

# CALD News

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Brought to you by Waitemata DHB Asian Health Support Services

Welcome to the CALD Cultural Competency Training Programme newsletter. CALD - Culturally and Linguistically Diverse groups. We're one of several projects funded by the Ministry of Health through the Northern DHB Support Agency to help the three Auckland DHBs implement the Auckland Regional Settlement Strategy Asian, Refugee and Migrant Health Action Plan. CALD Resources and CALD Cultural Competency Training Programmes are developed and provided by the Waitemata District Health Board Asian Health Support Services for the Waitemata, Auckland and Counties Manukau District Health Boards, secondary, primary and community health workforces in the Auckland region.

## Introducing CALD 1: Culture and Cultural Competency

This module is the first step in your journey to becoming culturally competent when working with CALD patients.

The aim of this module is to develop awareness of your own culture, and other cultures, and how cross cultural differences affect communication, consultation and even diagnoses.

The module is interactive with exercises, quizzes and videos that will help you understand ways that you can interact in a culturally competent manner.

The CALD cultural competency training modules are offered as face to face or online training- CALD 1 is a pre-requisite for all other CALD courses.

Participants after attending this module will:

- Understand the need for cultural competency and the impact of cultural interactions on the health system
- Gain awareness of own cultural values
- Understand and learn how to apply the four elements of cultural competency in practice
- Understand cultural sensitivity in practice
- Gain knowledge and skills to develop cultural competency in practice

All courses are CME/CNE and MOPs accredited.

Culture is rather like the colour of your eyes: you cannot change it or hide it, and although you cannot see it yourself, it is always visible to other people when you interact with them.

-Hofstede & Pedersen

1403 health practitioners enrolled in CALD 1.

Feedback from CALD 1 participants

*"What a wonderful resource, great to read and then see the video clips to give relevance to my learning. Also good to hear useful phrases to use when greeting patients and phrases that may help colleagues recognise their ethnocentric views"*

*"It's indeed a very enriching course and made it easier for every race or individual to understand one another in all aspects. I think that this course should be done by everyone that works within the medical environment. I think that far too often there is a lack of understanding between cultures and individuals and this needs to be addressed. This course has given useful information that I think could help a lot of people in their everyday practice."*



## What CALD competency courses are available?

### CALD on-line and face to face training courses

- CALD 1 Culture and Cultural Competence (a pre-requisite)
- CALD 2 Working with Migrant Patients
- CALD 3 Working with Refugee Patients
- CALD 4 Working with Interpreters



### CALD face to face training courses:

- CALD 5 Working with Asian Mental Health Clients
- CALD 6 Working with Refugee Mental Health Clients
- CALD 7 Working with Religious Diversity

To find out more about the courses, and view the CALD video demo go to [www.caldresources.org.nz](http://www.caldresources.org.nz)



### Tip for your Toolbox of Knowledge

*Ask - what would you do in your culture if you had this condition? Then listen carefully and accommodate any of your patient's beliefs and treatments that you can. This will assist in building trust with your patient and they will feel more respected.*

## CALD Resources

You can also access a range of CALD resources [www.caldresources.org.nz](http://www.caldresources.org.nz)

Asian Health Support Services has developed an exceptional CALD Resources web portal [www.caldresources.org.nz](http://www.caldresources.org.nz) that provides a platform for health practitioners to access a range of quality CALD resources to increase cultural knowledge, to locate culture-specific services, and translated information that could be useful for your CALD clients.



The CALD resources include:

- A list of services available to Asian, migrant and refugee clients
- Health information in multiple languages
- Asian, MELAA (Middle Eastern, Latin American and African), migrant and refugee research & publications
- An online Toolkit "Cross-Cultural Resource Booklet: For Health Practitioners working with Culturally and Linguistically Diverse (CALD) Clients" (a toolkit providing tips on cross cultural interactions and communication with CALD patients from 14 different cultures)
- An online Toolkit for "Staff working in a Culturally and Linguistically Diverse Health Environment" online toolkit (a toolkit providing general guide for staff working in multi-cultural teams; for CALD staff working within a Kiwi environment, for managers who lead multicultural teams).



## How do I register and enrol for the free training?

To enrol and register for free face to face and on-line CALD cultural competency courses:

- Check your eligibility with your manager
- Visit the CALD website [www.caldresources.org.nz](http://www.caldresources.org.nz)
- Click LOGIN to register and then enroll

### **If you have registered and wish to enrol in a course:**

1. Go to CALD website [www.caldresources.org.nz](http://www.caldresources.org.nz)
2. Click LOGIN, enter your email address and password
3. Go to Course Enrolment and select a face to face training course or an online training course (NB: CALD 1 is a pre-requisite to all the other CALD courses)