

## **Workshop B**

### **From the Heart: The Work of the Promotor(a) Building Trust to Achieve Health in the Neighborhood**

**Presenters:** Martha Castilla and Carolina González Schlenker, MD, MPH

**Session Description:** Promotores (also called Community Health Workers) are natural helpers that become engaged in promoting the wellbeing of others. Because of their authentic caring and respect, they gain people's trust. Promotores are great allies for healthcare's compassionate mission. In this interactive session, a model of trust-building called "Nosotros" will be presented. It will show how trust has been harmed or put at risk by unhealthy social conditions; how courage and other virtues are needed in order to repair and protect trust; and how this practice can make it possible to believe in justice and strive for peace in our neighborhoods.



**Martha Castilla** is a grassroots promotora that has dedicated her life to serving the Edgewood community in San Antonio, Texas. After working in the medical field she became a leader and trainer of promotores/community health workers in San Antonio, taking different roles to bring the voice of her community to different institutional and policy forums. Ms. Castilla believes it is important to build health on the strengths, gifts and experiences of families and has emphasized the heart-driven nature of promotores' work. She currently works at the Madonna Neighborhood Center.



**Carolina González Schlenker, MD, MPH** is a physician, master in public health and a fellow on health disparities that has dedicated her life to operationalize the teachings received by Mayan promotores during her medical work in Mexico. With contributions of many others and from transdisciplinary evidence, she has summarized promotores' practice of trust-building into an actionable model based on relational and virtue ethics. She currently works with promotores at UT Health San Antonio's Department of Family and Community Medicine.