

Cultural Diversity



Introduction

- Healthcare workers must work with and provide care to a variety of people
- YOU must be aware of factors that cause each individual to be unique
- That uniqueness is influenced by many things:
 - Physical characteristics
 - Family life
 - Socioeconomic status
 - Religious beliefs
 - Geographical location
 - Education
 - Occupation
 - Life experiences
- One major influence is the person's cultural/ethical heritage

Culturally Skilled Counselors

- Recognize their own limitations
- Transcend all previous prejudices and stereotypes about minorities
- Believe that cultural self-awareness and sensitivity to one's own cultural heritage is essential
- Able to recognize the limits of their multicultural competency and expertise
- Have specific knowledge about their own racial and cultural heritage and how it personally and professionally affects their definitions and biases of normality/abnormality and the process of counseling

Culture

- The values, beliefs, attitudes, languages, symbols, rituals, behaviors and customs unique to a particular group of people and that are passed down from generation to generation
- Often defined as a set of rules, because each culture provides a “blueprint” for its standard of living
 - Childrearing
 - Education
 - Occupational choice
 - Social interactions
 - Spiritual beliefs
 - Healthcare choices

Culture

- Intra-group variation are differences in assimilation, socioeconomic status, education, age, gender among a particular group.
- Cultural Matrix is when an individual may decide to identify with a particular group such as sexual orientation, gender, age, or socioeconomic status, that she or he was not born into.

Four Basic Characteristics of Culture

CULTURE IS LEARNED

- *It is taught to others*
- Children learn patterns by imitating adults and developing attitudes accepted by others.

CULTURE IS SHARED

- *Common practices and beliefs are shared with others in a cultural group*
- Circumcisions are common practice within the Caucasian culture

Four Basic Characteristics of Culture

CULTURE IS SOCIAL IN NATURE

- *Individuals in the group understand appropriate behavior based on traditions that have been passed down from generation to generation*
- Traditional Hispanic culture believe women marry and raise children – not get educated

CULTURE IS DYNAMIC AND CONSTANTLY CHANGING

- *New ideas may generate different standards for behavior*
- This allows members to meet the needs of the group by adapting to environmental changes

Ethnicity

- Classification of people based on national origin and/or culture
- May share common heritage, geographic location, social customs, language and beliefs
- Every individual may not practice all of the beliefs of the group, but is still influenced by other members of the group
- Within each ethnic group, there are numerous subgroups, each with its own lifestyle and beliefs, but from the same heritage

Race

- Classification of people based on physical or biological characteristics
 - Color of skin, hair & eyes
 - Facial features
 - Blood type
 - Bone structure
- Frequently used to “label” people and explain patterns of behavior
- In reality, it is the values, beliefs and behaviors learned from the ethnical group that accounts for behaviors attributed to race.

Cultural Diversity

- Differences based on cultural, ethnical and racial factors
- All these influence an individual's behavior, self-perception, judgment of others and interpersonal relationships
- Differences exist within all ethic/cultural groups and within the people that make up those groups

Cultural Diversity

- To help a client whose native language is not English tap into their emotional experience, the clinician should invite the client to use their native language since it may be more comfortable, and then process in English
- When working with Native American Clients one part of the culture that may be integrated into treatment is storytelling

Visible Minority

- A person with physical characteristics different from the dominant culture.
- The U.S. Census Bureau has reported that more than half the children being born in the United States now belong to racial or ethnic minorities, which is a first.

Immigrants

- The U.S. immigrant population stood at more than 42.4 million, or 13.3 percent, of the total U.S. population of 318.9 million in 2014.
- In 2014, 1.3 million foreign-born individuals moved to the United States, an 11 percent increase from 1.2 million in 2013.
- India was the leading country of origin for new immigrants, with 147,500 arriving in 2014, followed by China with 131,800, Mexico with 130,000, Canada with 41,200, and the Philippines with 40,500.

Cultural Diversity and Acculturation

CULTURAL ASSIMILATION

- Process that represents the absorption of many different cultures into a given area
- U.S. is considered a “melting pot” due to all the cultures that live here

ACCULTURATION

- Process of learning the beliefs and behaviors of a dominant culture and assuming some of the characteristics
- Occurs slowly over time

Sensitivity

- Because healthcare workers provide care to ALL patients, they must be able to recognize and appreciate the personal characteristics of others
- i.e. Calling an adult by their first name, in some cultures, is not acceptable except for family members

Bias, Prejudice & Stereotyping

BIAS

- *Preference that inhibits impartial judgment*
- All “whites” are superior
- Young people are physically superior to old people
- Women are inferior to men
- College-educated people are superior to uneducated individuals

PREJUDICE

- *Pre-judging: a strong belief about a person/subject that is formed without reviewing facts of information*
- Every individual is prejudice to some degree, but in health care, it can't be shown

Bias, Prejudice & Stereotyping

STEREOTYPING

- *Occurs when an assumption is made that everyone in a particular group is the same*
- All blondes are dumb
- Every obese person eats too much

AVOIDING B, P, & S

- Be aware of own personal values/beliefs
- Obtain info about different ethnic/cultural groups
- Be sensitive to practices that are different
- Ask questions and share ideas
- Be open to differences
- Avoid jokes that offend
- Remember: you are not being asked to adopt other beliefs, just respect them

Family and Culture

- Family organization refers to the structure of a family and dominant decision-making person in the family.
- Collective culture refers to an individual that is expected to adopt the values, attitudes, traditions, and behaviors of his or her ancestors.
- Culturally relativist is the perspective that contends that lifestyle, cultural values, world views, and culturally bound experiences affect how behavior is expressed.

Family and Culture

- Machismo is the man's ability to provide for family and take on the role of primary authority figure in Latino families.
- In many Asian American families males and elders are highly honored and respected.

Family organization

NUCLEAR FAMILY

- Consists of mother, father, and children
- May also consist of a single parent and children
- Usually basic unit in European and American families

EXTENDED FAMILY

- Includes nuclear family plus grandparents, aunts, uncles and cousins.
- Usually the basic unit in Asian, Hispanic and Native-American families

Patriarchal and Matriarchal

PATRIARCHAL

- Father or oldest male is the authority figure
- Dominant male makes decisions regarding healthcare
- Asian and Middle Eastern families, male have sole authority

MATRIARCHAL

- The mother or oldest female is the authority figure

Language

- In U.S. dominant language is English, but many other languages are spoken as well
- 2000 census stated that 20% of the population under age 65 speaks a language other than English
- Must find a translator to receive informed consent
 - Speak slowly (not loudly)
 - Use gestures, carefully
 - Use non-verbal communication – smile, touch

Personal touch and space

- “territorial space”
- Proxemics is the unspoken rule regulating distance during social interaction
- The distance people require to feel comfortable while interacting with others
- Varies among different cultural groups
- Always be alert to non-verbal clues
 - Patient may get anxious when you get too close

Eye contact

- Eye contact is an example of a type of nonverbal communication known as kinesics.
- Also affected by different cultural beliefs
- Many feel eye contact during a conversation shows interest and trustworthiness
- Some culture (Asian) consider eye contact to be rude
- Native Americans may use peripheral eye contact instead of direct eye contact

Gestures

- Used to communicate many things
- Common gestures are nodding for “yes” and side-to-side for “no”, pointing is used to stress a specific idea
- In India, nodding and shaking head mean the opposite
- Pointing in Asian and Native American cultures represent a strong threat

Health Care Beliefs

- The most common health care system in the U.S. is based on “Western” system: bases for disease is due to microorganisms, diseased cells and aging. Healthcare is directed toward eliminating the cause.
- Beliefs about a health care system vary among cultures, so patients regard healthcare differently
- Every culture has a system for health care based on values & beliefs that have existed for generations

Spirituality/Religion

- Part of every ethnic group
- The belief individuals have about themselves, their connections with others and their relationship with a higher power
- When spiritual beliefs are firmly established, the person has a basis for understanding life, finding sources of support when needed and drawing on inner/external resource to deal w/ situations that arise
- Spirituality and Religion are NOT the same
- Religion is an **organized** system of belief in a higher power

Spirituality/Religion

- Spirituality is a broad concept with room for many perspectives.
 - In general, it includes a sense of connection to something bigger than ourselves
 - Typically involves a search for meaning in life
 - A universal human experience—something that touches us all.

Spirituality/Religion

ATHEIST

- A person who does not believe any deity (higher power) exists.

AGNOSTIC

- Person who believes that the existence of God cannot be proven or disproven, thereby doesn't claim either.

Family/Societal Structure and Implications for Counseling

TABLE 2: FAMILY/SOCIETAL STRUCTURE AND IMPLICATIONS FOR COUNSELING (1 OF 2)

Family/Societal Structure	Implications for Counseling
<i>African Americans</i> • Extended family networks • Strong focus on spirituality • Children help with younger siblings • Adult males help with traditional female tasks • Family members may seem critical of one another by White standards	• Often mandated into treatment; counselor must deal with issues of trust nondefensively • Value assertiveness • Acknowledge impact of racist society • Collaborate with church leaders • Prefer close connection with counselor
<i>Native American</i> • Collective culture • Extended families • Tribe provides sense of security and belonging • Attribute physical and supernatural causes to difficulties • Healing rituals often used to recreate balance in one's life	• Be aware of current political relations between tribes and state • Work within holistic framework incorporating body, mind, and spirit • Prefer close connection with counselor • Like to understand "why" • Incorporate storytelling • Focus on present, not future

Family/Societal Structure and Implications for Counseling

Latino

- Extended family, including friends
- Emphasis on *familialism* (family unity and loyalty)
- Patriarchal
- Great respect for elders
- Godparents (*compadres* and *comadres*) share responsibility for child's welfare
- Fluid family structure
- Clear gender roles: *machismo* (males provide for and protect family); *marianismo* (females nurture, self-sacrifice and defer to males)
- Corporal punishment common
- Acknowledge family hierarchy and father's authority
- Take time to get to know family before discussing problems
- Acknowledge extended family and friends
- Convey sense that therapeutic relationship is personal
- Acknowledge religious and spiritual attempts to solve problems

Asian American: Chinese, Korean, Filipino

- Collective culture
- Patriarchal
- Highly structured relationships
- Great respect for elders
- *Filial piety*: a child's respect for parents, forms basis of relationship
- Moralistic approach to parenting
- Fear of "losing face"
- Do not consider psychological explanations for problems
- Focus on children's academic success
- Children must be obedient
- Acknowledge family hierarchy
- Do not confront directly; may "lose face"
- Prefer advice giving, problem solving strategies
- Emphasize ways family members help one another

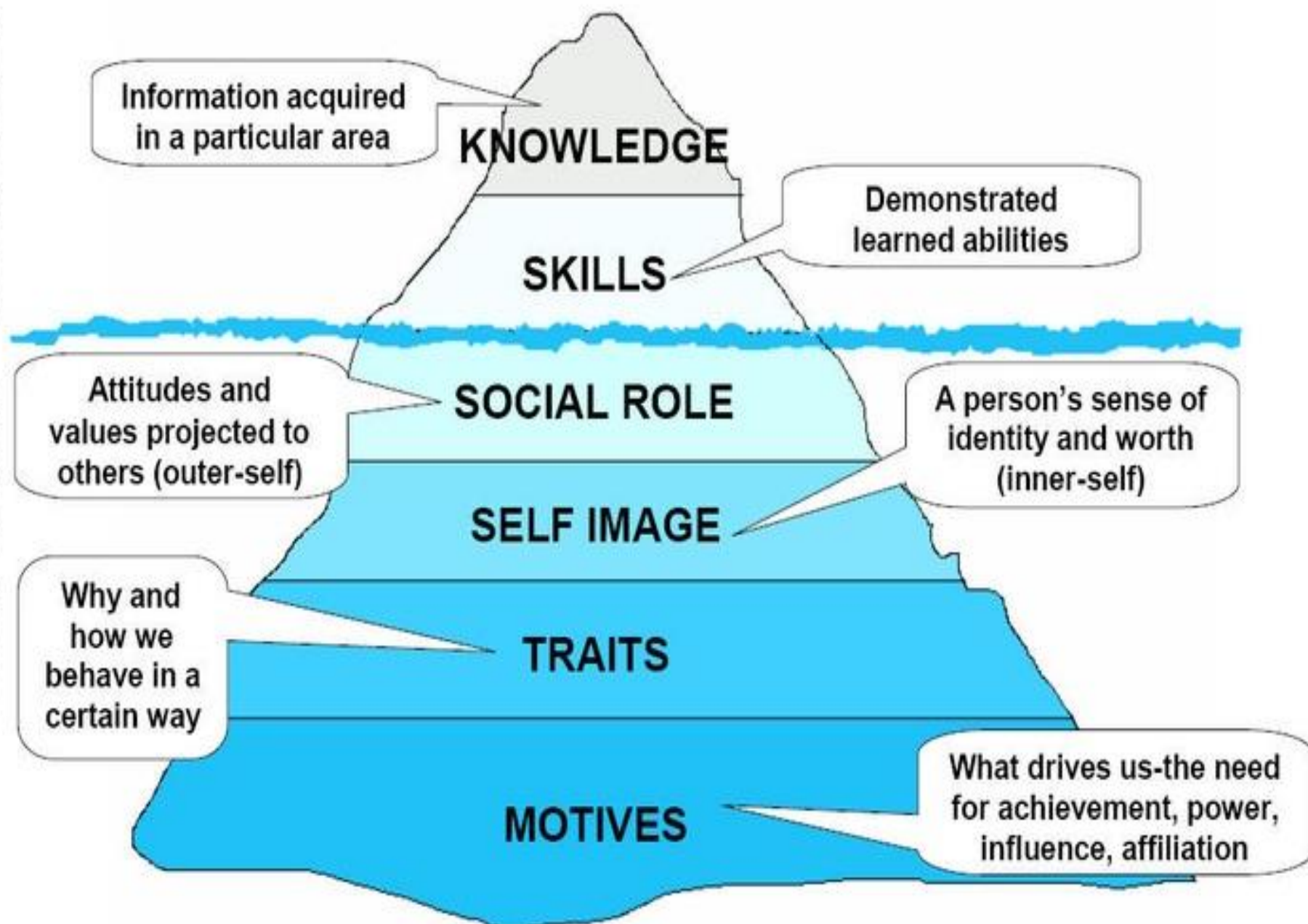
Family/Societal Structure and Implications for Counseling

Family/Societal Structure	Implications for Counseling
<i>Asian Americans: Indians</i> • Patriarchial and patrilineal • Collective culture • Members are expected to uphold their responsibilities • Sons favored over daughters	• Prefer approaches focused on reasoning, upholding one's responsibilities • Integrate spiritual beliefs • Convey a sense of moving forward
<i>Asian Americans: Vietnamese and Cambodian</i> • Refugees may have been very traumatized; families torn apart • Strict hierarchies; elders and men have power • Spiritual beliefs honor moderation and reflection • Fear of "losing face" • Will seek elders for help • Somatize emotional issues	• Acknowledge family hierarchies • Integrate spiritual beliefs • Do not directly confront • May prefer counselor to take expert position • Little interest in affective expression
<i>White</i> • Individualistic • Small families, often only two generations • Child raising emphasizes strength and self-esteem building • Gender roles may be in flux	• Value personal responsibility and individual choices • Access outside supports, resources, rather than elders and extended family • Include children in identifying solutions • Explore gender role expectations with clients

ICEBERG MODEL OF COMPETENCIES

Easier to Change

Harder to Change





Race

Ethnicity

Gender

Age

Physical Abilities/Qualities

Sexual Orientation

Parental Status

Native born/non native

Beliefs

Values

Military Experience

Work Background

Thinking Styles

Religious Beliefs

Culture

Smoker/Non smoker

Geographic Location

Education

Socio-economic Status

Functional Specialty

Marital Status

The Iceberg Concept of Culture

Like an iceberg,
nine-tenths of culture is below the surface.

Surface Culture
Most easily seen
Emotional level - low

Food, dress,
music, visual arts,
drama, crafts,
dance, literature,
languages, celebrations, games



Shallow Culture
Unspoken Rules
Emotional level - high

courtesy, contextual conversational patterns, concept of time,
personal space, rules of conduct, facial expressions,
nonverbal communication, body language, touching,
eye contact, patterns of handling emotions,
notions of modesty, concept of beauty, courtship practices,
relationships to animals, notions of leadership, tempo of work,
concepts of food, ideals of child rearing, theory of disease,
social interaction rate, nature of friendships, tone of voice,
attitudes toward elders, concept of cleanliness, notions of adolescence,
patterns of group decision-making, definition of insanity,
preferences for competition or cooperation,
tolerance of physical pain, concept of "self",
concept of past and future, definition of obscenity,
attitudes toward dependents,
problem solving roles in relation to age, sex, class, occupation,
kinship, and ...

Deep Culture
Unconscious Rules
Emotional level - intense

Respecting Diversity

- Key is to regard each person as a unique individual
- Every individual adopts beliefs and forms patterns of behavior based on culture, ethnicity, race, life experiences, spirituality and religion
- Beliefs may change based on new exposures and experiences
- Must be aware of the needs of each individual in order to provide care

QUESTIONS

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