Culturally Relevant Services: understanding what it means

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Learning objectives:

- 1. Understand the role of culturally responsive care with disadvantage, marginalized groups of people and their communities.
- 2. Understand professional skills for working effectively with disadvantage, marginalized groups of people and their communities.

Services esponsive iltural Competence

Cultural Humility/Awareness/Sensitivity

The ability to be more effective cross-culturally is captured in many terms similar to cultural competence.

Cultural Knowledge: being familiar with selected cultural characteristics, history, values, belief systems, and behaviors of the members of another ethnic group (Adams, 1995).

Cultural Awareness: developing <u>sensitivity and understanding</u> of another ethnic group. This usually involves internal changes in terms of <u>attitudes and values</u>. Cultural awareness must be supplemented with cultural knowledge (Adams, 1995).

Cultural Skills

Respect

Understanding

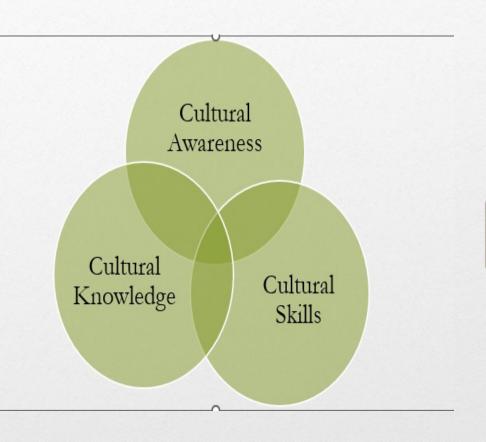
Support

Empathy

Being open to new ideas

Being willing to accept differences

Other ideas?



To provide culturally responsive care to disadvantaged, marginalized groups you must:

- Understand and appreciate diversity among and within different populations
- Know the history, cultural and contemporary realities of specific groups
- Have strong skills in patience, listening and tolerance of silence
- Be aware of his or her own biases and need for wellness
- Display humility and a willingness to learn
- Be respectful, nonjudgmental and open-minded
- Values social justice and decolonize his or her own thought processes (Weaver, 1999)

Examples of Cultural Differences

Ojibwe Values	Majority Values
Cooperative	Competition
Community	Individual Ownership
Time: always with us (fluid)	Time: use every minute (fixed)
Sharing & Generosity-giving it away	Saving & Material Comfort
Listening/Observation/Silence	Verbal skills
Oral history	Written history
Personal integrity	Individual Rights (my opinion)
Cooperative with nature	Controlling nature
Extended family	Nuclear family
We're all related/all connected	Individualism
Religion is way of life	Religion is segmented
Indirect requests/criticism	Direct requests/criticism
Non-interference/Natural consequences	Interference

Self Reflection

• Must be self-reflective and to recognize biases within themselves (Weaver, 1998).

What you can do:

Practice cultural humility/awareness/sensitivity by becoming aware, realize that:

- We are not all the same
- Similarities and differences are both important
- There are multiple ways to reach the same goal and to live life

(Quappe, 2007)

What you can say:

It can be challenging to know what to say. Some ideas...

- What's important for me to know about your cultural background or social identities?
- How might your cultural background or social identity influence this right now?
- I am working on not making assumptions.
- I am committed to continuing to learn about my own biases and committed to embracing all parts of your identity shared or not yet shared.

Be related, somehow, to everyone you know.

Ella Deloria, Dakota

Embracing Cultural Differences:

- The first step is to **recognize** and not fear it.
- Since everyone is the product of their own culture, we need to increase both self-awareness and cultural competence.
- Knowing that **we don't know everything**, that a situation does not make sense or that our assumptions may be wrong, is part of the process of becoming culturally aware. Assume differences, not just similarities.
- Suspend judgments. Collect as much information as possible so you can describe and assess the situation accurately before acting.

(Quappe, 2007)

Embracing Cultural Differences:

- In order to understand another person, try standing in his/her shoes. Through **empathy** we learn how other people would like to be treated by us.
- Ask your colleagues for feedback and constantly **check your assumptions** to make sure that you clearly understand the situation.
- **Become comfortable with ambiguity.** The more complicated and uncertain life is, the more we tend to seek control.
- Assume that other people are as resourceful as we are and that their way will add to what we know.

(Quappe, 2007)

Becoming an Ally

- Create open, respectful and supportive environments
- Be a *safe and approachable* person
- Develop culturally informed practices
- Acknowledge, appreciate, and celebrate differences among individuals and within groups
- Knowing facts, statistics, laws, policies, and culture help you to be an effective practitioner and ally.

Such awareness can be gained through *conversations* with American Indian individuals, *reading* about American Indians and their lives, *attending* cultural events, and by *self examination*

Compassion is a verb. Thich Nhat Hahn Mi'iw (That's all)

Miigwech (Thank you)

Resources

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All materials were adapted from Cross, et al. unless otherwise noted.