **Tuberculosis (TB) Prevention and Control Program**

The VDH TB Prevention and Control Program and the 35 local health districts provide services for individuals with active or suspected TB disease, individuals exposed to those with active TB disease and individuals identified with latent TB infection. Services provided by local health departments may include tuberculin skin testing, chest x-rays, sputum collection, direct observed therapy, provision of TB drugs, contact investigations, case management, education and local surveillance activities. Core activities of the Division of Disease Prevention TB Control Program include surveillance and case reporting; consultation on the medical and nursing management of cases, suspects, contacts, and those with latent infection; training and education of public health and private providers; and program evaluation. DDP-TB provides funding to support prevention and control activities at the local districts. Interpretation services are provided in the local districts. Translated materials in 15 languages on a variety of topics are available on the DDP-TB web site. A multi-media version is also available for non-literate patients. <http://www.vdh.virginia.gov/std/tbindex.asp>

### **Virginia HIV/AIDS Resource and Referral List**

The Virginia HIV/AIDS Resource and Referral List includes for each region of Virginia, as well as nationwide resources, information about testing, medical services, mental services, legal services, hospices, AIDS Service Organizations (ASOs), and other information that you would need to know if you are HIV positive. [http://www.vdh.virginia.gov/std/Hotline/RR\\_November\\_2005.pdf](http://www.vdh.virginia.gov/std/Hotline/RR_November_2005.pdf)

### **Virginia HIV/STD/Viral Hepatitis Hotline**

The Hotline provides statewide toll-free lines staffed by trained counselors to answer questions and provide crisis intervention, referrals and written educational materials regarding Sexually Transmitted Diseases (STDs), HIV and AIDS. The Hotline operates Monday through Friday from 8:00 a.m. until 5:00 p.m. Dial 1-800-533-4148. For Spanish, dial the CDC National HIV/AIDS Hotline at 1-800-344-7432. Questions can also be submitted by e-mail to: [hiv-stdhotline@vdh.virginia.gov](mailto:hiv-stdhotline@vdh.virginia.gov)

Contact:

Ben Alonso

804-864-8022

804-864-8050 FAX

<http://www.vdh.virginia.gov/std/>

### **Office of Health Policy and Planning (OHPP)**

The mission of the OHPP is to improve access to quality health care for all Virginia residents. The OHPP contributes to the mission through policy analyses and research concerning the cost, quality, and accessibility of health care in the Commonwealth. The OHPP achieves its mission by assisting medically underserved communities and populations with the development of resources, establishment of partnerships and identification of programs. Finally, the OHPP achieves its mission through the development of the health care workforce, including the management of scholarship and loan repayment programs and other initiatives aimed at the recruitment and retention of health care providers. Two specific program areas of the OHPP include Culturally and Linguistically Appropriate Health Care Services (CLAS-Act) and the State Office of Minority Health.

#### **CLAS Act: Culturally and Linguistically Appropriate Health Care Services for Virginians Resource Guide**

The CLAS Act Virginia web site is a Resource Guide meant to assist health care providers in meeting the needs of Virginia's changing demographics through resources relating to cultural competence, overcoming language barriers, translation, interpretation, and much more. It is specific to Virginia with regionally appropriate information on language service

programs, multicultural health & human service programs, studies, and conferences. It has Commonly Used Clinical Phrases in Spanish & Korean with accompanying audio for the following areas: Emergency Dispatch, Nursing, Nutrition Clinics, Parents, Parents -to- be, Pediatric Clinics, Psychiatry, Radiology, and Social Work in addition to over 250 translated forms and documents. <http://www.CLASActVirginia.org>

### **State Office of Minority Health**

The mission of the State Office of Minority Health (OMH) is to enhance health access of minorities in the Commonwealth through leadership, advocacy, education and proactive outreach for special programs and projects to improve access to health care and ultimately eliminate health disparities in Virginia. There are five federally recognized minority populations in Virginia:

- ♦ African American/Black,
- ♦ Hispanic/Latino,
- ♦ Asian,
- ♦ Native Hawaiian or other Pacific Islander
- ♦ Native American

<http://www.vdh.virginia.gov/ohpp/minority/minority.asp>

### **Virginia Healthy Start Initiative - Loving Steps Program**

Loving Steps provides services to pregnant and parenting women, adolescents, and high-risk infants in order to reduce health disparities and infant deaths. The Loving Steps team is composed of a nurse, a dietitian, and community health workers who provide case management services, medical nutrition therapy services, health education, perinatal depression screening, and referrals to community resources and services.

#### **Petersburg Loving Steps Program**

Contact Connie Dennis-Booker, RN  
Petersburg Health Department  
301 Halifax Street  
Petersburg, VA  
804-862-8980  
804-862-6126 FAX  
[Connie.Dennis-Booker@vdh.virginia.gov](mailto:Connie.Dennis-Booker@vdh.virginia.gov)

#### **Westmoreland County Loving Steps Program**

Edith Soler, Bi-lingual Resource Mother  
Westmoreland County Health Department  
A.T. Johnson Human Services Bldg  
18849 King's Highway  
Montross, Virginia 22520  
804-493-1124  
804-493-9352 FAX  
[Edith.Soler@vdh.virginia.gov](mailto:Edith.Soler@vdh.virginia.gov)

### **Virginia Health Quality Center (VHQC)**

The Virginia Health Quality Center (VHQC) is the Medicare Quality Improvement Organization (QIO) for Virginia. The VHQC partners with health care professionals to improve patient care for the state's more than 900,000 Medicare beneficiaries, as well as other target groups. The VHQC is a not-for-profit organization that works closely with health care professionals to implement successful and meaningful changes to the way health care is delivered. VHQC creates partnerships, develops methods, and evaluates outcomes for quality improvements that result in healthier communities. The combined quality improvement efforts of VHQC partners – nursing homes, home health organizations, hospitals, physician offices and pharmacies, as well as many other health care professionals- consistently demonstrate a measurable impact on the quality of health care delivered not only to all Virginians, but also to others beyond the Commonwealth. Since 1984, the VHQC has been a valuable resource for healthcare providers and individuals who have health insurance coverage under Medicare.

#### Contact:

Virginia Health Quality Center  
Lilia W. Mayer, Ed.M., Project Coordinator, Physician Office Quality Initiatives  
4510 Cox Road; Suite 400  
Glen Allen, VA 23060-3394  
804-287-6208  
804-289-5324 FAX  
[lmayer@vaqio.sdps.org](mailto:lmayer@vaqio.sdps.org)  
<http://www.vhqc.org/>

### **Virginia Sexual and Domestic Violence Action Alliance (VSDVAA)**

The Action Alliance operates the statewide Virginia Family Violence & Sexual Assault Hotline (1-800-838-8238 v/tty), a toll-free, confidential, 24-hour service that provides crisis intervention, support, information, and referrals to family violence and sexual assault survivors, their friends and families, professionals, and the general public. In an effort to make the Hotline accessible to a wide array of callers, the Hotline employs bi-lingual (English/Spanish) staff and contracts with Language Lines to provide language interpretation services for callers; the Language Line offers interpreters for over 140 different languages.

The VSDVAA has a large number of resources that have been translated into Spanish. These resources can be found at: <http://www.vsdvalliance.org/espanol.htm>

#### Contact:

Virginia Sexual and Domestic Violence Action Alliance  
1010 N. Thompson Street; Suite 202  
Richmond, VA 23230  
804-377-0335  
800-838-8238 (For hotline)  
804-377-0339 FAX  
<http://www.vsdvalliance.org/>

## Online Resources

The following is just a small sampling of the types of online resources that can be found on the **CLAS Act: Culturally and Linguistically Appropriate Health Care Services for Virginians Resource Guide** located at: <http://www.CLASActVirginia.org>

### **BE SAFE: A Cultural Competency Model for Latinos National Minority AIDS Education and Training Center (AETC)**

The Latino BE SAFE model addresses six culturally relevant topics (Barriers to Care, Ethics, Sensitivity of the Provider, Assessment, Facts, and Encounters) that providers need to be cognizant of when caring for Latino patients.

[http://www.aidsetc.org/pdf/p02-et/et-17-00/be\\_safe\\_latino.pdf](http://www.aidsetc.org/pdf/p02-et/et-17-00/be_safe_latino.pdf)

### **Bright Futures for Families – Family Pocket Guide**

The Bright Futures Family Pocket Guide complements Bright Futures materials used by health professionals. Family Voices developed the guide so that families would have access to the wealth of information Bright Futures provides.

[http://www.brightfuturesforfamilies.org/pocket\\_guide.shtml](http://www.brightfuturesforfamilies.org/pocket_guide.shtml) (English)

[http://www.brightfuturesforfamilies.org/pocket\\_guidesp.shtml](http://www.brightfuturesforfamilies.org/pocket_guidesp.shtml) (Spanish)

### **Chagas Disease Fact Sheet & Life Cycle**

This Centers for Disease Control Fact sheet & Life Cycle illustration include information on what Chagas disease is, where it is found, how it is spread, who is at risk, symptoms, treatment and more.

[http://www.vdh.virginia.gov/ohpp/clasact/documents/CLASact/general/2004\\_PDF\\_Chagas.pdf](http://www.vdh.virginia.gov/ohpp/clasact/documents/CLASact/general/2004_PDF_Chagas.pdf)  
(Fact Sheet)

<http://www.vdh.virginia.gov/ohpp/clasact/documents/CLASact/general/Chagas%20Life%20Cycle.jpg>  
(Life Cycle)

### **Conviviendo con el Cáncer de Seno**

Comprehensive breast cancer website that provides Spanish-language resources for Latinas and their families.

<https://chess.chsra.wisc.edu/espanol/Home/Home.aspx>

### **Cultural Competence in Working with Latino Family Caregivers**

This is an interactive learning module that includes core concepts in cultural competence along with four cross cultural health care case studies, each accompanied by a lecture and learning activity. The purpose of these case studies is to familiarize the learner with the many issues that may arise while working in a pediatric setting with people from different cultures. The development of this learning module was supported in full by a group of Pediatric Pulmonary Center Projects that were funded by the Maternal and Child Health Bureau (MCHB) of the Health Resources and Services Administration (HRSA), US Dept. of Health and Human Services.

[http://www.vdh.virginia.gov/ohpp/clasact/documents/CLASact/general/op\\_2004\\_cultural\\_competency.pdf](http://www.vdh.virginia.gov/ohpp/clasact/documents/CLASact/general/op_2004_cultural_competency.pdf)

### **Culture Clues**

This site provides tip sheets for clinicians regarding how different cultures perceive illness, how health care decisions are made, and cultural norms related to touch. It is developed by the University of Washington Medical Center.

<http://depts.washington.edu/pfes/cultureclues.html>

### **CultureMed™**

“CulturedMed” at the Peter J.Cayan Library at SUNYIT is a web site and a resource center of print materials promoting culturally-competent health care for refugees and immigrants. This project provides support to the health care community and newcomers to our country by providing practical information regarding culture and health care from both viewpoints. The bibliographies and links to relevant online resources found on the website contain items that discuss health beliefs or ethnographic information about various ethnic groups.

<http://www.sunyit.edu/library/culturedmed/>

### **Developing, Translating and Reviewing Spanish Materials: Recommended Standards for State and Local Agencies**

The State of North Carolina Department of Health and Human Services Division of Public Health provides this resource manual based on the idea that written materials can be one of the most effective communication tools. They determined, however, it is often difficult to determine what and how materials should be translated. This document provides model standards of translation, characteristics of appropriate material, and guidelines for translation.

<http://www.vdh.virginia.gov/ohpp/clasact/documents/CLASact/language/DEVSPAN-web.pdf>

### **DiversityRx**

Diversity Rx is a clearinghouse of information on how to meet the language and cultural needs of minorities, immigrants, refugees and other diverse populations seeking health care. Their web site has comprehensive information regarding the essentials, models and practices, policies, legal issues, news, and resources related to culturally and linguistically appropriate health care services.

<http://www.diversityrx.org/>

### **English-Spanish Dictionary of Health Related Terms (3<sup>rd</sup> Edition)**

This English-Spanish Dictionary of Health Related Terms was developed as an instrument for health care personnel and other professionals working with the Latino population in the United States. This 3rd edition, updated in 2005, includes new terms related to emergency and disaster preparedness. This is a publication of the California-Mexico Health Initiative.

<http://www.vdh.virginia.gov/ohpp/clasact/documents/clasact/language/Dictionary.pdf>

### **Ethnomed**

Ethnomed is a web site containing medical and cultural information on immigrant and refugee groups. The project started in 1994 and is designed to be used in clinics by care providers in the few minutes before seeing a patient. For instance, before seeing a Cambodian patient with asthma, a provider might access EthnoMed and learn how asthma is translated in a particular culture, and about common cultural and interpretive issues in the Cambodian community that might complicate asthma management. A practitioner could also download a patient education pamphlet in Cambodian to give to the patient.

<http://ethnomed.org/ethnomed/index.html>

### **A Family Physician’s Practical Guide to Culturally Competent Care**

With the increasing diversity of the United States' population, physicians are more and more likely to encounter situations that require the delivery of culturally competent care, access to a vast array of language services, and supportive healthcare organizations. Earn up to 9 free CME credits online, anytime, anywhere while exploring engaging cases and learning about cultural competency in health care, contact Lilia Mayer at the Virginia Health Quality Center for more information at

[Lmayer@vaqio.sdps.org](mailto:Lmayer@vaqio.sdps.org)

### **Hablamos Juntos**

Hablamos Juntos means "We speak together." Hablamos Juntos is a project funded by the Robert Wood Johnson Foundation, and administered by the UCSF Fresno Center for Medical Education & Research, a major educational and clinical branch of the UCSF School of Medicine. Its mission is to improve communication between health care providers and their patients with limited English proficiency. Its goal is to develop affordable models that will help doctors, hospitals and their staff care for a changing patient population by funding ten demonstration sites in regions with established or emerging fast-growing Latino populations. Their website provides a wealth of information on the use of universal symbols for health care in signage, developing quality Spanish language materials, interpreters and interpreting, and affordable solutions.

<http://hablamosjuntos.org/default.asp>

### **Healthfinder Español**

Healthfinder español contiene fuentes de información seleccionadas en español que le pueden servir de guía para tomar decisiones con relación a su salud. This is a Spanish language site to help consumers find reliable information. It is useful to interventionists as a gateway to government agency and nonprofit sites in Spanish with resources for tested health promotion materials in Spanish. The site also has an English version and some documents are available in Chinese. The site is produced by DHHS Office of Disease Prevention and Health Promotion.

<http://www.healthfinder.gov/espanol>

### **Health Information Translations**

This is another resource that offers free health information in many languages. All translated materials are copyright-free with no logos attached. Look for "Be a Partner for Better Health Care" to view the right to have an interpreter at no charge. All health translations have been approved for LEP and cultural appropriateness. This handout is in African French, simplified Chinese, English, Hindi, Japanese, Korean, Russian, Somali, Spanish and Ukrainian.

<http://www.healthinfotranslations.com>

### **Healthy Roads Media**

Contains free audio, written, and multimedia health education information. Health fact sheets about abuse, asthma, cancer, dental diabetes, disease & conditions, exercise, health services, heart, immunization, nutrition, smoking, tuberculosis, and women's health

<http://healthyroadsmedia.org/>

### **Hispanics and HIV/AIDS**

Health Resources and Services Administration (HRSA) fact sheet providing an overview of the disproportionate burden of AIDS in the United States People shouldered by the Hispanic community.

[http://hab.hrsa.gov/history/fact2005/hispanics and hiv aids.htm](http://hab.hrsa.gov/history/fact2005/hispanics_and_hiv aids.htm)

### **HIV/AIDS Among Hispanics: June 2006**

Centers for Disease Control and Prevention (CDC) fact sheet that highlights how the HIV/AIDS epidemic is a serious threat to the Hispanic community.

<http://www.cdc.gov/hiv/resources/factsheets/hispanic.htm>

### **Industry Collaboration Effort (ICE) Better Communication, Better Care Toolkit – Provider Tools to Care for Diverse Populations**

This toolkit contains materials to help providers deliver health care to a diverse patient population. The toolkit addresses very specific operational needs that often arise in a busy practice because of the changing service requirements and legal mandates, and includes information on the following topics: interacting with a diverse patient base, communication across language barriers, and understanding patients from various cultural backgrounds. The toolkit also includes a summary of the CLAS Standards, a guide on how to meet legal requirements, and many more great resources.

Because this is a large file (60 pages), the following sections are recommended:

- ♦ Tips for Communicating Across Languages Barriers (16)
- ♦ 10 Tips for Working With Interpreters (17)
- ♦ Tips for Locating Interpreter Services (18)
- ♦ Telephonic Interpreting Companies (19)

<http://www.iceforhealth.org/home.asp>

### **LEP.gov**

LEP.gov promotes a positive and cooperative understanding of the importance of language access to federal programs and federally assisted programs. The website supports fair, reasoned and consistent implementation of Executive Order 13166, Title VI, and the Title VI regulations regarding language access. The site also acts as a clearinghouse, providing and linking to information, tools, and technical assistance regarding Limited English Proficiency and language services for federal agencies, recipients of federal funds, users of federal programs and federally assisted programs, and other stakeholders. LEP.gov is created by the Federal Interagency Working Group on Limited English Proficiency. That Working Group was created at the request of Assistant Attorney General for Civil Rights. The Working Group includes members representing more than 35 federal agencies.

<http://www.lep.gov/>

### **Medline Plus (Spanish)**

Health information on a huge number of topic areas related to disorders and conditions, diagnosis and therapy, demographic groups, drug information, health and wellness in addition to a health encyclopedia presented in a Spanish version of the website (non bilingual users would need to switch back and forth between the English and Spanish versions of the website)

<http://www.nlm.nih.gov/medlineplus/spanish/healthtopics.html>

### **National Network of Libraries of Medicine Multilingual Resources**

This site contains links to many resources in multiple languages:

<http://nmlm.gov/outreach/consumer/multi.html>

### **Puertas de Diversidad: Culturally Guided Interventions for Latinos**

#### ***Colorado AETC and the Southern Colorado AIDS Project***

HIV/AIDS training curriculum for case managers, advocates, social workers, substance use workers, and other service and health care providers who interact with Latino and Hispanic community members infected with and at high risk for transmitting HIV.

<http://www.mpaetc.org/scripts/prodview.asp?idproduct=102>

### **Quick Information for Your Health (Información Rápida Para Su Salud)**

These are 21 easy-to-understand health brochures and information guides on a range of health topics made electronically available by the U.S. Food and Drug Administration. As a free service, the FDA can also mail 50 printed copies of some of the brochure titles.

<http://www.fda.gov/opacom/lowlit/spanlow.html>

### **Tales of Coming and Going and Mental Health: Manual for Health 'Promotores/as'**

The Farmworker Justice Fund has created a directory of HIV/AIDS service providers for migrant workers that travel throughout the United States. With providers listed in both the US and Mexico, it will be helpful in finding services wherever a worker relocates.

<http://www.vdh.virginia.gov/ohpp/clasact/documents/CLASact/general/talesofcomingEnglish.pdf>

(English Version)

[http://www.vdh.virginia.gov/ohpp/clasact/documents/CLASact/general/Manual\\_de\\_Salud\\_para\\_promotoras\\_\(3\).pdf](http://www.vdh.virginia.gov/ohpp/clasact/documents/CLASact/general/Manual_de_Salud_para_promotoras_(3).pdf)

(Spanish Version)

### **The 24 Languages Project**

Brochures and sound recordings available on several topic areas, such as diabetes, disabilities, hepatitis, immunizations, and TB.

<http://library.med.utah.edu/24languages/>

### **U.S. National Institutes of Health (NIH) National Eye Institute**

The NIH National Eye Institute has compiled a large number of FREE publications that have been translated into Spanish on eye diseases and disorders (including those associated with diabetes) and eye care. Following are instructions for ordering these FREE materials:

- ♦ Go to: <http://catalog.nei.nih.gov/productcart/pc/mainIndex.asp>
- ♦ Look at left sidebar
- ♦ Under “Browse Catalog,” click on 5th bullet (Materiales en Espanol)
- ♦ Select accordingly; order as many free copies as allowed
- ♦ Register, check out
- ♦ Materials will be mailed FREE of charge to you

Additionally, web-based information is also available in Spanish at:

<http://www.nei.nih.gov/health/espanol/>

### **US – Mexico HIV/AIDS Service Providers**

The Farmworker Justice Fund has created a directory of HIV/AIDS service providers for migrant workers that travel throughout the United States. With providers listed in both the US and Mexico, it will be helpful in finding services wherever a worker relocates.

<http://www.vdh.virginia.gov/ohpp/clasact/documents/CLASact/general/AIDS%20Binational%20Directory%206-05.pdf>

# HEALTH RELATED RESOURCES

## ADVOCACY, ASSISTANCE AND SUPPORT SERVICES

### *State and Local Government*

#### **Office of the Governor Virginia Latino Advisory Board**

The Virginia Latino Advisory Board (VLAB) was created to recognize the importance of the contributions of Latinos in Virginia, to advise and inform the Governor on issues facing Latino constituents, and to advocate for Latino interests. Latinos in Virginia are native-born U.S. citizens from all parts of the country, and foreign-born residents from all over the world. Virginia's Latino community represents a diversity of cultures and languages, unique needs and skills, countless contributions, and endless potential for the Commonwealth. The mission of the VLAB is to serve these Virginians who enrich our state and to call upon government officials, local communities, and all constituents to take part in the positive changes that are making Virginia an even better place to live.

Contact:

Sindy M. Benavides  
Director of gubernatorial Appointments & Latino Liaison  
Office of the Governor  
Patrick Henry Building, 111 E. Broad Street 4<sup>th</sup> floor  
Richmond, VA 23219  
804-225-4836  
sindy.benavides@governor.virginia.gov  
<http://www.vlab.virginia.gov/>

#### **Chesterfield County Hispanic Liaison**

Information and access to Chesterfield County government services, events and programs.

#### **Hispanic Resource Guide – Chesterfield County**

This guide assists service providers and the Hispanic community with information about community resources. Many of the resources have Spanish materials and bi-lingual staff. For a copy of this guide, e-mail Ann Vargo at [vargoa@chesterfield.gov](mailto:vargoa@chesterfield.gov).

Contact: Juan Santacoloma  
P.O. Box 40  
9901 Lori Road, 5<sup>th</sup> Floor  
Chesterfield, VA 23832  
804-796-7085  
804-748-7609 FAX  
<http://www.chesterfield.gov/espanol/default.asp>

**City of Richmond Hispanic Liaison Office - Oficina de Enlace Hispano de Richmond**  
Information and access to Richmond City government services and community resources

**Hispanic Resource Guide – Richmond City (804) 646-0145**

This guide is intended to inform the Hispanic Community about many of the service-oriented resources in the Richmond area. Many of the places listed in this guide have Spanish-speaking staff. When that is the case, a contact person is provided.

For a copy of the guide: <http://www.ci.richmond.va.us/citizen/multilang/english.aspx>

Contact:  
City of Richmond Hispanic Liaison Office  
Tanya Gonzalez  
Paz Ochs  
4100 Hull Street Road  
Richmond, VA 23224  
804-646-0250  
804-646-8872 FAX  
gonzaltm@ci.richmond.va.us

***Other Agencies and Organizations***

**Association of Hispanic Americans of Richmond**

Provides a positive environment in which families can practice sports and take part in cultural and social activities in an environment free of drugs, alcohol, weapons, and tobacco.

Contact:  
Michael Lebron  
4412 Fieldstone Court  
Richmond, VA 23234  
804-288-3838 or  
804-914-944

**Commonwealth Catholic Charities**

Services include a food bank; some emergency financial assistance; debt counseling; individual, family and group therapy. This agency has a bilingual phone line.

Contact:  
Cathy Brown (bilingual)  
1512 Willow Lawn Drive  
Richmond, VA 23230  
804-285-5900

### **Refugee and Immigration Services**

This program provides information on community resources, immigration counseling, citizenship preparation services, assistance for refugees, English instruction for refugees and youth services. Spanish speaking staff available.

Contact:

Carolina Velez (Immigrant Community Liaison)  
Ofelia Robaina (Immigration Counselor)  
Emily Sohn (Hispanic School Liaison)  
1512 Willow Lawn Drive, first floor  
Richmond, VA 23230.  
355-4559

### **Telemon Corporation – Virginia**

Provides supportive assistance to migrant and seasonal farmworkers in Virginia, and includes programs related to housing, nutrition, and youth.

#### **Guide to Serving Farmworkers in the Commonwealth of Virginia: 2002 – 2004 Edition**

Produced by the Telamon Corporation, this resource guide lists health, education, social, legal, and employment and training resources available for farmworkers in Virginia. For a copy of the guide: <http://www.telamon.org/InYourState/va/final%20resource%20guide%202002-2003.pdf>

Contact:

State Office  
4915 Fitzhugh Avenue, Suite 200  
Richmond, VA 23230  
(804) 355-4676  
804-355-4607 FAX

Field Office

150 N. Sycamore Street  
Petersburg, VA 23803  
804-732-9455  
804-732-9466 FAX

### **Virginia Hispanic Chamber of Commerce and Virginia Hispanic Chamber of Commerce Foundation**

The Virginia Hispanic Chamber of Commerce was founded in May 2000 as the first statewide organization to empower Hispanics in the Virginia business community by building economic, social, and cultural bridges between Virginia and its growing Hispanic community. Since its inception, the Chamber has worked to foster an environment that is conducive to business growth and benefits people with business acumen, both Hispanic and non-Hispanic, through cultural, social, and business activities. Offers referral services to social service organizations, legal aid, and community support systems.

Contact

Michel Zajur, President/CEO  
Laura Sanchez del Solar, Dir. Business Development Center and Foundation Executive Director  
10700 Midlothian, Turnpike, Suite 200  
Richmond, VA 23235  
804-378-4099  
<http://www.vahcc.com>

## CULTURAL AWARENESS AND LANGUAGE SERVICES

### *Education and Training*

#### **EZS Language Resource**

Offers "Practical Spanish for Health Care" course - CE Available through the Virginia Nurses Association.

Contact:

EZS Language Resource

Thea Paul

804-615-1485

804-440-5464 FAX

contact@ezslangageresource.com

<http://www.ezslangageresource.com/index.html>

#### **Spanish Academy & Cultural Institute**

Spanish Academy & Cultural Institute provides Medical/Health Systems with the Awaken the Spanish Within® Medical Spanish training programs and Medical Spanish CD audio programs that contain Voice Tonality™ Technology an innovative patent pending system of learning. These training programs and products are a "Revolution in Learning" due to the style of training and teaching methods that Spanish Academy & Cultural Institute offers. This system of learning increases language comprehension and retention by engaging participants with a fun, innovative, and comfortable method of learning. The Awaken the Spanish Within® Medical Spanish Programs build the confidence of the medical/health staff who need to start speaking this beautiful language to serve the Hispanic community within their hospitals or site locations.

Contact:

Spanish Academy & Cultural Institute

Lisa Zajur, Director

14241 Midlothian Turnpike #128

Midlothian, Va. 23113-6500

804-378-8180 office service line

804-306-4401 direct line

[L.Zajur@spanishacademy.com](mailto:L.Zajur@spanishacademy.com)

<http://www.awakenthespanishwithin.com>

#### **The Office for Language and Cultural Competence**

##### **VCU School of World Studies**

312 North Shafer Street

P.O. Box 842021

Richmond, VA 23284-2021

(804) 827-1111

[www.worldstudies.vcu.edu](http://www.worldstudies.vcu.edu)

VCU World Studies faculty experts provide timely, targeted and relevant training in language, culture and religion in a variety of settings and formats designed to meet specific needs. Whether it's a 2-hour workshop or a 15-week course, your organization will benefit from professional training in: Cultural Competence, Global/Area Studies, Language Instruction, Religious Diversity, and Translation & Interpreting.

## Interpretation and Translation Services

### **Able Translations Ltd.**

Able Translations Ltd. provides:

- ♦ on-site, simultaneous or consecutive interpreting
- ♦ telephone interpreting
- ♦ the translation and localization of documents, applications and websites
- ♦ multicultural design and printing solutions
- ♦ intercultural training

<http://www.abletranslations.com/en/>

### **aboutLanguage Inc.**

aboutLanguage Inc. offers translation, interpretation, and language instruction throughout the Mid-Atlantic region.

<http://www.aboutlanguage.net/index.htm>

### **American Red Cross – Greater Richmond Chapter Language Bank**

The Greater Richmond Chapter manages a language bank and assists with interpretation and translation for individuals and families who are non- and limited-English speaking to meet their basic needs and assist them during emergency situations.

Contact:

American Red Cross Greater Richmond Chapter  
Camille Gaffney  
420 E. Cary St.  
Richmond, VA 23219  
804-780-2270

[http://www.greaterrichmond.redcross.org/index.php?pr=Language\\_Bank](http://www.greaterrichmond.redcross.org/index.php?pr=Language_Bank)

### **CyraCom - Transparent Language Services**

CyraCom is committed to helping healthcare providers more efficiently communicate with patients by providing the best quality medical interpretation and translation services. CyraCom pioneered the development of 'transparent' language services, and specializes in providing these services to the healthcare industry, where precision and cultural accuracy are vital. Transparent Language Services go beyond simpler forms of interpretation and translation because the speakers' intent, tone, cultural perspective and idiom are imparted along with their words. A complete spectrum of communication services in more than 150 languages is provided. These services include over-the-phone interpretation - available through standard phone lines or our patented telephone technology - onsite interpretation, translation, interpreter testing and training, and assessment services. All of CyraCom's interpreters are trained in medical vocabulary and concepts, enabling CyraCom to better meet the critical needs of healthcare professionals and the diverse communities they serve.

Contact:

CyraCom  
Sharon Davis, Account Manager  
800-713-4950 ext. 1734  
919- 602-0985 (cell)

<http://www.cyacom.com>

### **Fluent Language Solutions**

Provides full array of interpreting (including videoconference and telephonic) and translation (including documents and web) solutions.

<http://www.fluentls.com/>

### **InterpreTalk**

Provides telephonic interpreting using dual handset phones and document and web translation services.

<http://www.interpretalk.com/interpretalk.php>

### **Language Access Network**

The Martti (My Accessible Real-Time Trusted Interpreter) system includes both a full array of video hardware solutions and interpreters trained in medical/healthcare vocabulary for over 150 languages, including American Sign Language. The equipment is owned and provided by Language Access Network to enable access to real-time, on-demand remote video interpretation.

<http://www.languageaccessnetwork.com/index.aspx>

### **Language Assistance Telemedicine, Inc.**

Provides videoconference and telephonic interpretation on demand.

<http://www.languageassistance.com/>

### **Language Learning Enterprises (LLE)**

LLE-LINK Telephonic Interpretation provides immediate 24 x 7 access to over 150 languages supported by over 1,000 native speaking, LLE certified linguists with an average connect time of 30 seconds. Linguists are trained in legal, insurance, medical and technical terminology. LLE has a pay-as-you-go fee structure.

<http://www.lle-inc.com/link.html>

### **Language Line**

Telephone translation services such as "Language Line" have both free posters and tabletop notices in large print for their office clients to display in multiple languages.

[www.language.com](http://www.language.com)

### **MEJ Personal Business Services, Inc. Global Language Solutions**

Interpreting (telephone and videoconference) and translation (document and web) services.

<http://www.mejpbs.com/>

### **Multilingual Solutions**

Multilingual Solutions (MLS) offers fast, reliable and professional telephonic interpretation services. MLS offers state-of-the art computer telephony with high quality, professional linguists. There is immediate, 24 hours a day, seven days a week, access to over 150 languages supported by over 1,000 professional, certified linguists within an average of 30 seconds. The interpreters are skilled, educated native speakers, certified by industry recognized organizations, and are trained in legal, insurance, medical and technical terminology. MLS has a pay-as-you-go fee structure.

[http://www.mlsolutions.com/services\\_telephoneinterpretation.htm](http://www.mlsolutions.com/services_telephoneinterpretation.htm)

### **NetworkOmni Multilingual Communications**

Telephonic interpretation, translation, training and consultation services.

<http://www.networkomni.com/>

### **Pacific Interpreters**

Healthcare-specific telephonic interpreting, document translation, and interpretation program consulting. <http://www.pacificinterpreters.com/services/>

### **Refugee and Immigration Services (RIS) - Interpreter Services Program**

RIS offers accurate, responsive and affordable interpreting and translation services, utilizing a full complement of experienced professionals who understand the ethical and confidential responsibilities of their role. Interpreters and translators are screened and trained, and are capable of dealing with a variety of clients and situations. Additionally, RIS has interpreters trained in health care interpreting, and offers interpreter proficiency testing and interpreter training for those desiring to be health care interpreters.

Contact:

RIS Interpreter Services Program

Rosemary Rodriguez

1512 Willow Lawn Drive, Suite A

Richmond, VA 23230

804-355-4559

804-355-4697 FAX

[rrodriguez@richmonddiocese.org](mailto:rrodriguez@richmonddiocese.org)

<http://www.richmonddiocese.org/ris/>

<http://www.vdh.virginia.gov/ohpp/clasact/actinterpretercourse.asp>

### **TeleInterpreters**

Telephonic interpretation and translation service provider.

<http://www.teleinterpreters.com/index.aspx>

### **TeleLanguage**

TELELANGUAGE offers immediate on-demand access to interpreters over the telephone in over 150 languages, 24/7/365.

<http://www.telanguage.com/>

### **Telephone Interpreting Agency Registry**

The Registry includes agencies that have registered to provide telephone-interpreting services. The Registry includes the agency's contact information, experience delivering telephone court interpreting services and fees/rates. Although the focus of this document is to provide telephone court interpreting services, the information contained is applicable to all businesses and/or professional services.

<http://www.judiciary.state.nj.us/interpreters/regagencies.pdf#search=`interpretation%2Ftranslation%20agencies%20for%20telephone%20interpreting%20services>

### **ViaLanguage**

ViaLanguage is a full service translation company with over 500 different translators and proof readers worldwide. Via Language provides online translation services in more than 50 languages. Translation rates vary, and instant, online quotes are available.

## CORRECTIONS, ADDITIONS OR DELETIONS

To help us with future editions, please notify us of any corrections, additions or deletions that should be made. For corrections, feel free to copy the appropriate pages, write corrections on those copies, and send them to us.

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**Please return to:**  
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