

CALD News

September 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.

"Without cultural sanction, most or all our religious beliefs and rituals would fall into the domain of mental disturbance." John Schumaker

Launching CALD 9 Learning Resources 'Working in a Mental Health Context with CALD Clients'

CME / CNE / MOPs accredited

The aim of this course is to introduce you to the challenges of working with CALD clients and their cultural beliefs and practices around mental health. We look at some ways of managing the impact on assessment, treatment and interventions. The course aims to enhance cultural formulation with the introduction of a CALD assessment tool with questions to help elicit information from CALD clients.

This course will help you:

- Gain awareness of the challenges in multicultural assessment and diagnosis in mental health.
- Become aware of how cultural values interact with Western psychological and psychiatric values.
- Gain an overview of how different cultures express distress.
- Gain skills in multicultural clinical assessment.
- Develop skills in treating clients with different belief systems and practices in mental health.

This course is offered face to face and online. The pre-requisite for this course is CALD 1, and we **highly recommend** that you also have CALD 2, 3, 4, and 7.

CALD 9 is an advanced course, more specialised and comprehensive than other CALD courses. The duration for the face to face training is 7 hours and for online self-paced learning is 5 hours.



What are people saying about CALD 9?

Feedback from the learners



I have gained an understanding working with CALD clients in mental health and I have learned to be more sensitive to improve cultural understanding and gain communication skills. After this course I will ensure I will improve my interactions by listening and clarifying with clients for more understanding.



I have learned a lot and will take more time to enquire about background information from my CALD clients. I will do better introduction and try to improve on the rapport building skills. I understand how deep and wide the differences can be and as a result hopefully, be a lot more sensitive and accommodating to the CALD clients' needs.



I can now make conscious efforts to develop rapport with CALD clients throughout the consultation process before, during and after consultation to improve collaborative therapeutic outcomes.



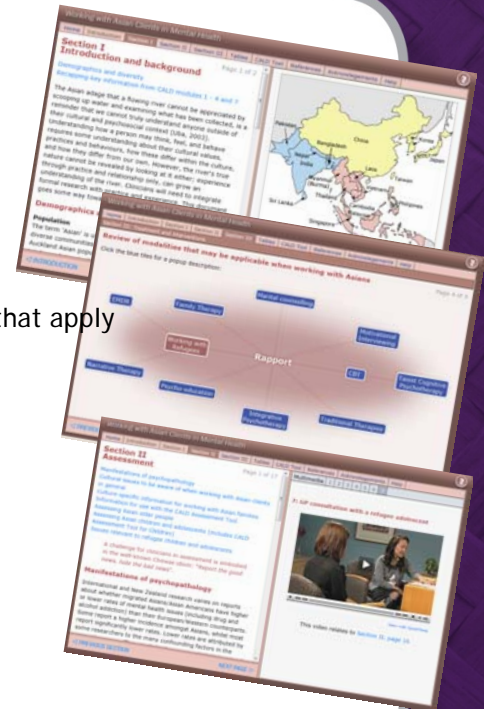
Supplementary Online Resources

After completing the CALD 9 course, you can access two additional online supplementary resources:

1. Working with Asian clients in mental health (available from 1st Oct 2012)
2. Working with Middle Eastern and African clients in mental health (available from 1st Feb 2013)

These online resources provide additional information on different cultures that apply to mental health assessment and intervention. Topics include the following:

- Cultural demographics
- Re-cap on aspects of religious issues that impact on mental health
- Traditional cultural and family values
- Assessment guidelines for working with children, adults, and the elderly
- Explanatory models of illness as relevant to cultural groups
- Appropriate and applicable treatment modalities and interventions
- Special issues when working with respective cultures in mental health
- Refugee issues with specific groups e.g. children
- CALD Assessment Tool for working with Children.



How do I access the supplementary online resources?

1. Click LOGIN, enter your email address and password.
2. When your user account page is displayed, click on the link under "CALD ONLINE RESOURCES" to access the online resource.

What CALD competency courses are available?

CALD on-line and face-to-face courses *CME/CNE/MOPS accredited*

- CALD 1 Culture and Cultural Competence (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 9 Working in a Mental Health Context with CALD Clients

Other CALD face-to-face only courses:

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



If you have completed CALD 5 and or CALD 6 courses, we highly recommend you to take up the CALD 9 course as well. CALD 9 will further expand your cultural competencies by building an understanding of CALD clients' beliefs and explanations around mental health, and the impact these may have on acceptance of treatment and interventions.

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?

1. To enrol and register for free on-line CALD cultural competency courses:
 1. Check your eligibility with your manager
 2. Visit the CALD website www.caldresources.org.nz
 3. Click LOGIN to register and then enrol
2. 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.



To enrol and register for free face to face CALD courses:

- For WDH B secondary and primary care employees - same process as above.
- For CMDHB secondary and primary care employees - enrol through Learning & Development OneStaff.
- For ADHB secondary and primary care employees - enrol through Learning & Development Kiosk or learndeve@adhb.govt.nz
- For NDSA employees - same process as above.

