

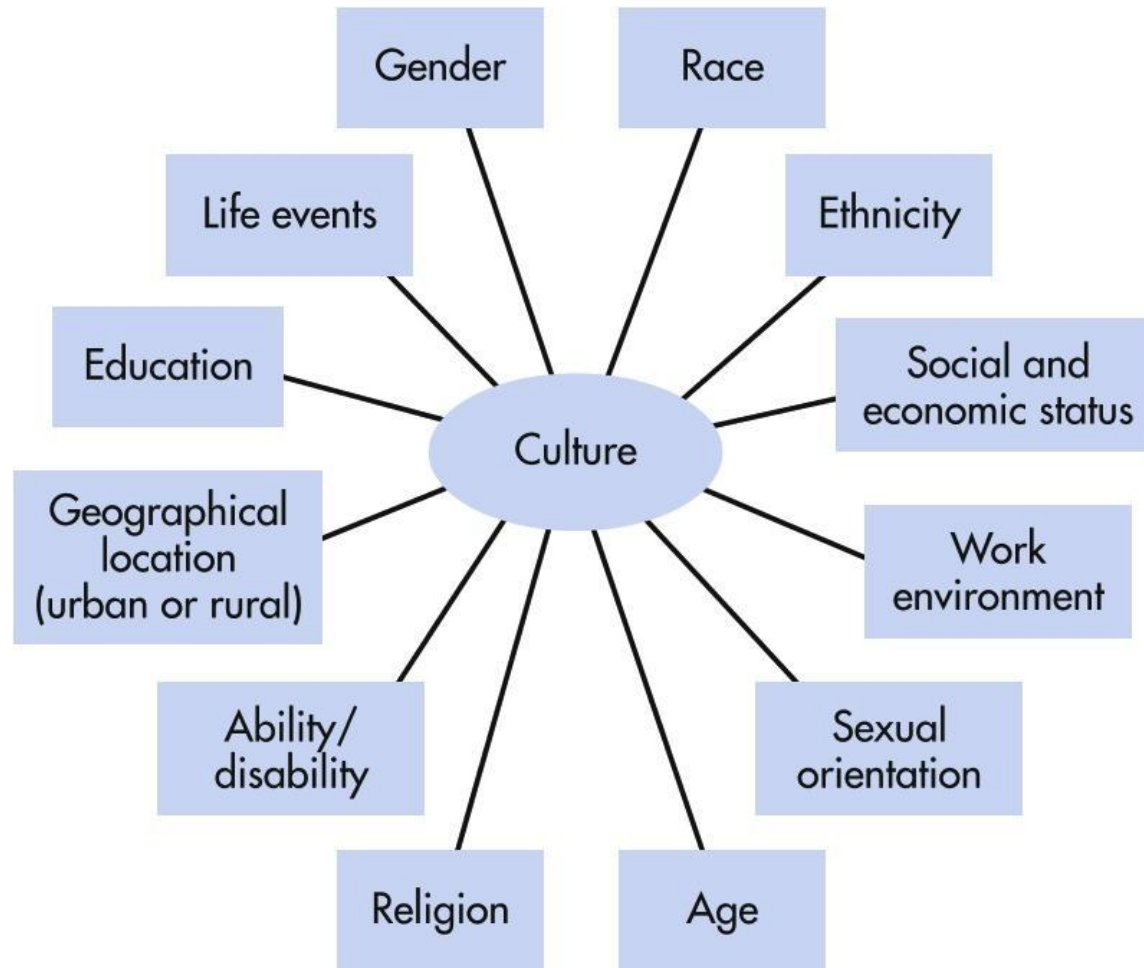
Chapter 7

Caring About Culture and Diversity

Culture and Diversity

- Diversity
 - The state of different individuals and cultures co-existing.
- Ethnicity
 - Refers to groups of people who share a common history, language, geography, national origin, religion, or identity.
- Culture
 - Refers to the characteristics of a group of people—their language, values, beliefs, habits, ways of life, implied rules for behaviour, music, and traditions.
 - Everyone has a culture.

Factors that Influence Culture



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Prejudice

- *Prejudice* is an attitude toward, or an opinion of, a person that is based upon the person's membership in a group.
- *Bias* occurs when a person is unable to impartially judge the issues at hand because they have a preformed point of view.
- *Stereotyping* is an overly simple view of a group of people.
 - Racism, sexism, ageism
 - Homophobia about transgendered people, LGBTQ2 community

Cultural Conflict

- Occurs when a person tries to dictate to another person what his culture should be.
- An individual who is living within different cultures at the same time can also experience feelings of cultural conflict.
 - See textbook box: *Case Study: Cultural Conflict*

Cultural Competence

- The ability of a person to interact effectively with people from different cultures or socioeconomic backgrounds.
 - In health care, it includes the ability to deliver care that is respectful and responsive to the health beliefs, practices, and linguistic (language) needs of clients.
 - It is important to understand that not everybody from a particular culture demonstrates identical health practices or beliefs.

Cultural Safety

- Means actively inviting and creating a space for cultural expression within health care.
- Be aware of your client's special traditions or practices.
- Respect the client as being part of a culture without attempting to change the client's values or beliefs.

Effect of Culture

- Culture affects how a person deals with daily situations and problems:
 - Family and social organization
 - Religion and worship
 - Health care practices and reactions to illness
 - Communication

Culture and Family

- Culture affects family structure, roles, and responsibilities
 - Care of relatives
 - In some cultures, adult children are expected to care for their older parents.
- Types of Families
 - Nuclear family
 - Single-parent family
 - Blended family
 - Same-sex family

Culture and Religion (1 of 2)

- Religion may promote beliefs and practices related to daily living habits, behaviours, relationships with others, diet, healing, days of worship, birth and birth control, medicine, and death.
 - Respect a client's religious symbols and beliefs.
 - Clients may have visits from spiritual leaders.
 - Some cultures have beliefs about what causes and cures illness.

Culture and Religion (2 of 2)

- Religion relates to spiritual beliefs, needs, and practices.
 - A client's religion influences their health and illness practices.
 - Remember that a client may not follow all beliefs and practices of his or her religion.

Culture and Perceptions of Health Care and Illness

- People in some cultures believe that supernatural forces cause illness.
 - People may use charms, rituals, alternative medicines, or traditional medicine, which may include ancient remedies passed down for many generations.
- Some cultural health practices may interfere with the client's medical treatment.
 - Herbal medicines may interact with drugs the client has been prescribed.

Culture and Communication

(1 of 2)

- The Use of Certain Words
 - Some words and phrases may have different meanings to people of different cultures.
 - Some words or expressions used in one country may have an insulting meaning in another country that uses the same language.
- Avoid using words that can be misinterpreted.
 - See textbook box: *Respecting Diversity: Terms and Phrases to Avoid When Communicating With Indigenous Peoples*

Culture and Communication

(2 of 2)

- Body language
 - Expressed through gestures, postures, and facial expressions
- Touch
 - Can convey comfort, caring, love, and affection
 - Not all cultures are comfortable with touch.
- Personal space
 - Refers to the space immediately around one's body
 - Some people prefer more personal space than others.

Translators and Interpreters

- Some clients may speak languages or dialects that are different from your own.
- Others may be hearing impaired.
- These clients may work with an interpreter.
- Some areas may also have paid translators available.
 - See box: *Respecting Diversity: Communicating With Clients Who Speak a Language Different From Your Own*

Caring Practice and Culture

(1 of 2)

- How you approach and communicate with someone may be affected by their cultural background:
 - Body language
 - Touch
 - Personal space
 - Eye contact
 - Facial expressions
 - Silence

Culture and Communication

(2 of 2)

- Eye contact
 - Has different meanings within different cultures
- Facial expression
 - Some expressions are universal.
 - Some cultures use fewer facial expressions than others.
- Silence
 - The use of silence varies among cultures.

Providing Culturally Sensitive Care and Support

- Never use stereotypes to judge your client.
- Prejudice frequently leads to discrimination.
- Recall DIPPS as an acronym for the principles of providing care.
- Some clients react negatively or fearfully to cultural differences.
 - You do not have to agree, but you must be tolerant and not make judgements.
 - Consider how your own culture influences you.