

Cameron Foster OCPSA,CDCA
Community Outreach Coordinator
Addiction Services Council



CULTURAL COMPETENCY



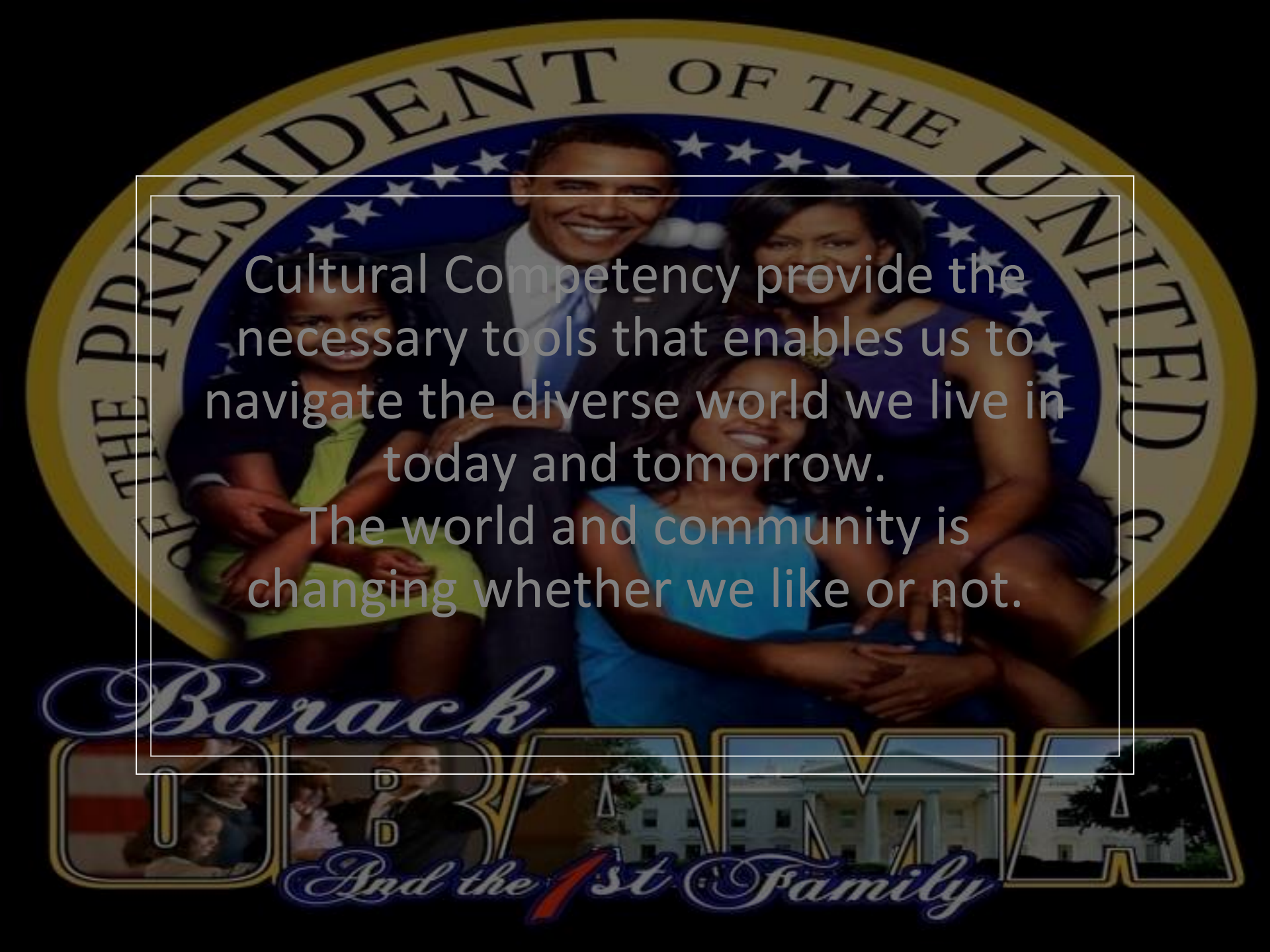
CULTURAL COMPETENCY

+

- What is Cultural Competency?



A set of congruent behaviors attitudes, and policies that come together in a system, agency, or among professionals that enable them to work effectively in cross-cultural situations. Cultural competency is the acceptance and respect for difference, a dynamics of difference, the ongoing development of cultural knowledge, and the resources and flexibility within service models to meet the needs of the population being served.

The background features the official seal of the President of the United States, which is a circular emblem with a blue outer ring containing the text "THE PRESIDENT OF THE UNITED STATES" and a white inner ring with stars. In the center of the seal is a photograph of the Obama family: Barack Obama, Michelle Obama, and their three children, Malia, Sasha, and Noah, all smiling.

Cultural Competency provide the necessary tools that enables us to navigate the diverse world we live in today and tomorrow.

The world and community is changing whether we like or not.

Barack

OBAMA
And the 1st Family



Culture

Refers to integrated patterns of human behavior that include language, thoughts, communication, actions, customs, beliefs, values and institution of race, ethnic, religions, or social groups



+ Competence



Implies giving the capacity to function effectively as an individual and an organization with the context of the cultural beliefs behaviors and needs presented by the consumers and their communities.

Why Is It Important ?



Cultural Competency is one of the main ingredients in closing the disparities gaps in health care



It's the way the community, professionals and leaders can come together and talk about concerns without cultural differences hindering the conversation but enhancing it.

Quite simply, services that are respectful of and responsive to beliefs, practices, culture, and linguistics needs of diverse populations can help bring about positive outcomes





Culture & Language May Influence

- Health, healing, & Wellness belief systems.
- How illness, disease, and their causes are perceived both by consumers/professional.
- Behavior of consumers/patients who are seeking help and their attitudes toward workers.
- Delivery of service by providers who look at the world through their own limited set of values, which compromises service delivery.



Components of Cultural Sensitivity

- Valuing and recognizing the importance one's own culture.
 - Valuing diversity.
 - Realizing that cultural diversity will affect an individual's communication and participation in education in various ways.
- A willingness to adapt one's communication and behaviors to be compatible with another's cultural norms.
- A willingness to learn about the traditions and characteristics of other's culture,



Interacting and Communicating In Culturally Sensitive Ways

- Although counselors may have contact with families, remember that primary communicators should be the responsibility of the client and counselor;
- Relationships with families are strengthened when you speak about client's (and family members) in optimistic ways;
- It is important for counselor to indicate a willingness to listen to client and the family;
- Active listening includes listening fully, without interrupting, clarifying, acknowledging, reflecting, or expanding and building on what is being said;
- Effective communication is enhanced when empathy is conveyed. Empathy can be developed by consistently trying to put yourself in another's shoes.

Interacting and Communicating in Culturally Sensitive Ways

- Avoid any interactions that might be demeaning to the client or family(e.g. such as talking about the client in his or her presence) speak to a client a chronologically age-appropriate manner.
- Be persistent in maintaining open communication. If mis-communication occurs, view it as a problem to be solved and an opportunity to find new ways to communicate.
- Be sensitive to the fact that there are basic differences in the ways people of different cultures communicate, such as through the different words, voice and body language.
- Within each culture there are individual differences in the way people communicate.



Interacting and Communicating in Culturally Sensitive Ways

- Become flexible in your communication style.
- Avoid making comparisons clients. Think about them as individual.
- Being culturally sensitive means being non-judgmental and recognizing that although differences may exist based on culture, communication still continues.

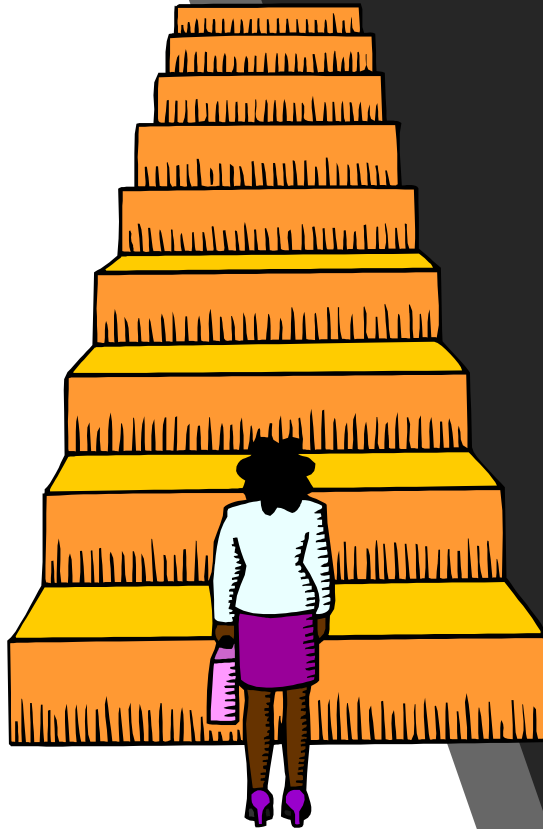


Ten Steps Toward Cultural Sensitivity

1. Take the initiative to make contact with the “international”, the “outsider”, the “foreigner” even if language is a problem at first.
2. Show respect for the culture and language. They may be in culture shock and grieving over the “loss” of culture or at least the fear of losing their cultural identity. Ask, “How would I feel if I were in their shoes.
3. Learn to pronounce names correctly. Their name is as important to them as yours is to you. Practice saying it until you get close to how it should be pronounced.
4. Be sensitive to their feelings
5. When speaking do slow and clearly. Remember, raising your voice does not make you more understandable.



Ten Steps Toward Cultural Sensitivity (Continued)

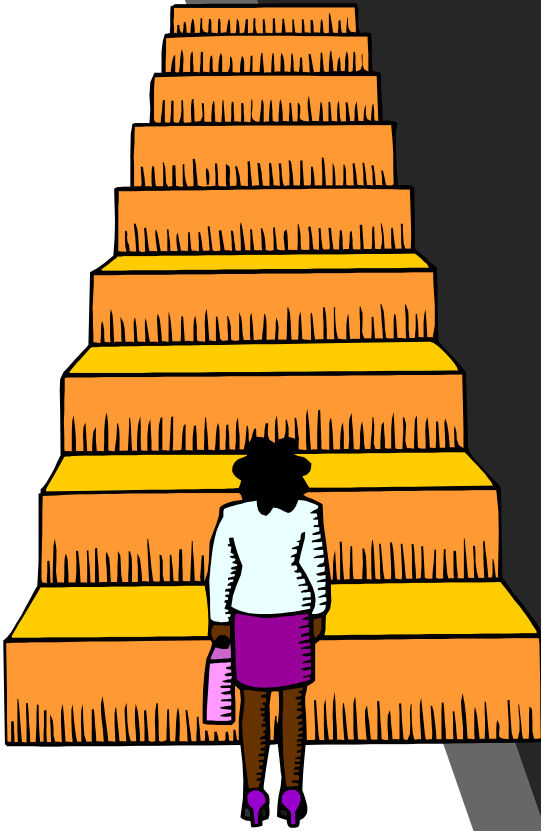


6. Be yourself. Show that you care about them as people and that you honestly want to help.
7. Take time to listen. If you don't understand, or you are not understood, take time to find out why. Explain or ask questions. A key question might be, "Would you help me understand?"
8. Be careful about promises.

Ten Steps Toward Cultural Sensitivity (Continued)

9. The key ingredient to developing and maintaining a long-term relationship is with old-fashioned friendship built on mutual respect and desire for understanding.

10. Don't allow cultural difference (preferences) to become the basis for criticism and judgments. Differences are neither good nor bad. What we do with them is key.



Cultural Diversity Bingo

Engagement Activity & Learning Opportunity

Each individual may sign a maximum of two spaces.

Who has attended a potlatch?	Who has traveled overseas at least twice?	Who speaks and understands two or more languages?	Who has hosted or recently met someone from another country?	Who is wearing something purchased outside the U.S.A.?
Who has relatives living in another country?	Who has attended a juneteenth celebration?	Who knows dances from three different cultures?	Who has lived on a farm?	Who has been to both Canada and Mexico?
Who makes good Mexican food?	Who has a Spanish surname?	PUT YOUR NAME HERE	Who can name 3 Motown hits?	Who has two first names?
Who can name three prominent current female politicians?	Who has participated in a Seder celebration?	Who is a second generation immigrant to the U.S.?	Who comes from a family of six or more children?	Who has attended a Cinco de Mayo celebration?
Who can name at least 10 American Indian tribes?	Who has participated in a bone game?	Who has read a book by Maya Angelou?	Who has worked for a supervisor who spoke English as a second language?	Who has lived in at least 5 states?

Thank you!

- Contact Information:

Cameron Foster, OCPSA, CDCA

Email: cameronf@addictionservicescouncil.org

Phone: 513-281-7880 et. 112