What You Need to Know About Cultural Competence But Are Afraid to Ask

Host: Stephanie Massot, HC Link

Guest Speakers:
Melissa Boivin, Best Start System Navigator from the District of Timiskaming Social Services Administration Board
Lola Dufour, Community leader and Program manager with the North Eastern Ontario Family and Children’s Services (NEOFACS)
Francine Charland, Author of the Framework from Charland and Associates

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HC Link...

with community groups, organizations, and partnerships to help them build healthy, vibrant communities across Ontario.
We provide...

consulting services, webinars, workshops, resources and other learning opportunities in both English and French.
Engaging & Working with Francophones

HC Link Resources

HC Link News Digest PLUS - September 25, 2013 - Highlights some recent news and views pertaining to the francophone communities and French language services.

Getting Started With...Planning French Language Services

HC Link | 2016

This short resource stresses the importance of offering services in French and lists a variety of resources that HC Link has developed on the topic of working and engaging with Francophones and delivering French Language Services.

How to Engage Francophones...When You Don't Speak French!

HC Link | 2016

This issue of @a glance explores, in three simple steps, practical ways to meaningfully engage Francophones even when you do not speak French. Common pitfalls as well as keys for success are also outlined. French version.
We support healthy kids....

HC Link is proud to be supporting the Healthy Kids Community Challenge, as a member of the Healthy Kids Resource Centres (HKRC).
We work with communities....

HC Link recognizes the expertise of the communities and groups we work with. It is our privilege to learn from each other- enriching the services we offer
What you need to know about Cultural Competence but are afraid to ask.
... And So the Journey Begins

In diversity there is beauty and there is strength.

Maya Angelou
What You Need to Know About Cultural Competence But Are Afraid to Ask

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How do you define culture?
Culture has the power to transform entire societies, strengthen local communities and forge a sense of identity and belonging for people of all ages.

United Nations Youth
Cultural competence is being knowledgeable about every culture -
Cultural competence is about supporting an environment that **values diversity**;

At its **roots**, Cultural Competence is about... **how I treat the person in front of me**.
From an organizational standpoint, cultural competence is defined as “a set of behaviours, attitudes, and policies that come together in an organization or among professionals.”

On a larger scale, it means interacting in a respectful way with people no matter their cultural, linguistic and socio-economic backgrounds.

American Nurses Association
http://www.nursingworld.org/MainMenuCategories/ANAMarketplace/ANAPeriodicals/OJIN/TableofContents/Volume82003/No1Jan2003/AddressingDiversityinHealthCare.aspxThank
Cultural competence is a Southern Ontario issue-
Cultural competence is a global issue
How are we different?

How are we the same?

Cultural Competence in Ontario
• What **languages** do the people in my community speak?

• What is my community’s **socio-economic** background?

• How is the **marginalized** and **vulnerable** population seen in my community? – **Who are the marginalized and vulnerable?**

• What are some **challenges** my community faces?

**Understanding the Makeup of Your Population**
One is not better than the other. We all have our strengths and our weaknesses.

No matter our differences, we often times tend to face the same challenges.
An Active Offer of services is only one aspect of cultural competence
Having an Active Offer of services means that clients feel like they are part of the community.
What That Means Is...

Person-centred

Quality services

Visible

Inclusive

Proactive

Equitable

Collaborative
Select all the principles that are **important** to you as a person *and/or* service provider:

- Respect and mutual understanding
- Open and meaningful communications
- Empowered community
- Working in an ethical way
- Addressing inequities
- Building trust
- Creating / Having a sense of belonging
Cultural competence =

- Trust
- Community
- Growth
- Safety

Cultural competence builds confidence

Because It’s Important -
Key Components of the Cultural Competence Framework
Charland & Associates
Building Blocks

• How do human beings, teams and organizations relate to change;

• Cultural competence is a process not an event;

• Where you start depends on where you are at.
People and Change: 4 Key Elements of the Framework

1. Knowledge
2. Attitudes
3. Skills
4. Organizational Framework
A process not an event:

Level 1: Openness and Awareness;
Level 2: Translating Values and Beliefs into Action;
Level 3: Becoming a Model for Others.
LEVEL 1: BECOMING OPEN AND AWARE

Where an individual, a team, a department and-or the organization openly reflects and discusses cultural linguistic competency helping them become more aware of the cultural and linguistic reality in their environment
LEVEL 2: TRANSLATING VALUES AND BELIEFS INTO ACTION:

Where an individual, a team, a department and-or the organization determines to apply policies and to operationalize them in a focused and sustainable manner.
LEVEL 3: BECOMING A MODEL FOR OTHERS

Where an individual, a team, a department and-or the organization has integrated cultural and linguistic competence as a way of being and doing and becomes a positive model within the community.
4 ENTRY POINTS
1. Governance and Management
2. Promotion and Awareness
3. Access and Quality of Programs and Services

Tools and strategies to recruit and support potential and existing clients.

**Access** = any reasonable access adapted to the needs and requirements of a specific group. (*this is where we find active offer*)

**Quality programs and services** = tools and strategies aimed at ensuring that established standards are comparable to those provided to the majority and adapted to a specific group
4. Accountability

Tools and strategies to ensure the ongoing monitoring and evaluation of cultural competence efforts, strategies and initiatives within a context of continuous improvement.
Where do I start?
Cultural Competency at NEOFACS

Where we began!

Where we are now!

Where we are going!
WHERE WE BEGAN

- Staff participate to a general presentation on the Cultural Linguistic Framework
- Interest in the model – decision to hire a consultant; development of the French Service Delivery Model for NEOFACS
Our Goal

• To develop a sustainable delivery model that would be the leading framework for the new amalgamated agency NEOFACS.
Our Steps

• Environmental scan of current and emerging needs
• Review of current status of FLS within 3 legacy agencies (self assessment)
• Needs and opportunities assessment as viewed by employees
• Needs and opportunities assessment as viewed by key community stakeholders.
Our Steps (Part 2)

- Review of what existed elsewhere in partner agencies in the province
- Identification of our strengths and areas of improvement
Our Model

• What would be the key essential factors, strategies and actions to ensure active offer of FLS and NEOFACS?
• Who and what do we need to support the development and the implementation of our model?
• Guiding principle, standards established to ensure we meet the needs of the Franco community.
WHERE WE ARE NOW
Our Accomplishments
Board and Management Level

• Identification of an agency lead for FLS
• Committee to support implementation of framework (now 2 committees)
• Policy addressing French language services
• Agency statement on FLS – inclusion in by-laws
Our Accomplishments
Board and Management Level (part2)

• By-law change to ensure that 50% of Board members are Francophone
• Funding to hire consultant to further develop our model and to develop curriculum for Cultural Linguistic Competency
• Funding for French language testing for all agency bilingual positions
Our Accomplishments
Board and Management Level (part 3)

- Funding for promotion, signage, advertising
- Senior management team – minimum 50% Francophone managers
Our Accomplishments
Human Resources Level

• French language testing for new and internal employees applying for bilingual positions
• List of presently designated positions
• Bilingual advertising for recruitment of new staff
• French courses on site
Our Accomplishments
Service Level

• Active offer to all agency clients at front door
• Reception, voice messages are bilingual
• Intake done in client’s language of choice
• Satisfaction and outcome surveys evaluate French language service
• All documents presented to clients in language of choice
Our Accomplishments
Service Level (part 2)

• Business cards of staff are bilingual
• Agency has prompt access to French translation
• Antidote for all bilingual staff
• Over 250 staff and board members have attended the cultural linguistic competency awareness sessions.
WHERE WE ARE GOING

• Evaluation of reception and intake services to ensure that active offer is consistent across all sites
• Client files to be documented in language of clients
• Present NEOFACS Cultural Linguistic Competency Model to all staff
• Supervision for staff in the language of choice
Our Secret for Success

• Support and commitment of Executive Director
• Board members who advocate for FLS
• Available financial support from agency
• Staff who are passionate and dedicated to the FLS
• MCYS – annual report for compliance for designated agencies
Our Secret for Success (part 2)

• Starting off on the right foot ...
  Hiring a consultant to lead the development of our framework; it gave us a strong foundation to get us going and to keep us in the right direction
Our Challenges

• Everyone who is involved in the FLS initiatives ... has another job.
• Sensitivity around fears/anxiety created by the changes for some of the employees
• Meeting the provincial requirements of designated agencies
Where Will this Journey Take Us?

Moving Forward-
Cultural competence is management’s responsibility -
Self-reflection & Self-assessment

- Share the self-assessment tool at Board, Management and/or team meetings

- Use the tool to begin a discussion on where the organization is currently and which stage the organization would like to work towards
Promote Awareness
Support Staff & Clients
Reflect & Assess
Communicate & Build Trust
Be Innovative
Avez-vous des questions, commentaires ou histoires que vous aimeriez partager?

Questions? Comments? Stories?
We listen → Our services support your needs

Our customized services complement each other.

- Consulting Services to meet your specific needs
- Learning Events: webinars, conferences, gatherings
- Educational Resources on healthy communities
- Mutual Learning: peer sharing, online discussions, listservs, blogs, Twitter, and our online learning community

HC Link recognizes the expertise of the communities and groups we work with. It is our privilege to learn from each other - enriching the services we offer.

Our services are funded by the Government of Ontario and are provided free of charge where possible.
HC Link offers customized consulting services to community groups, organizations, and partnerships to support their work in building healthy communities. To meet your specific needs, our consultants can work with you by providing valuable resources, tools, problem-solving, advice and mentorship in a variety of areas.

Our consulting services are funded by the Government of Ontario and are provided **free of charge**, when possible.

- **About our Consulting Services**
  Learn more about our consulting services and read through our Q&A

- **Our Consultants**
  View our consultant roster and learn about our areas of expertise

- **Service Examples**
  See examples of past services we have provided and read what others are saying about us

- **Request a Service**
  Complete an online request form here or learn about more options
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Call us 416-847-1575
(toll-free) 1-855-847-1575

Email at info@hclinkontario.ca

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