



STRATEGIES FOR WORKING WITH FAMILIES FROM DIFFERENT BACKGROUNDS

1. Watch friends and family members. Pay attention to their actions, ways of communicating, etc.
2. Reserve judgment. Do not measure people by your standards.
3. Take note of the environment. If you're not sure about the significance of something, ask.
4. For a culture that is completely foreign to you ... seek out some resources that you could use to familiarize yourself with customs/beliefs. Books, videos, multicultural society, etc.
5. Talk to other volunteers and nurses who have been with Hospice a long time. Draw on their experience.
6. Never assume that all immigrants, First Nations, particular religious groups, etc. have the same experience and customs. Check out what you think you know.
7. Remain aware of compounding issues.
8. Become familiar with resources to which you can refer the family should they have difficulty. Your hospice organization will have access to the community services directory.
9. If in doubt, ask!

Courtesy Prince George Hospice Society