

Cultural Competency and Diversity Training

THE *right* DOOR
for hope, recovery and wellness



Developing Cultural Competence

- This course is designed to introduce the basic core elements of Cultural Competence and to emphasize that Cultural Competence is not simply a concept to be learned, but an ever evolving awareness, understanding and acceptance of cultural differences and how those differences impact our lives.



Diversity

- Diversity: all aspects of an individual
 - Geographical location – urban, rural, climate, access to resources
 - Education – access to options, money, how much education received.
 - Traditions – celebrating holidays, how people eat meals, weekly rituals
 - Family values – family time/lack of family time, communication, conflict vs. avoidance of conflict, peace, chaos, volunteering, religion
 - Economic – access to resources, job, economy
 - Living conditions
 - Language
 - Gender
 - Sexual orientation
 - Ethnic background – and whether or not a person embraces any cultural aspects of it.



Cultural Competency Defined

- To understand, communicate and RESPECT the diversity (ie. beliefs, language, communication styles and behaviors) of people and families receiving service(s) from you.
- DIVERSITY = STRENGTH
- Understanding local conditions in which you are working.
- Continuously self-assessing cultural competency and developing more understanding
- Meeting the needs of those we serve in personalized ways, that align with their culture, thus improving quality of care provided.



What is Culture?

- Shared values, traditions, norms, customs, arts, history, folklore and institutions of a group of people who are unified by race, ethnicity, language, nationality or religion/spirituality.
- Culture can be impacted by education, geographic location, and economic status. There can also be unique sub-groups within a culture.
- Examples:
 - Celebrations
 - Physical conditions
 - Religion/spirituality
 - Ethnicity
 - Language
 - Music
 - Education
 - Gender identification
 - Economic



Barriers to Cultural Competency

- **Stereotypes:** exaggerated beliefs or immovable ideas about various groups or people that twist/alter, undervalue or exaggerate particular qualities.
- **Ethnocentrism:** A belief that one's own group or culture offers the "only way," the "right way," or the "best way" to view people and the world.
 - We are ethnocentric when we use our own interpretations, beliefs or biases to interpret another's beliefs, ideas, or behaviors. We are also ethnocentric when we assume similarity with others.
- **Fear:** Fear can creep in when we don't understand something about someone that is upsetting, unknown, or misunderstood.



“Fear of the unknown and the other is the root of almost all hate. It is born of ignorance and fed by those who would keep us divided.”
— **Tinneke Bebout**



Why does cultural competency matter to The Right Door?

01

We value diversity and believe cultural differences can strengthen and improve quality of services provided.

02

Persons served feel cared for, understood and supported.

03

It allows us to provide more effective treatment.

04

We can work more collaboratively and confidently with persons served and other providers.



Trust and relationship building is a critical part of initial competency development. This is one of the first things you do when working with a new person.



When you build rapport with someone, they trust you more, and can be more invested in and participate more in treatment.

Clinical Implications of Cultural Competency



Ionia County Information

- 64,291 – Population estimate as of 2017 from Census.gov. Approximately 111.9 people per square mile.
- Median Age: 36.8 years old
- Veterans: Approximately 4,000 in the county.
- The current MDHHS designated “catchment” area of Ionia County includes four state prisons. This prison population is included in our census data. Many people work within or know people who work within one of these four prisons.
- More conservative political views.
- 1,109 farms are throughout the county. Acres of Farmland: 248,418 acres
- Migrant population – accounts for about 1% of the population each year.
- Owner-occupied housing units: 77.9% of the county population (17,319 homes)
- Bachelor's Degree or Higher: 16.2% of the county population
- Average travel time to work: 27.3 minutes
- Age 16 years+ in the labor force: 58.4%



How cultural conditions influence our beliefs:

- Culture
 - Provides people with a design for living and understanding their lives.
 - Shapes how people see their world and structure their community and family life.
 - Helps determine the person's values, beliefs and attitudes about the world around them.
 - Taking the time to learn about the culture in which we work is important. Try to make a conscious effort to learn about a person served's values and how they view and define healing.



Adapting to Access Services

- Historically, people of color and in the minority, have always been expected to adapt to the dominant culture's institutions in order to access services and be successful at work. This is not cultural competency.
- As a Community Mental Health Service provider we are required to train staff on assisting persons served in receiving services in a culturally sensitive way. This includes:
 - providing documents in the language or format that is necessary as well as,
 - providing interpretation services,
 - Meeting people for services in their preferred locations, and
 - Learning about culture and modifying policies, procedures and practices to be culturally sensitive and provide equal access to services.



Respecting culture in service provision:

Where do they want to receive services?

Communication styles

Where you send persons served for referrals to additional services

Staffing considerations

Décor considerations

Times of the day and hours of operation

Decision making and conflict resolution.



When providing services, remember to:

- Be sensitive to others
- Ensure a holistic, whole person approach to treatment
- Focus on screening and assessments that look at risk and resiliency, strengths, prevention and intervention.



Remember!

- Don't use labels that negatively categorize people.
- Don't mis-communicate through cultural ignorance or insensitivity
- Don't refer to people as being their circumstances (ie, referring to someone who is mentally ill, rather than saying, a person with a mental illness).
- Don't use your own culture or cultural lens as the norm.



Points to Remember

- Cultural competence doesn't come in a neat wrapped present. It's a life long journey of learning and growing.
- Cultural competency exists on a continuum from being culturally destructive to culturally competent.
- Take a personal inventory to know where you are at!
- Strive toward cultural competency. There are people from different cultures, background, and faiths that need our help.
- Help us remove barriers to services by embracing differences and reporting if you encounter this not occurring.



Thank you!

- You must complete the test and follow instructions on page 3 of the test for who to turn it in to.
- Questions? Call customer services: 616-527-1790

