

# MultiCultural Diversity Considerations for Practitioners

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Slides based on training material from the National Center for Cultural Competence (NCCC) as well as from the Proceed, Inc. National Center for Training and Technical Assistance.

## Take Home Messages

*Cultural Competence = Relationship Building*

- know yourself: individual preferences, attitudes, beliefs, emotions to better explore the uniqueness of others
- know your community: group and organization traditions, cultures, norms, practices, beliefs so your agency can be more in tune with their assets & needs
- know your agency: the systematic aspects of culture, mission, values, staff, services, policies, practices, philosophies so you can better serve the community

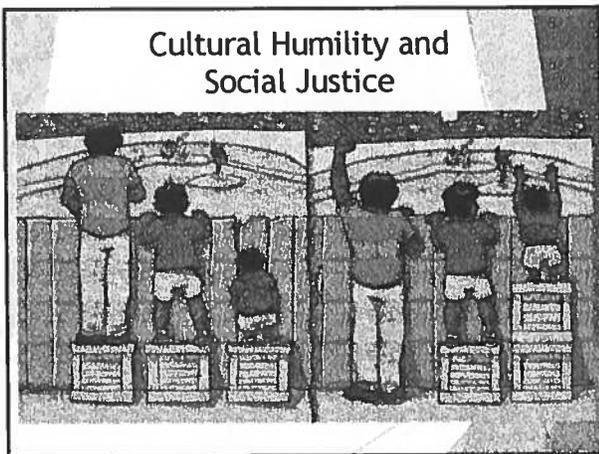
**Five essential elements contribute to a system's ability to become more culturally competent:**

1. Valuing diversity
2. The capacity for cultural self assessment
3. Consciousness of the "dynamics" inherent when culture interact
4. Institutionalization of cultural knowledge
5. Developing adaptations to service delivery reflecting and understanding between and within cultures.

These five elements must be manifested in every level of the service delivery system as reflected in attitudes, policies, structures, and services.

Many terms to describe Cultural Diversity Awareness

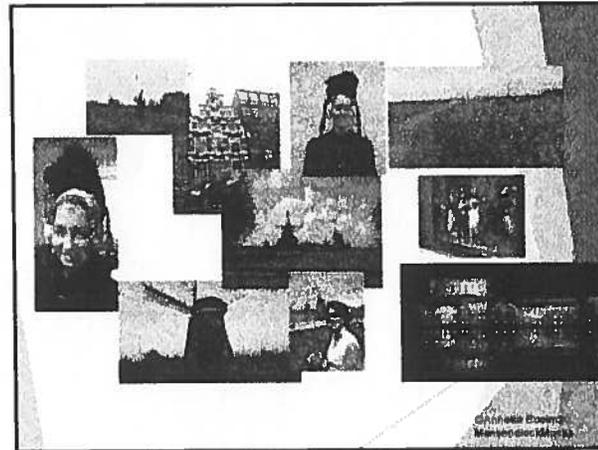
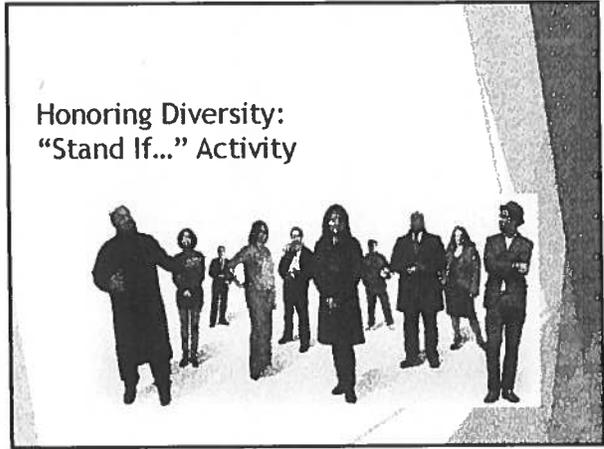
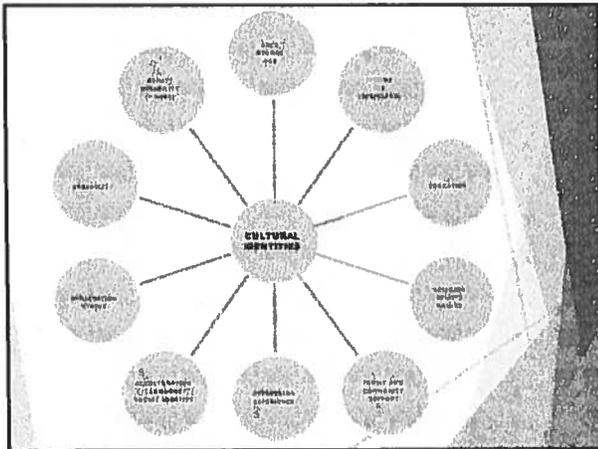
Culturally relevant	Culturally aware
Linguistically Competent	Culturally Effective
Culturally Appropriate	Cultural sensitivity
Culturally Competent	Culturally Proficient
Multicultural Competence	Cultural Humility



### Quick Self-Check Using the Cultural Competence Continuum

Cross, Bazron, Dennis & Isaacs, 1989

What Stage Are You in?	Characteristics
RED	attitudes, behaviors, values, and practices that are destructive to a cultural group
ORANGE	lack of skill and knowledge to respond effectively to the needs, interests and preferences of culturally and linguistically diverse groups
YELLOW	beliefs and practices that support viewing and treating all people as the same
GREEN	level of awareness about your strengths and areas for growth to respond effectively to culturally and linguistically diverse populations
	has acceptance and respect for differences
PURPLE	holds culture in high esteem



### Situation in the Netherlands

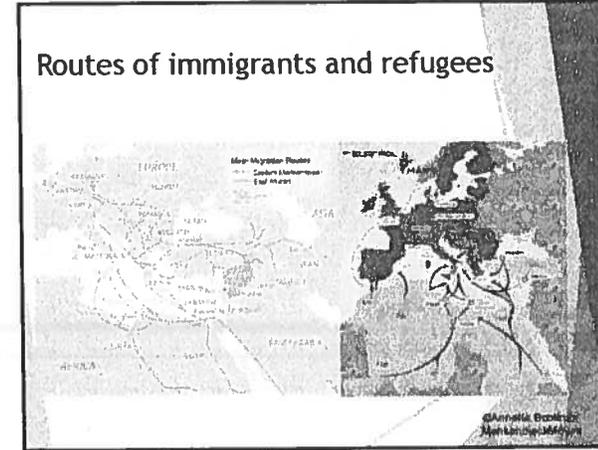
In the 60 and 70 th's people came to our country from Turkey, Morocco, Spain and Italy. Now refugees from all around Africa and the Middle East.

**The first generation of immigrants :**

- Different sick perspective of the immigrants.
  - a lower education level.
  - makes them less competent to describe their complaints
  - to start with self management of their health.
  - limits in their understanding of prescribed treatment options

The language barrier makes the difficulties only more seen.

Walbe et al. (2008) in the Netherlands about physical therapists with immigrant clients  
Walbe et al. (2011) Alles zijn is helpen. Uitdagingen in de multiculturele fysiotherapie. Praxis (2) 11-12  
(if all failed) Everything hurts, you help. Challenges in the multicultural physiotherapy



### Culture differences in the co-author process

- Culture differences from an American, Asian and European perspective.
- Subject has my interest for decades,
- I am intrigued by differences and similarities in two cultures.
- Article writing proces:**
- I had a problem with some parts of the text.
- My first idea was to ask to be removed as an author as I could not agree with some parts of the content.
- Until I realized the items I was irritated about, were partly due to cultural differences.

The winner  
Appropriate Pictures?

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### Bare shoulders

Dutch Biofeedback Society,

- ▶ The physical therapist would like to use a picture of a bare shouldered woman, seen from the back.
- ▶ The psychologists could not agree with the picture

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### Hand placements

- ▶ Can facilitate a functional movement / breathing.
- ▶ The Sykegrip or other manual hand techniques gives a professional frame
- ▶ Guide the therapist through effective, appropriate handplacements

Do Takgraf nov 1991  
Sykegrip, Lingsten & Halverson, 2003

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### “Kareishū”: Half of women over 70 in Japan have a urinary incontinence diagnosis

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