

CALD News

February 2012

Brought to you by Waitemata DHB Asian Health Support Services

Welcome to the CALD Cultural Competency Training Programme newsletter. CALD refers to **Culturally and Linguistically Diverse**. 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.

We're proud to announce the launch of the CALD course - Working with CALD Families - Disability Awareness

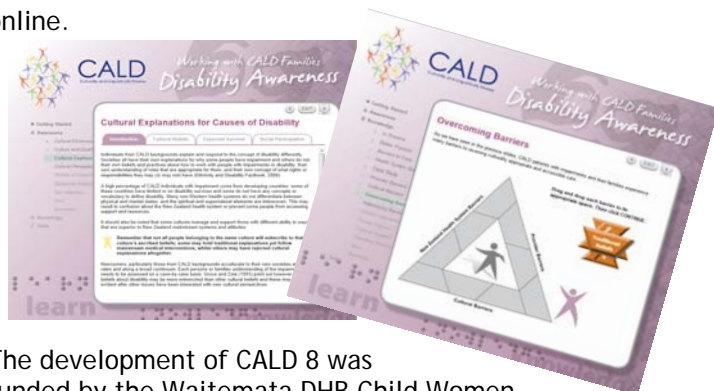
CME/CNE and MOPs accredited

The prerequisites for this course are CALD 1 & 2/3. CALD 4 is recommended. The aim of this course is to introduce you to the challenges of working with the cultural beliefs around disability that impact on treatment and interventions, and ways to accommodate these wherever possible.

This course will help you to:

- Gain an understanding of the rationale for culturally competent practice and disability awareness when working with CALD families.
- Be more aware and have more knowledge of the cultural perspectives of the CALD population relating to disability and the impact it has on service providers.
- Gain skills to work effectively and broach sensitive issues with CALD children and adults with impairments and their families.
- Gain a set of toolkits to apply in practice.
- Know how to find and use resources to work with CALD children and adults with impairments and their families.

A web based **supplementary resource** is available on completion of the course and includes specific information on different cultures. This course is offered face-to-face and online.



The development of CALD 8 was funded by the Waitemata DHB Child Women and Family Service - CALD Child Health and Disability Programme.

What are people saying about CALD 8?



"We are very impressed by the work, quality and depth of the product that you and your team have produced, it is a fabulous resource! The online resources are easy to follow and the use of video and audio illustrate the learning points well". Stephanie Doe



"The breadth and depth of information shared in CALD 8 is fantastic. With interactive activities and video snippets you get to explore your own beliefs and understandings about disability and then examine the diverse beliefs from other cultures. The most interesting part for me was observing ways of working with and alongside the consumers beliefs - not dismissing but adding an alternative approach to treatment or management. It is a fascinating learning package." Shirley Campbell

Feedback from the learners



"Great learning experience. Different feedback and engagement from my colleagues in the field insightful. The video sequences are highly successful learning tools- congratulations!"



"Very thorough and informative course. Well done!"

How has CALD learning assisted you? Fiona O'Kane shares her thoughts...

Fiona works as a Transition Nurse in Refugee Health at Auckland Regional Public Health Service. She has completed CALD 1, 2, 3, and 4 online. Fiona has enjoyed the online courses, and she says it's just a matter of getting the hang of navigating the site. She admits "I'm not the fastest or a computer whizz kid but I managed perfectly well to do the courses". We are all really busy and get interrupted constantly so the flexibility of online is excellent and really suited me. I asked Fiona how she had used the learning.

CALD 1 was an excellent introduction into working with cultural and linguistically diverse people she said. *"I have put into practice asking people how they pronounce their names, rather than me getting it wrong. I am now aware that some cultures will agree with me as they don't want to displease me by saying no or disagreeing"* says Fiona.

Fiona gained a lot from CALD 4 Working with Interpreters and even though she works with interpreters each day she had had no formal training of how to work with them professionally. *Fiona says "I now use the techniques discussed i.e. speaking with interpreter first and outlining our interview with the client and also the importance of debrief especially where sensitive issues have been discussed"*.

Overall Fiona learnt the importance of asking how things are done differently in various cultures and accommodating these where she can. Thanks Fiona for sharing your comments with us. If you would like to share how the CALD skills have assisted you please email Mariska.Mannes@waitematadhb.govt.nz

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 7 Working with Religious Diversity
- CALD 8 Working with CALD Families - Disability Awareness



CALD face to face only training courses:

- CALD 5 Working with Asian Mental Health Clients
- CALD 6 Working with Refugee Mental Health Clients

All courses are CME/CNE and MOPs accredited

To find out more about the courses, and view the CALD video demo go to www.caldresources.org.nz

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

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
- 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
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



Tip for your Toolbox of Knowledge

Explain that there may be other practitioners involved in the care of a patient and what their roles are.

Did you know...?

- That the Hindu greeting "Namaste" is used for both hello and goodbye. It means 'I recognise the Self in you'.
- Many Indian people follow the traditional treatment Ayurveda. Ayurveda means 'knowledge of life'. It mixes religion with secular medicine, and involves observation of the patient as well as the patient's natural environment.
 - Ayurveda medicine is a holistic system with emphasis in prevention.
 - Diagnosis is based on finding out the root cause of the disease.
 - Maintaining the equilibrium of 3 major forces in the body (termed dosha) is essential.

To read more go to www.caldresources.org.nz and click on the Cross-cultural Resource.