

Understanding Culture and Linguistics with Emphasis on Servicing Individuals with Disabilities

Presented by PerformCare

Facilitated by Lisa Kennedy

Who is in the room?



- Take the poll!!
- What role are you representing in today's session?

Meet your Presenter

- Lisa Kennedy is a Family Peer Support Specialist, York County Department of Human Services
- Mother of 4 and Grandmother of 5
- Former Foster Parent and Adoptive Parent
- Resides in York, PA with her family.
- Trainer, Chair of REF Grant, Commissioner- PA BH/MH Adult Commission, Co-Chair- PA MHPC, FAB CCBH



What is Culture?

- The body of learned beliefs, traditions and principles, and guides for behavior that are commonly shared among members of a particular group. Culture serves as a roadmap for both perceiving and interacting with the world.

• Ref. Don Locke, SAGE Publications, 1992

Cultural Competence with Persons with Disabilities

- Cultural Competence means to provide services or resources to a person or community effectively.
- Providing support that respects and responds to the diverse cultural and linguistic backgrounds of individuals with disabilities. It involves understanding and adapting services to meet the unique needs and preferences of each person, while also acknowledging the impact of culture on their experiences.

Sharing Key Aspects of CLC - for Ind. w/Disabilities



- Respecting diverse cultural values and beliefs
- Providing language access
- Addressing communication barriers
- Promoting cultural humility
- Involving individuals and families
- Fostering inclusive environments

What is Ethnicity?



- Refers to particular groups in complex societies, groups differentiated not only on the basis on a range of shared cultural content, but also on the bases of social attitudes and economic and political considerations.

- Ref. Working with Latino Youth: Culture, Dev. And Content - Joan D. Koss-Chioino and Luis A. Vargas

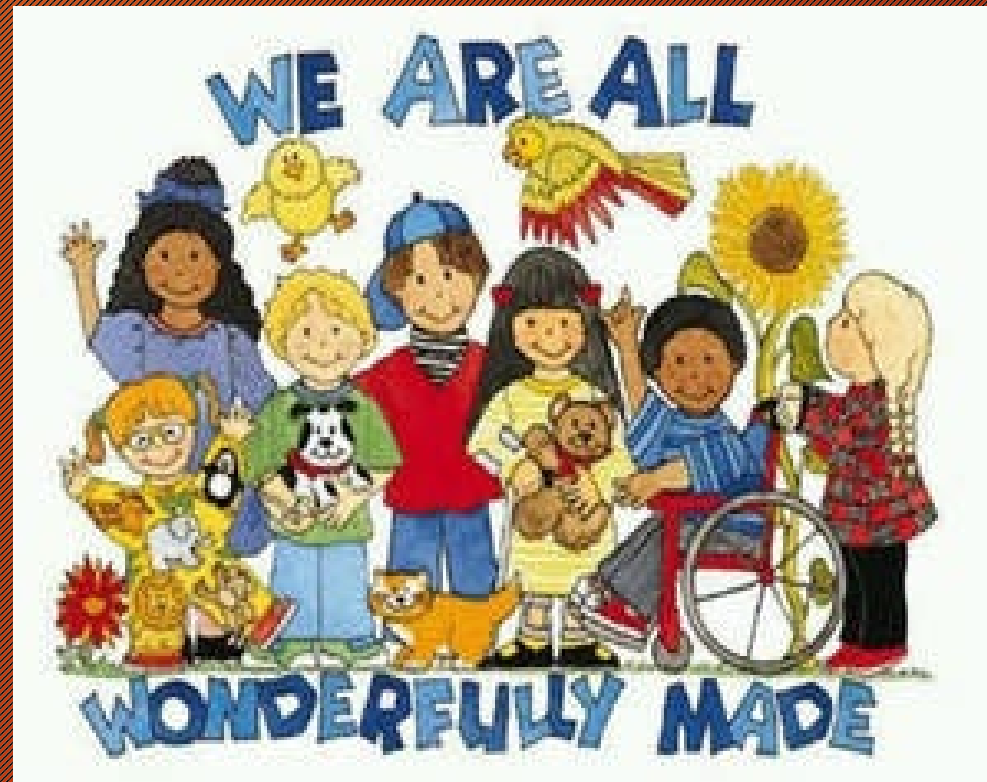
Why is CLC so important

Reduces health disparities -
improves access to services and
education

Improves health outcomes -
promotes trust, adherence to
treatment plans

Enhances quality of life - greater
participation by individuals with
disabilities

Promotes equity and inclusion -
creates a more equitable society



Why is Culture Important in Services?

- Cultural forces are powerful determinants of health-related behavior
- One's cultural connectedness often drives how we may provide care to others or see the seriousness of their needs
- A lack of knowledge about or sensitivity to someone's ethnic group gravely impacts care based on one's potential beliefs and practices of differing cultures - could potentially make you pause when dealing with someone outside of your cultural group

Consider Creating Culture for Ind. With Disabilities

- Seek training and education on ADA to better understand implications of patient care
- Ask about any accommodations needed
- Document in their chart any needs for future servicing needs
- Discuss process of care to prepare them ahead of time
- Ask about communication preferences
- Ensure you appropriate equipment to support those with needs
- See every person as unique-with own needs
- Avoid archaic terms - MR or abnormal
- Try to speak directly to person with disability to best understand how to serve them -
- Ask about perceived barriers to care and what works best for them

What are some of those Cultural Variables -

- Ethnicity
- Race
- Gender
- Spirituality/Religion
- History
- Caste(specific cultural group/status)
- Sexual Orientation
- Language and/or dialect

What Kinds of things Shapes Culture?

- Political values
- Experience with oppression or discrimination
- Socioeconomic factors
- Rituals
- Family roles and structure
- Degree of opposition to acculturation
- Responses of majority of culture
- Circles of Influence



What is Cultural Competence

Means finite knowledge

- Limited Information
- Generally limited perspectives

On-going growth and learning

- Willingness to stretch yourself
- Being intentional about your learning
- Recognition of others

Cultural Humility is defined as.....

- Cultural Humility can increase the ability to see from each other's viewpoints, understand each other's backgrounds, and ultimately work together. This creates a tighter-knit community in school and workplace(any environment). Understanding each other can go a long way in knowing why people have certain behaviors.

• Reference: AAFP, American Academy of Family Physicians and Study.com

Influence of Cultural and Social Factors

- Health-seeking behavior
- Perceived causes of illness
- Understanding of disease process
- Treatment decisions

- Ref. Towards a Culturally SOC.
Cross et al., 1989, Georgetown
Univ. Child Dev Ctr



Five Essential Elements of Cultural and Linguistic Competency



- 1. Value Diversity
- 2. Conduct Self-Assessments
- 3. Manage dynamics of difference

Ref. [nccc.Georgetown.edu/curricula/cultural](https://nccc.georgetown.edu/curricula/cultural)

Five Elements continued....

- 4. Acquire and institutionalize cultural knowledge and
- 5. Adapt to diversity and the cultural contexts of communities they serve
- Discuss these elements -



Embracing the C's:

1. Curiosity
2. Comfort
3. Clarity
4. Confidence

Ref. insidetrack.org/blog/understanding-culture



Challenges to Understanding - Care

Some may struggle with accepting treatment offered

Providers may need to ensure they are speaking to the right family member who makes decisions

Struggle with impact of stigma and fear

- How one perceives provider judgment
- Language barriers

Who are the most At Risk with Care

- Migrant workers
- People who speak another language
- Non-US born individuals
- Consider impact of international travel
- Elderly
- Refugees
- Racial and ethnic minorities



Acceptable Social Behaviors

Potential Cultural norms that may affect how you serve others:

Handshakes - moving in towards someone with a personal touch

Staring, direct eye contact or direct questioning

Not setting tone for conversation



Cultural and Linguistic RESPECT - How to...

- Building rapport and trust
- Being consistent
- Following through
- Explain the need to ask intrusive questions about care
- Pay attention to verbal and non-verbal cues



RESPECT continued.....

- How one defines family - non-traditional family structures
- Issues of immigrant status
- Sharing treatment needs clearly
- Honor their disabilities and barriers related to their disability



Considerations of Language Needs

- Is another language spoken
- Is translation available in their home language?
- Is there an interpreter
- Is provider using family member to translate
- Keeping a handy list of translators



Cultural and Linguistic Considerations

- Are pamphlets and info inclusive of other genders?
- Do posters and pictures on the wall reflective of different racial/ethnic group?
- Are staff trained to support others of other cultures/languages
- How about those who are blind or deaf?



Cultural continued.....

- How do you make others comfortable - race, gender, ethnicity
- Are front-lined staff trained to share identified different needs



Things to Remember....

- Culture is not defined exclusively by ethnicity, but rather a shared system of values, beliefs, history, and learned patterns of behaviors
- This system of values, beliefs, and behaviors may also be influenced by variables such as:
 - Gender
 - Language
 - Disability
 - Sexuality
 - Age

Any Questions/Comments

Thank you for your time

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