

THINK AND FEEL

What really counts
Major preoccupations
Worries and aspirations

Fear of being deported and losing their kids.

Many clients have experienced damaging interactions with coloanal culture.

Feel guilty - that they brought this onto themselves. They don't want to bother anyone or disrupt.

Active listening. Sometimes people need time if English is not the first language. Intake on what person would like in terms of meeting their needs. It may be a cultural, language, gender or sexual need that the agency can support with

Being uncomfortable that they won't be understood and won't be able to communicate their concerns.

Reputation, financial concerns, what is the family of origin going to say, church, what will they think about me? Being judged.

Bring shame upon the family, children's reputation. Extended consequences beyond the victim. "Mother is bad, so daughter also bad." Therefore staff need to consider second and third generation implications.

Reluctant to seek help as he is a good provider, man of the house, belief that I am here to support him not the other way around.

People assume that others know and understand the system. example: Investigations can take a longer time period and when a woman doesn't understand this she may be pressured by others to recant because she thinks no one is helping her

Want the significant other to be corrected, not punished or charged. Do not want the aggressor to be thrown into jail.

Belief that the man is the head of the house - has the right to correct me. If the man is removed the eldest son steps into the role, which can lead to secondary abuse. The eldest son does not need to be of adult age to assume this role i.e.) 9 years old.

Look forward to hearing, "How may I help you?" Indicates that they have control over the services for helping.

HEAR

What is heard?
What matters?
What hurts and pleases?

Once they hear they are being referred to i.e.) RCMP, Lawyer. Presents fear and reluctance. Inherent mistrust of gov't or authority.

Hearing the message that we are happy you have come, we welcome you. Hearing basic messages of support and concern.

Staff may inadvertently talk down to those where ESL.

Lower the tone - some cultures who are more expressive are asked to calm down when this is not the case.

Phone menus are difficult to navigate if ESL.

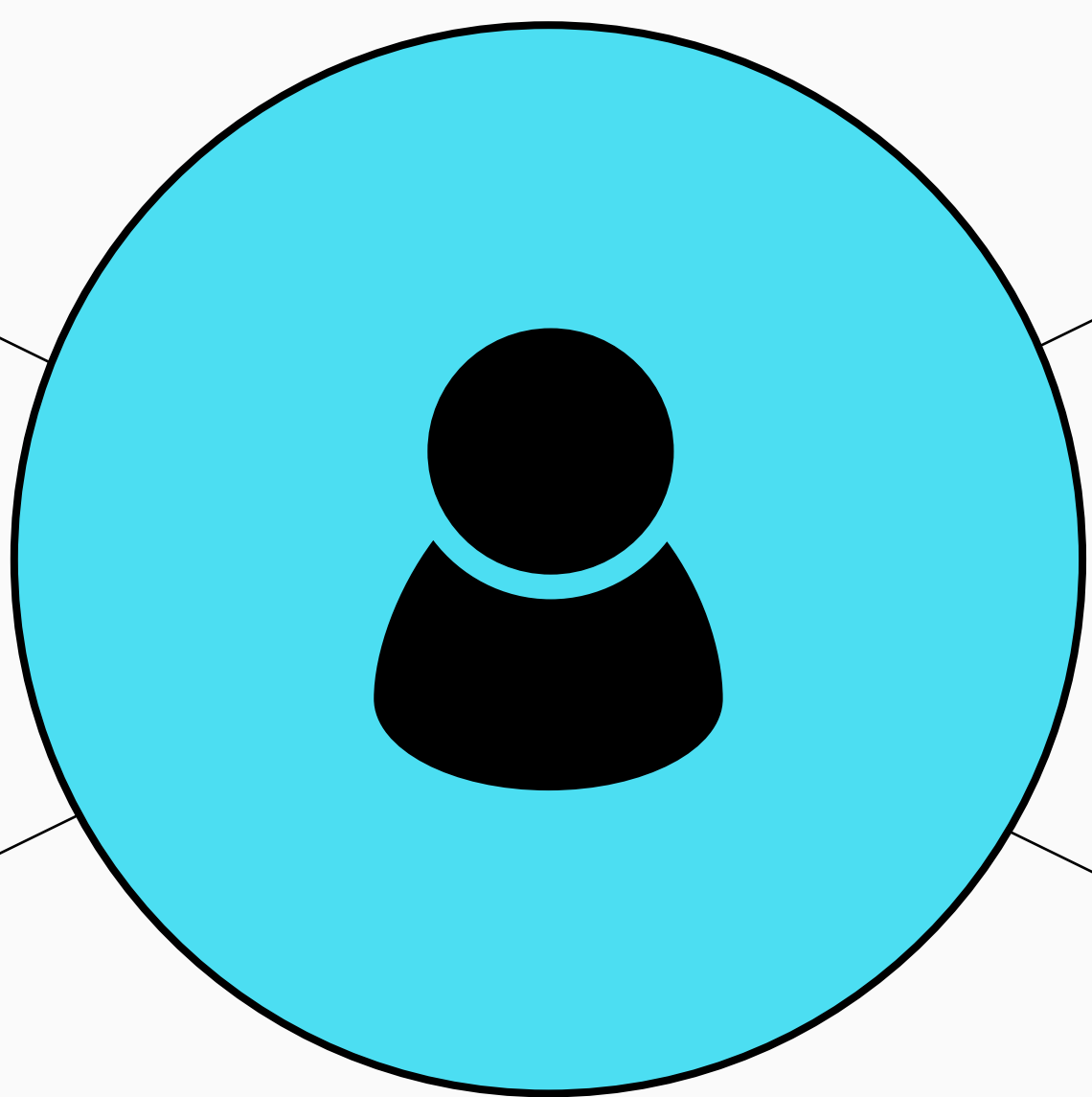
Being told that, "I can't understand you."

Culture of not wanting to bother other people. They can come when they are ready and the service will be waiting for them.

They are not powerless, and they have control over what services to receive or reject.

Hearing that they have choices, not pressured to make an instant decision. They have choice and power of informed consent.

Sol agency has different languages and Indigenous languages.



SAY AND DO

Attitudes, appearances
Behaviour towards others

Cultural competence - not understanding the culture of the person. For instance someone who does not make eye contact is assumed to not be honest or serious in accessing services.

Direct eye contact be seen as a challenge, confrontational. This is the same with hand gestures - can be seen as derogatory, insulting or intimidating.

Be mindful of pronouns and names people wish to be called. Resist the temptation to shorten or nicknames.

When asked multiple times, "What is your name again?" Confers that staff may not be very interested in the individual or their situation.

Nonverbal communication can be so painful. When no greeting, no expression - just leave to get another staff person. This is very insulting and hurtful.

Assumptions - because someone has an accent or ESL then assume that they do not understand or do not know what they want or require.

There are others that will normalize the abuse within the home i.e.) what do you expect, they are... or they are from...

"You're in Canada now..." This is Canada..."

Awareness of body language and how it can impact a relationship and trust.

Facial expressions that we may think that are cute, can be received very differently.

Finger calling - is very offensive to many cultures.

Lack of any material in language other than English

CanTalk is a great service

If there could printed material available in airports, in the mall, where they can easily access and printed in other languages.

Signage that reassures that immigration status does not impact service delivery.

Printed material that outlines what services are available at each stage of the immigration process.

The position of the environment. Seating arrangements can be intimidating (i.e. professionals on one side and client on the other).

On agencies website - all white, middle class images. Need a variety of images that represent the community.

Staffing that is representative of the community members.

Beware of what is on the walls - and the images used.

The painting on Family Services represented different people - felt welcome.

Greetings in different languages.

Donor wall - names can be intimidating.

CAUSES PAIN

Fears, frustrations, obstacles

Building bridges into communities - build relationships from a culturally respectful way. Want to work toward positive referrals that clients feel comfortable referring others to your service.

Being told, "We don't help people like you." Careless answer that caused hurt to the client and damaged the reputation of the organization.

When calling an org and told, "We can't understand you." The first point of contact is so critical to the individual seeking help and knowing that they will be respected and assisted.

Miscommunication - sometimes how staff phrase a question and you may not understand based on how the question is framed. Be clear the kind of questions you are asking.

Clear, simple language questions, carefully presented. Please can you repeat? In a calm and patient voice.

Be patient with the accent. Control facial expressions - i.e.) frustrations

Canadian culture is to sit quiet while they are talking which can be interrupted that the staff isn't understanding. Better for staff to provide audio feedback while the client is speaking i.e.) yes, hmm, ok, etc.

If the client repeats, due to nonverbal confirmation, which might lead to the client being labeled as hyper or difficult to work with. While the client may interrupt that the organization does not care or is not interested.

Different flags or signage to identify as a safe place. The flag opens the door for them i.e.) 2SLBGQT+, country flags.

Training, especially intake training and first point of contact training.

Signage, welcome, greetings in multi-languages.

CanTalk resources

CREATES GAIN

Wants/needs, measures of success

Some refugees are illiterate even in their own language - so flags, symbols, pictures are better than words.

Cultural safety is an approach to working across ethnic and other differences to make systems and organizations responsible for ensuring that environments are safe for everyone. This approach is compatible with and is often an embedded component of trauma and violence informed approaches. Cultural humility is ongoing reflection and learning about diverse cultures and experiences