



ARE WE SPEAKING YOUR LANGUAGE?

Communicating in a Multicultural Workspace

A PRESENTATION BY CHARMAINE
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CDCA, OCPSA, & LAURA P. CHUNN, LPC



AFRICENTRIC PERSONAL DEVELOPMENT SHOP, INC. (APDS)

1409 E. Livingston Avenue, Columbus, OH 43205

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APDSINC.ORG



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SUMMARY



Africentric Personal Development Shop

EMPOWERING FAMILIES

APDS is an innovative behavioral healthcare center, established in 1988. It provides programs for the prevention, treatment, and recovery from alcohol and other drug use disorders; provides domestic violence intervention and prevention education classes; and personal development programs for youth and young adults.

APDS is primarily funded by the
ADAMH Board of Franklin County

ADAMH
ALCOHOL, DRUG AND MENTAL HEALTH
BOARD OF FRANKLIN COUNTY

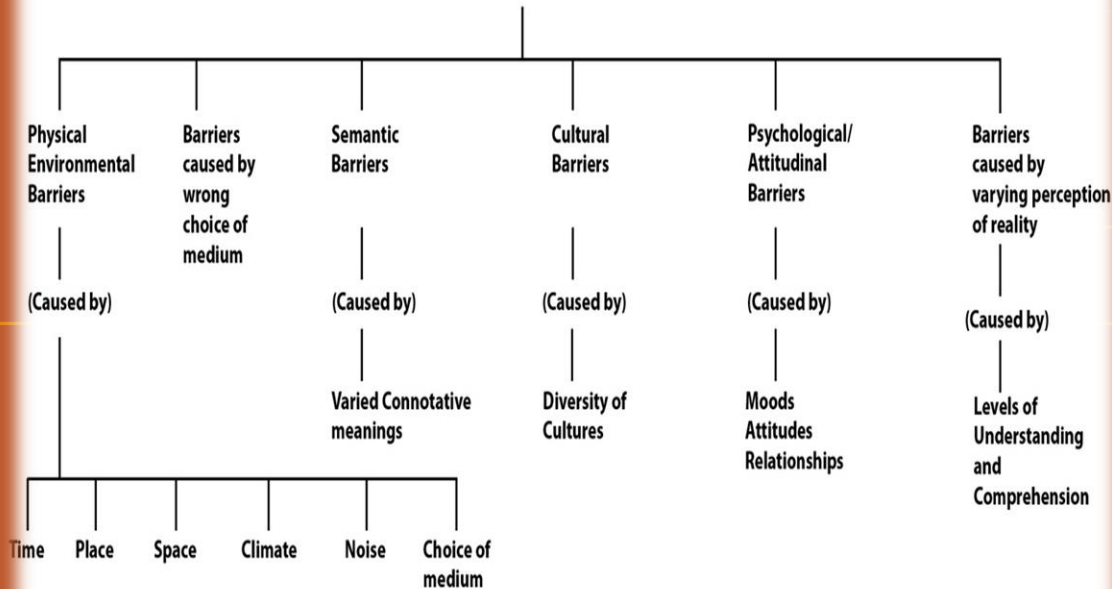
Since 1988, APDS has serviced over 23,500 individuals/families.

OUR PROGRAMS comprise:

- Alcohol & Drug Treatment
- Domestic Violence Prevention
- Youth Summer Enrichment Programs
- APDS Community Support Groups
- Medical Assistant Treatment (M.A.T.)
- Ohio Benefits Bank for APDS Clients
- Scholarship Funds



Barriers to Communication



Overcoming Language Barriers

- When a person does not understand the language that you are using, you can use charts, drawings, gestures or facial expressions.
- Try and use words that most people can understand.
- Use a translator
- Try re-phrasing what you have discussed to see that the message has been understood.

Communicating in a Multicultural Workspace

Culture of Origin

- 1 One's culture of origin provides him/her with a basic understanding of the world.
- 2 It provides the means to perceive and explain our experiences.
- 3 It teaches about customs, philosophies, and behavior
- 4 Gives meaning to reality.



Image: Shutterstock.com

Primary Goals

Since 1988, APDS has serviced over 23,500 individuals/families. However, with growth, we must expeditiously increase capacity to provide:

Interpretation services for **15** different languages:

Aramaic, Arabic, Ethiopian, French, Kinyarwanda, Nepali, Portuguese, Russian, Slavic, Somalian, Spanish, Swahili, Tigrinya, Twi, and Vietnamese

Area for annual revenue growth

OUR TEAM

Jerry Saunders, Sr.

Chief Executive Officer



Charmaine Jordan-
Morton

Chief Operations Officer



Laura P. Chunn, JPC



John C. Williams, CDCA,
OCPSA

Senior Compliance Officer

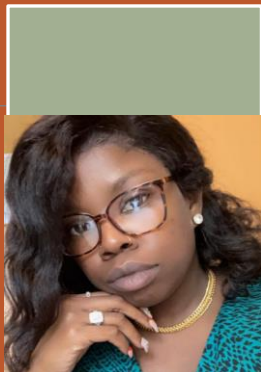


OUR Extended TEAM



Ronnica Mott

Administrative Assistant

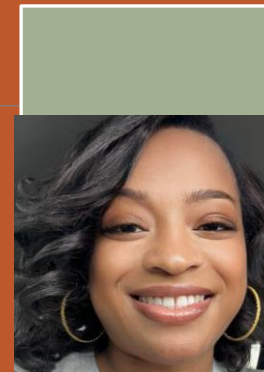


Laurelie Keys, CDCA, RA

Clinician



Carol Stebbins, LDCIII, LCADC, OCPSA,
Senior Counselor



Alicia Davis

Clinical Assistant/Billing



RaShawyna Ware, CDCA, RA

Clinician



Camille Satterwhite

Intern



Michelle Jones,
BSW, LDCIII



Veda Reeves

Front Desk Supervisor

Not everything that is faced can be changed, but nothing can be changed until it is faced.

~ James Baldwin, Author

Wisdom is the principal thing; therefore get wisdom: and with all they getting get understanding.

~ Proverbs 4:7, KJV

SUMMARY



THANK YOU

Make it a remarkable day!!!



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THANK YOU

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