

IMPROVING SERVICES FOR IMMIGRANTS AND REFUGEES

--and how to build community in the workplace

WELCOMING COMMUNITY

- FIND A PARTNER
- TALK ABOUT A TIME WHEN YOU WERE A PART OF A COMMUNITY AND YOU FELT WELCOMED
- WHAT WERE THE THINGS THAT THEY DID TO MAKE YOU FEEL WELCOMED
- BE AS SPECIFIC AND REALLY THINK ABOUT THE NUANCES OF THAT EXPERIENCE

UN-WELCOMING COMMUNITY

- STAY WITH THAT SAME PARTNER
- TALK ABOUT A TIME WHEN YOU WERE PART OF SOMETHING AND THEY MADE YOU FEEL UN-WELCOMED.
- WHAT WERE THE THINGS THAT THEY DID TO MAKE YOU FEEL UN-WELCOMED?
- BE AS SPECIFIC AND REALLY THINK ABOUT THE NUANCES OF THAT EXPERIENCE

WHY IS CULTURE IMPORTANT?

- Culture is a strong part of people's lives. It influences their views, their values, their humor, their hopes, their loyalties, and their worries and fears.
- If you are a mixture of cultures your culture has affected you. So when you are working with people and building relationships with them, it helps to have some perspective and understanding of their cultures.

□ <http://ctb.ku.edu/en/table-of-contents/culture/cultural-competence/culture-and-diversity/main>

WHY IS CULTURE IMPORTANT?

- But as we explore culture, it's also important to remember how much we have in common.
- At the same time, we can't pretend that our cultures and differences don't matter. We can't gloss over differences and pretend they don't exist, wishing that we could be alike. And we can't pretend that discrimination doesn't exist.

□ <http://ctb.ku.edu/en/table-of-contents/culture/cultural-competence/culture-and-diversity/main>

THEMES IN CULTURE

- COLOR BLINDNESS
- MELTING POT

- VS.

- TOSSED SALAD

COMMUNITY BUILDING

- It is becoming clear that in order to build communities that are successful at improving conditions and resolving problems, we need to understand and appreciate many cultures, establish relationships with people from cultures other than our own, and build strong alliances with different cultural groups. Additionally, we need to bring non-mainstream groups into the center of civic activity.

□ <http://ctb.ku.edu/en/table-of-contents/culture/cultural-competence/culture-and-diversity/main>

BARRIERS TO COMMUNITY BUILDING

- FEAR
- MISUNDERSTANDING
- A THOUGHT PROCESS OF
 - "THEY ARE TAKING A PIECE OF MY PIE"
 - "IF THEY GET SOMETHING, THEN WHAT AM I LOOSING?"
 - I DON'T KNOW THEM AND THEY DON'T SPEAK ENGLISH. HOW WOULD WE COMMUNICATE?
 - WHAT IF THEY ARE TALKING ABOUT ME?

BENEFITS TO COMMUNITY BUILDING

- In order to build communities that are powerful enough to attain significant change, we need large numbers of people working together. If cultural groups join forces, they will be more effective in reaching common goals, than if each group operates in isolation.

□ ctb.ku.edu/en/table-of-contents/culture/cultural-competence/culture-and-diversity/main

BENEFITS OF BUILDING COMMUNITY

- Each cultural groups has unique strengths and perspectives that the larger community can benefit from. We need a wide range of ideas, customs, and wisdom to solve problems and enrich community life. Bringing non-mainstream groups into the center of civic activity can provide fresh perspectives and shed new light on tough problems.

□ ctb.ku.edu/en/table-of-contents/culture/cultural-competence/culture-and-diversity/main

BENEFITS OF BUILDING COMMUNITY

- Understanding cultures will help us overcome and prevent racial and ethnic divisions. Racial and ethnic divisions result in misunderstandings, loss of opportunities, and sometimes violence. Racial and ethnic conflicts drain communities of financial and human resources; they distract cultural groups from resolving the key issues they have in common.

□ ctb.ku.edu/en/table-of-contents/culture/cultural-competence/culture-and-diversity/main

BENEFITS OF BUILDING COMMUNITY

- People from different cultures have to be included in decision-making processes in order for programs or policies to be effective. The people affected by a decision have to be involved in formulating solutions--it's a basic democratic principle. Without the input and support of *all* the groups involved, decision-making, implementation, and follow through are much less likely to occur.

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□ otbku.edu/es/table-of-contents/culture/cultural-competence/culture-and-diversity/otbin

COMMONALITIES EXERCISE

- GET INTO A GROUP OF ABOUT FIVE
- TALK WITH YOUR GROUP UNTIL YOU CAN FIND SOMETHING THAT YOU ALL HAVE IN COMMON
- EXAMPLES
 - WE ALL LIKE ETHIOPIAN FOOD
 - WE HAVE ALL TRAVELED TO THE GRAND CANYON
 - OUR FAVORITE TV SHOW IS SCANDAL
 - WE ALL HAVE EXAMPLES OF FOOD THAT OUR FAMILIES COOK THAT BRING A SENSE OF HOME

COMMONALITIES EXERCISE

- HOW LONG DID IT TAKE YOU TO GET TO SOMETHING THAT YOU ALL HAD IN COMMON?

- HOW MANY TIMES DID YOU COME CLOSE TO HAVING ALMOST EVERYONE EXCEPT FOR ONE PERSON HAVE THE SAME THING IN COMMON?

COMMONALITIES EXERCISE

- WHAT WERE THE THEMES THAT CAME UP IN YOUR GROUP?

- DID YOU FIND OUT THAT YOU HAD MORE IN COMMON WITH PEOPLE THAN YOU WOULD HAVE GUESSED?

COMMONALITIES EXERCISE

- BY TALKING ABOUT TRAVEL, FOOD, EDUCATION, FAMILY VALUES, LIFE EXPERIENCES, DID YOU FIND YOURSELF FEELING MORE CONNECTED TO YOUR GROUP MEMBERS?
- WHY DO YOU THINK WE DID THIS EXERCISE?
- COULD YOU REPLICATE THIS AT YOUR WORKPLACE TO BUILD COMMUNITY WITH YOUR STAFF?

MULTIPLE IDENTITIES

- PEOPLE HAVE COMPLEX, MULTIPLE IDENTITIES AND IT IS UP TO THEM TO SELF-IDENTIFY AND TELL YOU WHAT THAT PRIMARY IDENTITY MIGHT BE
 - EX:

SERVICE

□ ASK YOUR CLIENT “WHAT DO I NEED TO KNOW ABOUT YOU TO HELP SERVE YOU BETTER?”

□ EX:

NEED TO KNOW

□ ASK WHAT YOU REALLY NEED TO KNOW AND DON'T ASK THINGS THAT ARE NOT IMPORTANT

□ EX:

ASKING QUESTIONS

□ DON'T BE AFRAID TO ASK SPECIFIC QUESTIONS BECAUSE OF A FEAR OF BEING CULTURALLY INSENSITIVE OR SHOWING THAT YOU DON'T KNOW SOMETHING. IF IT COMES FROM A GENUINE PLACE, IT WILL BE RECEIVED AS SUCH

□ EX:

COMMUNAL VS. INDIVIDUALISTIC SOCIETY

- WHAT WOULD BE SOME OF THE MAIN DIFFERENCES BETWEEN THESE TWO TYPES OF SOCIETIES?
- HOW WOULD THIS INFLUENCE AN INDIVIDUAL'S DECISIONS?

- WHAT ARE THE BENEFITS OF EACH?
- WHAT ARE THE DRAWBACKS OF EACH?

PERSON CENTERED SERVICES

- The focus of a person-centered system is on the **individual**, their **strengths**, and their **network of family and community support** in developing a flexible and cost effective plan to allow the individual maximum **choice and control** over the supports they need to live in the community.

□ <http://www.google.com/url?sa=t&url=http://www.adrc-tae.acl.gov%2Ffile%3Ffiled%3D28941&source=web&cd=4&ved=0CDwQFIAD&url=http%3A%2F%2Fwww.adrc-tae.acl.gov%2Ffile%3Ffiled%3D28941&inc=68YPU-3eH-mlyAHV3YD4Cw&usq=AFQjCNF-8jNChpVxLDnV54bU1XeUd1ybg&vrm=bv.61965928.d.aWc>

PERSON CENTERED SERVICES

- A person-centered system **respects and responds to individual needs, goals and values**. Within a person-centered system, individuals and providers work in full **partnership** to guarantee that each **person's values, experiences, and knowledge drive the creation of an individualized plan as well as the delivery of services**.

□ <http://www.google.com/url?sa=t&url=http://www.adrc-tae.acl.gov%2Ffile%3Ffiled%3D28941&source=web&cd=4&ved=0CDwQFIAD&url=http%3A%2F%2Fwww.adrc-tae.acl.gov%2Ffile%3Ffiled%3D28941&inc=68YPU-3eH-mlyAHV3YD4Cw&usq=AFQjCNF-8jNChpVxLDnV54bU1XeUd1ybg&vrm=bv.61965928.d.aWc>

PERSON CENTERED CARE

- "Person-centered care promotes choice, purpose and meaning in daily life. Person-centered care means that nursing home residents are supported in achieving the level of physical, mental and psychosocial well-being that is individually practicable. This goal honors the importance of keeping the person at the center of the care planning and decision-making process. Care plans are living documents that are revised to reflect a person's changing needs. In person-centered care, staff places a premium on active listening and observing, so staff can adapt to each resident's changing needs regardless of cognitive abilities."

□ http://www.nhqualitycampaign.org/star_index.aspx?controls=personcenteredcareexploregool

GENERAL CULTURAL ISSUES

- THINGS TO KEEP IN MIND WHEN WORKING WITH A CLIENT FROM ANOTHER LANGUAGE GROUP OR CULTURE:
 - ▣ WHAT LANGUAGE ARE THEY THE MOST COMFORTABLE CONVERSING IN?
 - ▣ DO THEY HAVE A GENDER PREFERENCE FOR CAREGIVERS DUE TO RELIGIOUS OR CULTURAL REASONS?
 - ▣ WOULD THEY BE MORE COMFORTABLE IF YOU TOOK YOUR SHOES OFF?
 - ▣ HOW CLOSE SHOULD YOU STAND WHEN COMMUNICATING WITH THEM?

GENERAL CULTURAL ISSUES

- THINGS TO KEEP IN MIND WHEN WORKING WITH A CLIENT FROM ANOTHER LANGUAGE GROUP OR CULTURE:
 - ▣ WHEN YOU GREET THEM, DO THEY WANT TO SHAKE YOUR HAND, DO A LITTLE BOW, SMILE AT YOU, GIVE YOU A KISS ON THE CHEEK, HUG YOU, OR SHOULD YOU ASK FOR ANY OTHER IDEAS?
 - ▣ FOR RELIGIOUS OR CULTURAL REASONS, DO THEY WEAR A PARTICULAR TYPE OF DRESS, HAVE THEIR HAIR COVERED, NOT CUT THEIR HAIR, HAVE CERTAIN BODY PARTS COVERED, ETC?

GENERAL CULTURAL ISSUES

- THINGS TO KEEP IN MIND WHEN WORKING WITH A CLIENT FROM ANOTHER LANGUAGE GROUP OR CULTURE:
 - ▣ ARE THERE PARTICULAR TIMES OF DAY THAT THEY NEED TO PRAY?
 - ▣ ARE THERE PARTICULAR TYPES OF FOOD THAT THEY DO NOT EAT?
 - ▣ ARE THERE PARTICULAR TYPES OF FOOD THAT THEY DO EAT?
 - ▣ WHEN ARE THEIR RELIGIOUS CELEBRATIONS?

GENERAL CULTURAL ISSUES

- THINGS TO KEEP IN MIND WHEN WORKING WITH A CLIENT FROM ANOTHER LANGUAGE GROUP OR CULTURE:
 - ▣ EVEN IF THEY SPEAK ENGLISH ENOUGH TO COMMUNICATE WITH YOU, WHAT IS THEIR EDUCATION LEVEL TO UNDERSTAND WRITTEN DOCUMENTS THAT THEY MUST SIGN?
 - ▣ EVEN IF YOU ARE USING AN INTERPRETER AND HAVE THE DOCUMENT TRANSLATED INTO THEIR LANGUAGE, WHAT IS THEIR EDUCATION LEVEL TO UNDERSTAND WRITTEN DOCUMENTS THAT THEY MUST SIGN?

GENERAL CULTURAL ISSUES

- THINGS TO KEEP IN MIND WHEN WORKING WITH A CLIENT FROM ANOTHER LANGUAGE GROUP OR CULTURE:
 - ▣ ARE THERE CERTAIN GESTURES THAT MIGHT MEAN SOMETHING DIFFERENT IN THEIR CULTURE THAN YOUR CULTURE AND MIGHT BE OFFENSIVE TO THEM?
 - ▣ ARE THERE CERTAIN CULTURAL PRACTICES THAT FAMILIES HAVE FOR TAKING CARE OF THEIR ELDERS?
 - ▣ JUST BECAUSE THEY DO NOT SPEAK ENGLISH, IT DOES NOT MEAN THAT THEY ARE NOT INTELLIGENT

GENERAL CULTURAL ISSUES

- THINGS TO KEEP IN MIND WHEN WORKING WITH A CLIENT FROM ANOTHER LANGUAGE GROUP OR CULTURE:
 - ▣ EVERYONE HAS SKILLS AND WANTS TO BE A CONTRIBUTING MEMBER OF THE COMMUNITY
 - ▣ EVERYONE WANTS TO FEEL VALUED AND ACCEPTED FOR WHO THEY ARE
 - ▣ EVERYONE MIGHT HAVE CERTAIN STEREOTYPES OF OTHERS THAT NEED TO BE WORKED THROUGH

GENERAL CULTURAL ISSUES

- THINGS TO KEEP IN MIND WHEN WORKING WITH A CLIENT FROM ANOTHER LANGUAGE GROUP OR CULTURE:
 - ▣ EVERY CULTURE ENJOYS FOOD
 - ▣ EVERY CULTURE VALUES FAMILY AND COMMUNITY IN THEIR OWN WAY
 - ▣ WE ALL SMILE IN THE SAME LANGUAGE
 - ▣ THERE ARE MANY WAYS TO BE WELCOMING WITHOUT HAVING A LANGUAGE IN COMMON

WELCOMING PRACTICES

- WHAT ARE SOME WELCOMING PRACTICES THAT YOU COULD DO TO MAKE CLIENTS FEEL MORE WELCOMED AND FEEL UNDERSTOOD AT AN INDIVIDUAL LEVEL?

- WHAT ARE SOME WELCOMING PRACTICES THAT YOU COULD DO TO MAKE COWORKERS FEEL MORE WELCOMED AND FEEL UNDERSTOOD AT AN INDIVIDUAL LEVEL?

WELCOMING PRACTICES

- WHAT TYPES OF THINGS COULD BE DONE TO BUILD COMMUNITY AMONG THE STAFF WHERE YOU WORK?
- WHAT TYPES OF THINGS WOULD YOU LIKE YOUR COWORKERS TO KNOW ABOUT YOU TO BETTER UNDERSTAND YOU?
- BUILDING COMMUNITY IS AN INTENTIONAL PRACTICE AND MUST BE DONE WITH A PLANNED PROCESS.

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- QUESTIONS?



RESOURCES

- <http://ctb.ku.edu/en/table-of-contents/culture/cultural-competence/culture-and-diversity/main>
- http://www.nhqualitycampaign.org/star_index.aspx?controls=personcenteredcareexploregol
- **The Changing Face of Kelowna--Best Practices for Creating a Welcoming Community** by Kamilla Bahbahani, PhD
- http://www.google.com/url?sa=t&rd=j&q=&esrc=s&source=web&cd=4&ved=0CDwQFjAD&url=http%3A%2F%2Fwww.adrc-tae.acl.gov%2Fiki-download_file.php%3FfileId%3D28941&ei=6bYPU-3eH-mlyAHV3YD4Cw&usg=AFQjCNF-8jtNChpVxLDnVS4bU1XeUd1ybg&bvm=bv.61965928,d.aWc

Contact information

MEG ALLEN
COMMUNITY INTEGRATION DIRECTOR
COLORADO AFRICAN ORGANIZATION
mega@caoden.org
(303) 953-7060 x111

PROJECT DIRECTOR-
COLORADO PROVIDERS FOR INTEGRATION NETWORK
(CPIN)
www.cpin.caoden.org
