

BUILDING CULTURAL COMPETENCE IN DISASTER RESPONSE

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WHAT IS CULTURAL COMPETENCE?

- CULTURAL COMPETENCE IS A SET OF VALUES, BEHAVIORS, ATTITUDES AND PRACTICES THAT ENABLE PEOPLE TO WORK EFFECTIVELY ACROSS CULTURES
- IT REFERS TO THE ABILITY TO HONOR AND RESPECT THE BELIEFS, LANGUAGE, INTERPERSONAL STYLES AND BEHAVIORS OF THOSE RECEIVING DISASTER SERVICES AS WELL AS THOSE PROVIDING SERVICES
- IT IS A DYNAMIC, ONGOING DEVELOPMENTAL PROCESS THAT REQUIRES LONG-TERM COMMITMENT AND IS ONLY ACHIEVED OVER TIME

(DHHS, 2001)

THE CULTURAL COMPETENCE CONTINUUM

- CULTURAL DESTRUCTIVENESS
- CULTURAL INCAPACITY
- CULTURAL BLINDNESS
- CULTURAL PRE-COMPETENCE
- CULTURAL COMPETENCE
- CULTURAL PROFICIENCY

(CROSS et al., 1989)

9 GUIDING PRINCIPLES FOR CULTURAL COMPETENCE IN DISASTER RESPONSE

- 1 – RECOGNIZE THE IMPORTANCE OF CULTURE AND RESPECT DIVERSITY
- 2 – MAINTAIN A CURRENT PROFILE OF THE CULTURAL COMPOSITION OF YOUR COMMUNITIES
- 3 – RECRUIT DISASTER WORKERS WHO ARE REPRESENTATIVE
- 4 – PROVIDE ONGOING CULTURAL COMPETENCE TRAINING TO STAFF

9 GUIDING PRINCIPLES (CONT.)

- 5 – ENSURE SERVICES ARE ACCESSABLE, APPROPRIATE AND EQUITABLE
- 6 – RECOGNIZE THE ROLE OF HELP-SEEKING BEHAVIORS, CUSTOMS AND NATURAL SUPPORT NETWORKS
- 7 – INVOLVE “CULTURAL BROKERS” REPRESENTING DIVERSE GROUPS
- 8 – ENSURE SERVICES AND INFORMATION ARE LINGUISTICALLY COMPETENT
- 9 – CONTINUE TO ASSESS AND EVALUATE
(CMHS, 2003)

IMPORTANT CONSIDERATIONS FOR CROSS CULTUAL INTERACTIONS

- 1 – COMMUNICATION
- 2 – CONCEPT OF PERSONAL SPACE
- 3 – SOCIAL ORGANIZATION
- 4 – CONCEPT OF TIME
- 5 – ENVIRONMENTAL CONTROL

(GIGER AND DAVIDHIZAR, 1999)

CULTURAL COMPETENCE SELF-ASSESSMENT

- 1 – LEADERSHIP
- 2 – UNDERSTANDING
- 3 – ORGANIZATIONAL CULTURE
- 4 – TRAINING
- 5 – CULTURAL COMPETENCE PLAN
- 6 – MANAGING THE PLAN

(SAMHSA, 2003)

CULTURAL COMPETENCE CHECKLIST

- CULTURAL COMPETENCE SHOULD BE INTEGRATED INTO THE DISASTER PLANNING PROCESS PRIOR TO THE PROVISION OF DISASTER SERVICES
- THIS CHECKLIST IS AN INFORMAL ASSESSMENT TOOL THAT CAN ASSIST IN THE DEVELOPMENT OF DISASTER COUNSELING PROGRAMS

(CROSS et al., 1989 and SAMHSA, 2003)

LIST OF HANDOUTS

- 1 – THE NINE GUIDING PRINCIPLES FOR CULTURAL COMPETENCE IN DISASTER RESPONSE
- 2 – THE CULTURAL COMPETENCE CONTINUUM
- 3 – IMPORTANT CONSIDERATIONS FOR CROSS CULTURAL INTERACTION
- 4 – CULTURAL COMPETENCE SELF-ASSESSMENT TOOL
- 5 – CULTURAL COMPETENCE CHECKLIST
- 6 – CULTURAL COMPETENCE RESOURCES AND TOOLS