



PRACTICING CULTURAL COMPETENCE

SKILLS FOR CARE PROVIDERS

1. Self Awareness
2. Cultural Knowledge
3. Individual Focus and Attention
4. Don't Assume!
5. Ask questions – be interested
6. Be respectful – what customs and traditions are important?
7. Encourage the practice of traditions
8. Involve the family
9. Use an interpreter
10. Ask about and negotiate the treatment/care plan
11. Listen carefully
12. Consider non-verbal communication as Dr. Bowman states *“emotional control is not always indifference and emotional expression not always hysteria”*
13. Maintain Adaptability and Flexibility

*Sources: Bowman: Dr. K. “Cross cultural Considerations” presentation to Fraser Health Nov. 2004
Victoria Hospice Society et al TRANSITIONS...2003, Health Profession Press*