

CALD News

November 2014

Brought to you by Waitemata DHB Asian Health Support Services

Welcome to the CALD Cultural Competency Training Programme newsletter. CALD refers to Culturally And Linguistically Diverse. In 2010 WDHG Asian Health Support Services were contracted by NDSA (now NRA - Northern Regional Alliance) on behalf of the MOH to develop the CALD training resources for the DHB provider arm, primary care and NGO health workforce of the Auckland region. After three years we are proud to say we have produced and rolled out seven CALD training modules in both face-to-face and self-paced online formats. *To-date near to 11,000 health practitioners has completed the modules.*

"Preservation of one's own culture does not require contempt or disrespect of other cultures." Cesar Chevaz

We are launching a NEW Supplementary Resource "CALD Older People Resource for Health Providers working with Asian, Middle Eastern & African clients"

This Culturally and Linguistically Diverse (CALD) Older People online and hard copy resource is for health providers. It provides a general guide and essential culture-specific knowledge and cultural approaches for health practitioners who work with CALD older people from Asian, Middle Eastern and African backgrounds. It contains research material and guidelines with case scenarios.

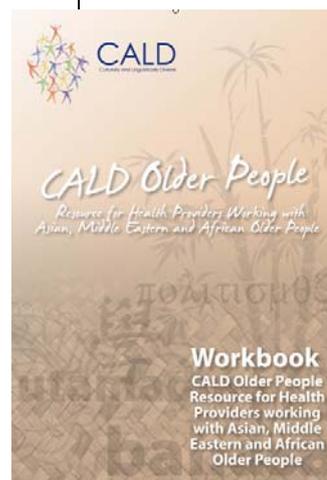
The purpose of the Resource is to provide:

- Information about CALD older adult populations.
- General cultural perspectives including working with families, decision-making, religious and cultural practices and the implication for practice.
- Cultural perspectives, cultural approaches, tools and case scenarios in the following areas/services:
 - Assessment, Treatment and Rehabilitation
 - Dementia
 - Stroke
 - Mental Health
 - Needs Assessment and Coordination (NASC)
 - Residential Aged Care (RAC)
 - Elder Abuse and Neglect
 - Advance Care Plan and Advance Directive
 - End-of-life Care
- Resources.

Who is this resource for?

This resource is for health providers working with CALD older people and their families in primary, community, mental health, secondary care, home-based support services (HBSS), and residential aged care (RAC) settings.

The resource serves as a reference for the online CALD older people resource and complements the CALD Cultural Competency Training Programme.



Viewers are required to have completed the CALD 1 Culture and Cultural Competency online or face to face course.



Tips for Working with Interpreters

*Clients and families need to be reassured about interpreter confidentiality.
Developing good rapport with the interpreter is essential before the assessment.
The interpreter needs to understand the purpose and nature of the assessment so that they can advise when there are cultural or language anomalies in the client's responses.
Any inconsistencies in responses can be further explored in a de-briefing with the interpreter.*



Cultural Perceptions of Dementia

Stigma may lead to reluctance of CALD older people accessing or using services. Carers may find that they experience stigma because of their association with the person with dementia. In communities where there are arranged marriages, the knowledge that a family includes a person with dementia is thought to jeopardise children's marriage prospects. CALD families may be reluctant to seek external help out of fear that the discovery of an illness might bring "shame" to the family and the need to protect family and friends from the burden of the individual's health problem.

Practitioners recognizing and acknowledging the impact of stigma and cultural expectations can influence the willingness of CALD older people and their carers to access services.



Key considerations: Working with CALD dementia clients

1. Ensure effective communication
 - Ensure language and communication issues are addressed and professional interpreters are provided when required.
2. Address cultural diversity
 - Ensure assessments recognise the impact of culture and migration or refugee experiences in understanding individual behaviour and conducted without cultural bias.
 - Identify and support the cultural, linguistic and spiritual needs in all care plans and reviews.
 - Considerations are given for different cultural representations and perceptions of dementia from older people and their families.
 - Ensure cultural appropriate health, personal care and food services are provided.
3. Accessing services
 - Ensure dementia information are provided in the client's preferred language.
 - Ensure that people with dementia and their families are aware of the dementia support services available through Alzheimer's New Zealand.
 - Ensure that people with dementia have access to culturally appropriate emotional support and spiritual support.

Refer to the CALD Older People Resource for more info about CALD perspectives and cultural appropriate tools.

CALD Competency Courses

CALD on-line and face-to-face courses
CME/CNE/MOPS accredited

- CALD 1 Culture and Cultural Competence
- CALD 2 Working with Migrant Patients
- CALD 3 Working with Refugee Patients
- CALD 4 Working with Interpreters
- CALD 7 Working with Religious Diversity
- CALD 8 Working with CALD Families - Disability Awareness
- CALD 9 Working in a Mental Health Context with CALD Clients

CALD face-to-face only training course:
 CALD 5 Working with Asian Mental Health Clients

Congratulations to NZ Care Group

NZ Care has successfully implemented their Cultural Mentoring Innovation which included cultural training and identifying and training cultural mentors.

Employees attended CALD programmes: Working in Culturally Diverse Teams, Being Kiwi, and Managing Culturally Diverse Teams. They then worked closely together with Workbase to develop a mentoring model to support the 'bedding in' of the CALD training.



To find out more about the courses and supplementary resources go to www.caldresources.org.nz. To access online supplementary resources, login into your CALD user account using your username and password via www.caldresources.org.nz