

**2015 CHW Pre-Conference Institute
Cultural Competency & Vulnerable Populations**

**Community Health Workers and HCH:
A Partnership to Promote Primary Care**

Culturally Appropriate Practices

- Put the individual at ease by providing for a universal need ~ cup of water, tissues
- Inform and demonstrate to that not only is it “okay” to ask for help, it is human nature to need help and that everyone is worthy of others’, time, energy and efforts.
- **Inquisitively, without judgment, explore the individual’s situations. ~ Ask questions!**
- Research Community based resources relevant to person’s culture and health needs. ~ for example, a referral a Spanish speaking support group for on depression
- Assist Client in taking advantage of community based resources by and providing transportation in the form of bus tickets to appointments and activities related to Action Plan. ~ Educating and accompanying an individual, on public transportation is a great way to spend time learning about him or her.
- Offer referrals for housing, vocational, holiday, peer support assistance.
- Introduce organizational tools such as lists, calendars and action plans to document important points and allow the focus of appointments to be on its content.
- Offer to accompany clients to appointments to act as “a second pair of ears” or to facilitate communication between provider and individual.
- Provide Health Education on new or non-understood diagnosis.

- Respond empathetically to an individual's symptoms of different perceptions of reality. ~ For example, when working with an individual whom is experiencing auditory hallucinations, create a non-judgmental, fact (reality) - checking conversation. "I hear _____, do you hear it? What else do you hear?" Identifying shared perceptions demonstrates understanding of painful, confusing symptoms, while illustrating perceptual differences. This can help to build trust by (hopefully) soothing or, at least, providing a temporary reprieve by distracting the individual from emotional discomfort.
- **Never give up on an individual's journey of recovery...no matter many road bumps & detours the path takes.**
- Ensure each party in a conversation is receiving the intended message.
- Be an empathetic sounding board while the individual "purges" overwhelming emotions. By demonstrating effort to understand without judgement; opportunities to reduce an individual's anxiety and open doors to more productive appointments can present themselves.
- Instill Hope for positive outcomes when faced with daunting placement following ED visits.
- If Client brings this topic up, accept Client's choice in religion and allow them to talk about it ~ It's great to have found faith!
- Give Individuals resources to find Purpose(s) in life. This which has an added benefit of distracting client from perseverating on unfortunate circumstances. ~ Listings for volunteer work opportunities, vocational training, Clubhouses, recreational activities pertaining to the interest of the individual.
- Demonstrate respect for anything clients possess ~ belongings, memories, emotions, symptoms, talents, etc.
- **At each appointment, help to put a smile on the individual's face. ~ At the end of each appointment, assist individuals in identifying something to look forward to.**
- **Support success ~ Celebrate/Recognize every positive step!**