

# WORKING WITH DIFFERENT CULTURES

## Resources for Health Care Providers



**Prepared by: Champlain Diabetes SCREEN Project**

**Visit: [www.champlaindrcc.ca/SCREEN.html](http://www.champlaindrcc.ca/SCREEN.html)**

This resource is a compilation of some available resources and is by no means exhaustive. If there are resources that you have found useful please let us know and we can add them to our website. We will continue to add resources as they become available.

# Health Care Provider Tools and Resources — Working with Different Cultures

## **A Cultural Competence Guide for Primary Health Care Professionals in Nova Scotia**

- ⇒ This guide includes tools and resources to assist primary health care professionals working within the primary health care system in providing culturally competent health care. Of note—Section II contains information and tools most relevant to primary health care providers, including **self-assessment questionnaires and useful patient / client encounter questions.**

[http://www.healthteammnvascotia.ca/cultural\\_competence/Cultural\\_Competence\\_guide\\_for\\_Primary\\_Health\\_Care\\_Professionals.pdf](http://www.healthteammnvascotia.ca/cultural_competence/Cultural_Competence_guide_for_Primary_Health_Care_Professionals.pdf)

## **Caring for Diverse Populations**

### **Better Communication, Better Care: A Toolkit for Physicians and Health Care Professionals**

Source: ICE for Health

- ⇒ Background information and tools that can be reproduced and used as needed to deliver access to health care to diverse patient populations.

[http://www.anthem.com/ca/provider/f3/s1/t0/pw\\_b144192.pdf](http://www.anthem.com/ca/provider/f3/s1/t0/pw_b144192.pdf)

## **Communicating with Diverse People**

Alberta Health Services—Calgary Health Region

- ⇒ Handout on communicating effectively with clients/patients from diverse backgrounds. Guidelines may be easier to remember because they have the acronym ETHNIC (Explanation, Treatment, Healers, Negotiate, Intervention, Collaboration).

[http://www.calgaryhealthregion.ca/programs/diversity/diversity\\_resources/library/comm\\_diverse\\_people.pdf](http://www.calgaryhealthregion.ca/programs/diversity/diversity_resources/library/comm_diverse_people.pdf)

## **Enhancing Cultural Competency - A Resource Kit for Health Care Professionals**

- ⇒ This resource was developed for health care professionals to have easy access to information in order to enhance their skills in providing culturally competent care to individuals and families from diverse cultural backgrounds.
- ⇒ This resource kit was jointly developed by the Alberta Children's Hospital/Child and Women's Health portfolio Diversity Program Coordinator, and the Program Facilitator, Mental Health Diversity Program, February 2005

[http://www.calgaryhealthregion.ca/programs/diversity/diversity\\_resources/library/enhance\\_cultural\\_competency.pdf](http://www.calgaryhealthregion.ca/programs/diversity/diversity_resources/library/enhance_cultural_competency.pdf)

## **Health Care Religious Beliefs**

Alberta Health Services

- ⇒ This resource was developed to help health-care professionals provide spiritual care that is both nurturing and respectful to all patients given the diversity of religious backgrounds. It highlights the most pertinent issues of a patient's particular spiritual and religious requirements, May 2009.

<http://www.albertahealthservices.ca/ps-1026227-health-care-religious-beliefs.pdf>

## Diabetes Education Resources for You and Your Patients



Just the Basics is a resource which was developed to give people who want to prevent the onset of diabetes or to manage diabetes, the essential information that they need. The Canadian Diabetes Association has released tools for the South Asian, Latin American and Aboriginal communities diabetes to help in diabetes prevention and self-management. <http://www.diabetes.ca/diabetes-and-you/nutrition/just-basics/>



The Canadian Diabetes Association developed The Diabetes GPS as an interactive microsite to help people with diabetes including those from the Chinese, South Asian and African Caribbean communities' access credible information that is culturally appropriate and available in his or her own language. <http://www.diabetesgps.ca>



EatRight Ontario has developed culturally adapted brochures that describes EatRight Ontario's diabetes services. Each brochure includes a culturally specific, diabetes friendly recipe and is available in Chinese, Gujarati, Hindi, Spanish, Punjabi, Tamil and Urdu.

Speak with a Registered Dietitian for free†

**1-877-510-510-2**

Speak directly to a Registered Dietitian at EatRight Ontario and get your questions answered on everyday food choices, disease prevention and popular nutrition topics.

<http://www.eatrightontario.ca/en/Articles/Promotional-Material/Promotional-material-for-specific-audiences>



The Heart & Stroke Foundation of Canada recognizes that individual and social risk factors affect the life-long heart health of Canadians and have developed multicultural resources for the Chinese, South Asian, First Nations, Inuit & Métis and Persian communities as well as for people of African descent.

[http://www.heartandstroke.on.ca/site/c.pvI3leNWJwE/b.3581609/k.90B3/Multicultural\\_Resources.htm](http://www.heartandstroke.on.ca/site/c.pvI3leNWJwE/b.3581609/k.90B3/Multicultural_Resources.htm)



Health Canada Santé Canada

Eating Well with Canada's Food Guide has been translated into 10 different languages in addition to English and French.

[http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/order-commander/guide\\_trans-trad-eng.php](http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/order-commander/guide_trans-trad-eng.php)



Diabetes information is available in easy to read fact sheets, organized into helpful topics which can be downloaded in English, French, Chinese Simplified, Chinese Traditional, Cree, Hindi, Ojibway, Ojicree, Polish, Portuguese, and Spanish. <http://www.health.gov.on.ca/en/public/programs/diabetes/fs/>

The Ontario Diabetes Strategy has developed innovative tools to assist individuals and health care providers in preventing and managing diabetes. **Diabetes and You – Tool Kit** is a unique, engaging tutorial on diabetes, with easy-to understand fact sheets and short videos. This kit will help you to further counsel your patients about managing their disease. You can order the Diabetes and You tool kit online at <https://www.publications.serviceontario.ca>

or by phone Call Service Ontario Publications - Monday to Friday, 8:30 A.M. to 5:00 P.M.

1-800-668-9938 Toll-free 1-800-268-7095 .

## Other Resources:



### United Kingdom:

Diabetes UK has diabetes patient information in Albanian, Arabic, Bengali, British Sign Language, Chinese (Traditional), Croatian, English, Farsi, French, Gujarati, Hindi, Italian, Polish, Portuguese, Punjabi, Romanian, Serbian, Somali, Tamil, Turkish, Urdu and Welsh.

<http://www.diabetes.org.uk/Guide-to-diabetes/Information-in-different-languages1/>



### United States:

MedlinePlus is the National Institutes of Health's Web site for patients and their families and friends. Produced by the National Library of Medicine, it brings information about diseases, conditions, and wellness issues. MedlinePlus offers reliable, up-to-date health information in over 30 languages.

<http://www.nlm.nih.gov/medlineplus/languages/diabetes.html>

## SickKids® Cultural Competence -Train-the-Trainer Manual

⇒ This manual is intended for organizations interested in implementing cultural competence programming and used as a resource to implement educational programming aimed at enhancing the knowledge and skill of healthcare providers and other health care staff in providing culturally competent care and service. The manual is designed to orient the educator to specific considerations in the development, implementation and evaluation of a cultural competence education program.

<http://www.sickkids.ca/culturalcompetence/37976-NISN%20-%20Train-the-Trainer%20Manual%20-%202011.pdf>



### The Ottawa Local Immigration Partnership (OLIP)

⇒ A collaborative community initiative, designed to strengthen Ottawa's capacity to welcome immigrants and improve integration outcomes as indicated by enhanced economic, social, political, and civic participation.

⇒ Facts & Statistics

<http://www.olip-plio.ca/>

## Centre for Intercultural Learning

⇒ The Centre is Canada's largest provider of intercultural and international training services for internationally-assigned government and private sector personnel and was established in 1969 by the Canadian International Development Agency, the Centre became part of the Canadian Foreign Service Institute of Foreign Affairs and International Trade Canada, in 1996.

⇒ Country insights and cultural information

<http://www.intercultures.ca/cil-cai/countryinsights-apercuspays-eng.asp>