


## Overcoming Language Barriers

### During an Animal Health Emergency



## Language Barrier Issues

- Animal owners
  - Announcements, warnings
  - Evacuation, sheltering
- Livestock producers/workers
  - Explaining response steps needed
    - Quarantine
    - Depopulation
    - Biosecurity
  - Animal health response tasks
    - Animal handling
    - Biosecurity procedures
    - Safety precautions



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## Language Barrier Issues


- Diverse workforce
  - 47% foreign-born
  - 50% Hispanic
  - 31% less than 9<sup>th</sup> grade education
- Spanish most common non-English language in U.S. households



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## Overcoming Language Barriers



- Find someone that is bilingual
  - Farm supervisor or crew leader
  - Community member
  - Interpreting service
  - Other responding agencies



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## Visual Identification

- Visual identification
  - Colored vest
  - Colored tape on outerwear

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## Tips for Communicating

- Remain calm and professional
- Speak slowly and clearly
- Avoid using acronyms or jargon
- Use everyday language
- Repeat important information
- Be patient
- Communicate with respect

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## Tips for Communicating

- Give information in small parts
- Verify comprehension before continuing
- Frequently check for understanding
  - Look for signs of confusion, agreement, or disagreement, apprehension
  - Watch the eyes, facial expression, or body language

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## Additional Communication Tips

- Information by various methods
- Verbal
- Visual
  - Translated signage or handouts in various languages
  - Language boards
  - Picture sets or drawings
    - Premade or paper/pencil



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## Resources

- FEMA IS-242.B: Effective Communication. February 2014. <https://training.fema.gov/is/courseoverview.aspx?code=is-242.b>
- Arcury TA, Estrada JM, Quandt SA. Overcoming Language and Literacy Barriers in Safety and Health Training of Agricultural Workers. J Agromedicine. 2010 Jul;15(3):236-248. <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2914347/>

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Authors: Glenda Dvorak, DVM, MPH, DACVPM; Logan Kilburn



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