

# CALD News

November 2011

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.

## Launching: CALD 7 'Working with Religious Diversity'

AVAILABLE NOW ONLINE AND FACE-TO-FACE.

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 aim of this course is to introduce you to the challenges of working with diverse religious beliefs that impact on treatment and interventions and how to accommodate these wherever possible.

This course will help you to:

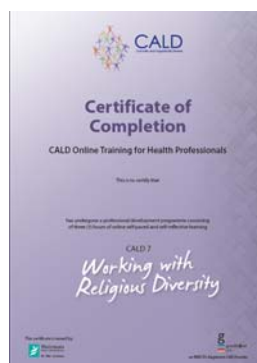
- Work with CALD patients of different faiths and religious practices.
- Be aware of, and gain knowledge about selected religious beliefs and practices, and the effect they have on health, behaviour, and wellness.
- Gain skills to enhance intervention and treatment compliance, and to develop greater rapport by understanding behaviours and expectations related to religious practices.
- Know how to find and use resources related to religious needs and practices of CALD patients.

The CALD cultural competency training modules are offered as face to face or online training- CALD 1 and CALD 2 are pre-requisites for CALD 7.

All courses are CME/CNE and MOPs accredited.



Characteristics	Core Beliefs	Practices	Medication	Family Planning	Observance
	One God, Allah, Jesus, Buddha, etc.	Prayer, fasting, etc.	Use of traditional medicine, etc.	Use of traditional medicine, etc.	Use of traditional medicine, etc.
	Respect for life	Respect for life	Respect for life	Respect for life	Respect for life
	Respect for life	Respect for life	Respect for life	Respect for life	Respect for life
	Respect for life	Respect for life	Respect for life	Respect for life	Respect for life
	Respect for life	Respect for life	Respect for life	Respect for life	Respect for life



*"People of different religions and cultures live side by side in almost every part of the world, and most of us have overlapping identities which unite us with very different groups. We can love what we are, without hating what – and who – we are not. We can thrive in our own tradition, even as we learn from others, and come to respect their teachings."*

*Kofi Annan*

## 1181 health practitioners enrolled in CALD 1 online.

What are they saying about CALD 7? Feedback from CALD 7 participants

*"Very interesting-valuable learning experience, a must for all employees."*

*"Excellent opportunity for learning more about different religions/beliefs and gain increase in understanding around the value of this to better support patients and their experiences."*



*"A most useful addition to the CALD learning material. A valuable resource and I shall recommend to as many people as possible."*

## 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



*When working with interpreters, watch for contradictory, negative or unexpected responses, or lack of response, from patients (and family members), especially contradictory verbal and non-verbal responses.*



## Celebrating Christmas

It is almost that time of the year again. It's our last newsletter for 2011. We wish you all a happy holiday season. Here's a little Christmas trivia...

Q. What is Santa called in China?

A. Santa is known as 'Sheng dan lao ren' (Traditional: 聖誕老人, Old Christmas Man)

Q. How do you say Merry Christmas in Greek?

A. Kala Christougenna or Καλά Χριστούγεννα

Q. What is the most widely practiced Christmas Eve tradition that still exists today?

A. Going to a Midnight Mass Church Service.

Q. Where did Christmas crackers come from?

A. They were first made in 1850 by a London sweet maker called Tom Smith. One night, while he was sitting in front of his log fire, he became very interested by the sparks and cracks coming from the flames. Suddenly, he thought what a fun idea it would be, if his sweets and toys could be opened with a crack when their fancy wrappers were pulled in half.

Q. What is special about mistletoe?

The tradition of hanging it in the house goes back to the times of the ancient Druids. It is supposed to possess mystical powers which bring good luck to the household and ward off evil spirits. It was also used as a sign of love and friendship in Norse mythology and that's where the custom of kissing under Mistletoe comes from.

And finally what about the candy cane?

The Christmas Candy Cane originated in Germany about 250 years ago. They started as straight white sugar sticks. A story says that a choirmaster was worried about children sitting quietly all through the long Christmas nativity service. So he gave them something to eat to keep them quiet.

## 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)

