Cultural Diversity and Awareness

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What is Diversity?

Diversity represents a variety of dimensions from personality and work style, to social and cultural identities. At Beacon, we recognize differences, accept them, and allow them to change and grow our perceptions.

For many people, the idea of addressing diversity means addressing race, ethnicity, and gender. However, there are a great deal more dimensions of diversity that play an important role in how we see ourselves and one another.

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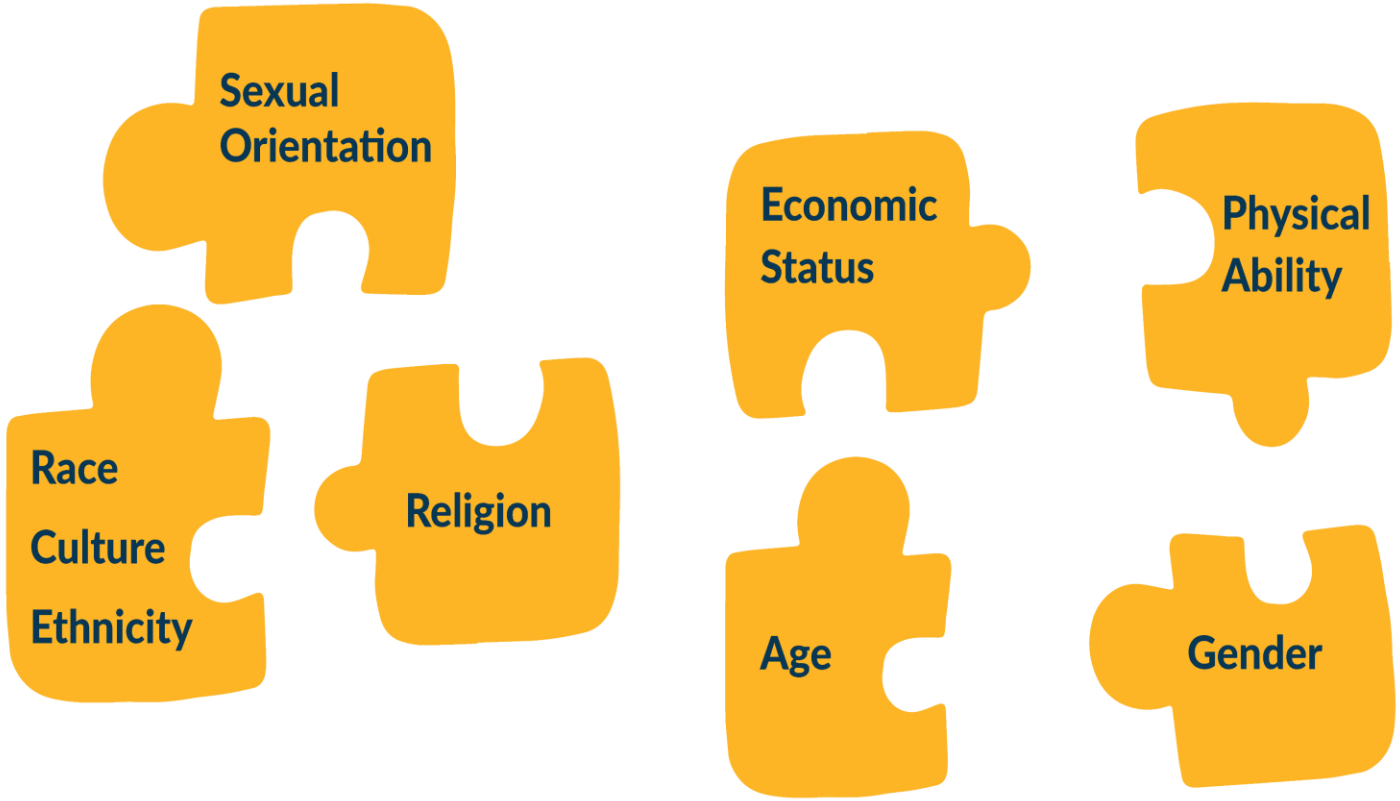
This includes, but is not limited to:



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Understanding Diversity in the Workplace

Dimensions of diversity in the workplace also include things like:

- Big Picture Thinkers and Detail Orientation Thinkers
- Introverts and Extroverts
- Liberals and Conservatives
- Assertive and Passive
- Spontaneous and Cautious

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Understanding Diversity

Seniority, experience, position level, education, and training are also aspects of diversity that impact our workplace and resident/provider relationships.

The key to understanding diversity is educating ourselves on ways to work together effectively with those who may have different perspectives than our own.

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Stereotypes

Stereotypes effect what we think and feel about people who are different from ourselves.

Some of the messages we receive and retain about people who are different from us are based on misinformation.

Stereotyping is commonplace. We all do it. It helps us organize our thinking and manage massive amounts of information. Once in place, stereotypes are difficult to undo.

To help us move away from stereotypes or automatic responses and begin to value differences, we need to develop awareness of our automatic responses.

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Implicit Bias

When we have attitudes towards people or associate sterotypes with them without our conscious knowledge that is implicit bias.

- Thoughts and feelings are implicit if we are unaware of them or mistaken about their nature. We have a bias when, rather than being neutral, we prefer (or aversion to) a person or group of people.

- Implicit bias is a universal phenomenon, not limited by race, gender, or even country of origin.

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Implicit Bias

How to “debias” ourselves?

Instituting specific procedures of decision making and encouraging people to be mindful of the risks of implicit bias can help us avoid acting according to biases that are contrary to our conscious values and beliefs.

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What is Culture?

Culture is a similarity in expectations and view of life.

It is similar shared attitudes, values, goals, and practices.

Culture serves as a road map for both perceiving and interacting with the world.

Culture contributes to a community or group building a sense of local identity and solidarity.

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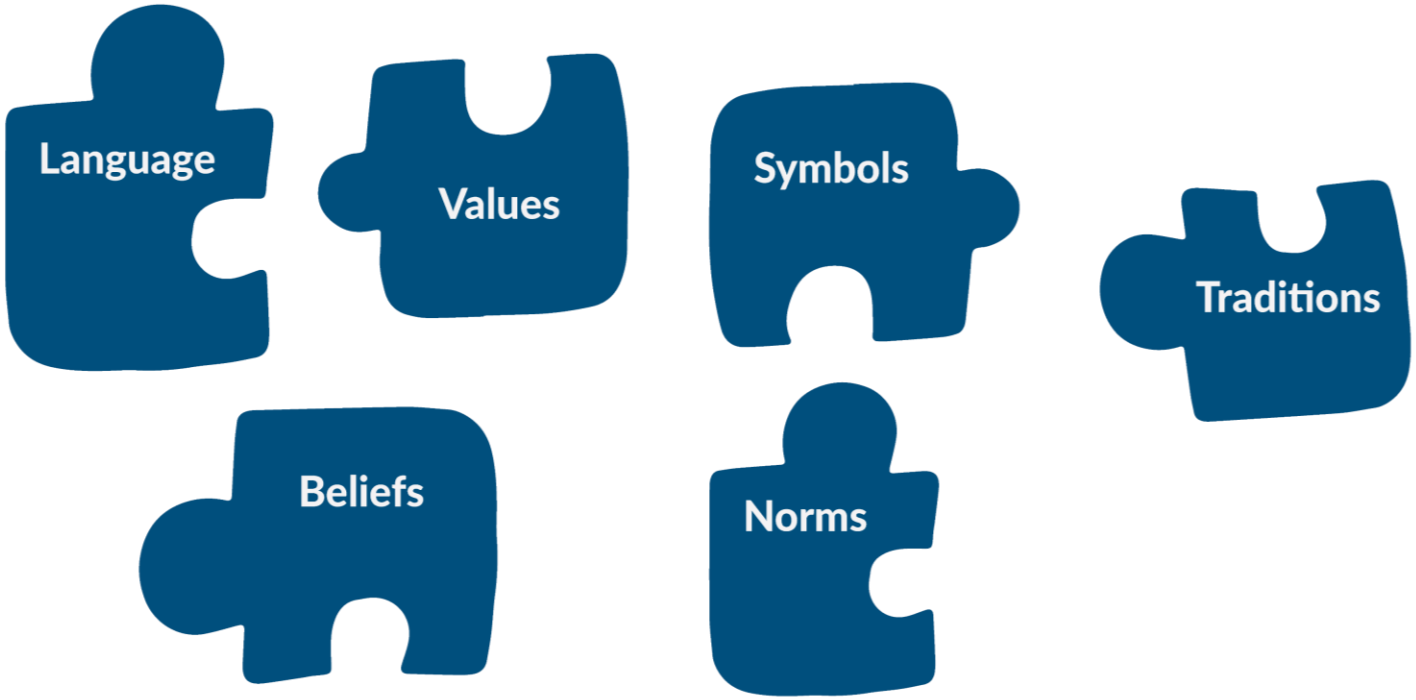
What is Culture?

Within a nation, race or community, people belong to multiple cultural groups and negotiate multiple cultural expectations daily. These contribute to the development of our beliefs and values.



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What is Cultural Competence?

Cultural competence reinforces the values of diversity, flexibility, and responsiveness in addressing current and changing needs of residents and communities

Cultural competence requires:

1. Self evaluation;
2. Learn about your residents and their interests;
3. Awareness of one's own assumptions and biases; and
4. Understanding how these assumptions effect one's ability to work with team members, residents, and outside agencies.

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The Three Elements

1. What you know about a culture.
2. What you believe regarding the culture.
3. How you act towards and for that culture.

Essentially it means how you act based on what you know and what you believe.

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The Three Elements

Cultural Competency requires an alignment between all three elements. If you believe and know but, don't act, you are not culturally competent. Same if you act but don't know or believe.

Being culturally competent requires that you act based on what you know and what you believe.

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Culturally Responsive Skills

Being culturally competent and/or proficient is a continual process.

Curiosity, empathy, respect, and humility are some basic attitudes that foster positive relationships with coworkers, residents, and outside agencies.

At Beacon, we hold in our ICARE values and demonstrate in our behavior, attitudes, policies, and structures the ability for our staff to work effectively cross-culturally.

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Culturally Responsive Skills

Acknowledge cultural/generational differences and historical injustices without becoming defensive.	Respect others' opinions.	Be open to learning about other cultures and ideas.	Adapt to diversity and the cultural contexts of communities we serve.
Don't stereotype.	Don't judge others by your own cultural standards.	Don't assume your culture's way is the only way.	Don't talk down to anyone; communicate effectively.

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Foster Awareness

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- By understanding the effect that historic distrust has on present-day interactions.
- Recognize differences as diversity rather than abnormal behavior or inappropriate responses to the environment.
- Respect the benefits of diverse values and behaviors to people and the organization.
- Acknowledge your own ethnocentricity—the ways in which you stereotype, judge, and discriminate, and your emotional reactions to conflicting cultural values.
- Know the similarities that are shared across the human culture, regardless of the differences that exist among individual cultures and groups

We All Desire

- Good Health
- Safety
- Love and Belongingness
- Self-Esteem/Feeling of Worth
- Education and Wellbeing
- Ability to Pursue Potential

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Effective Communication

To understand another person's diverse point of view or culture and to share our own views requires communication skills.

- ***Communication Style -*** Openness, active listening, and respectful language.
- ***Think before you speak***–Be sensitive to others. If you do accidentally offend someone, apologize immediately.
- ***Listen more***–People who are listened to usually appreciate the person who is doing the listening and are more likely to cooperate with the person.
- ***Be alert to non-verbal cues***–Remember, body language impacts a great deal of how we communicate. By developing your awareness of the signs and signals of body language, you can more easily understand other people, and more effectively communicate with them.

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Effective Communication

To understand another person's diverse point of view or culture and to share our own views requires communication skills.

- ***Avoid generalized language***–Refrain from using words, images, and situations that suggest that all or most members of a particular group are the same. You can avoid stereotyping by asking questions to understand each person better.
- ***Be careful with humor***-Even if you don't intend to hurt others, your comment or behavior may be interpreted in a way you didn't intend –apologize and clear up any misunderstanding. At the same time, recognize other people's intentions when they speak. We wouldn't feel so threatened by diversity if we allowed ourselves to chuckle at our own –and others' –shortcomings.

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Value Differences

Integrate Not Assimilate

We do not assume that an individual person represents or embodies any group. Diversity is about allowing and respecting differences until the differences are valued and respected.

At Beacon, valuing the differences of those around you helps eliminate discriminatory practices, improves staff morale, reduces stress-related illnesses, and enchances performance by using different perspectives. Every individual has the reight to receive culturally proficient services.

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Impact

Help make an impact by moving to a deeper understanding of people and embracing them rather than trying to change them

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Impact

As caregivers, we have long been aware on the impacts of bias, prejudice, and social determinants of health on our customers. We work to facilitate access to health care, education, and safe housing despite the barriers they have faced as people with mental illnesses or disabilities.

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Impact

Our residents, and potential residents, deal with stigma and bais against persons with disabilities and/or mental illness, as well as prejudices against any other groups to which they belong.

Every individual has the right to receive culturally proficient services. They are individuals first and foremost, not a label such as autistic, bi-polar, etc.

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Spotlighting Under-Served Communities

Racial/ethnic, gender, and sexual minorities often suffer from poor mental health outcomes due to multiple factors; including inaccessibility of high-quality mental health care services, cultural stigma surrounding mental health care, discrimination, and overall lack of awareness about mental health.

Lack of cultural understanding by health care providers may contribute to underdiagnosis and/or misdiagnosis of mental illness in people from racially/ethnically diverse populations. Factors that contribute to these kinds of misdiagnoses include language differences between patient and provider, stigma of mental illness among minority groups, and cultural presentation of symptoms.

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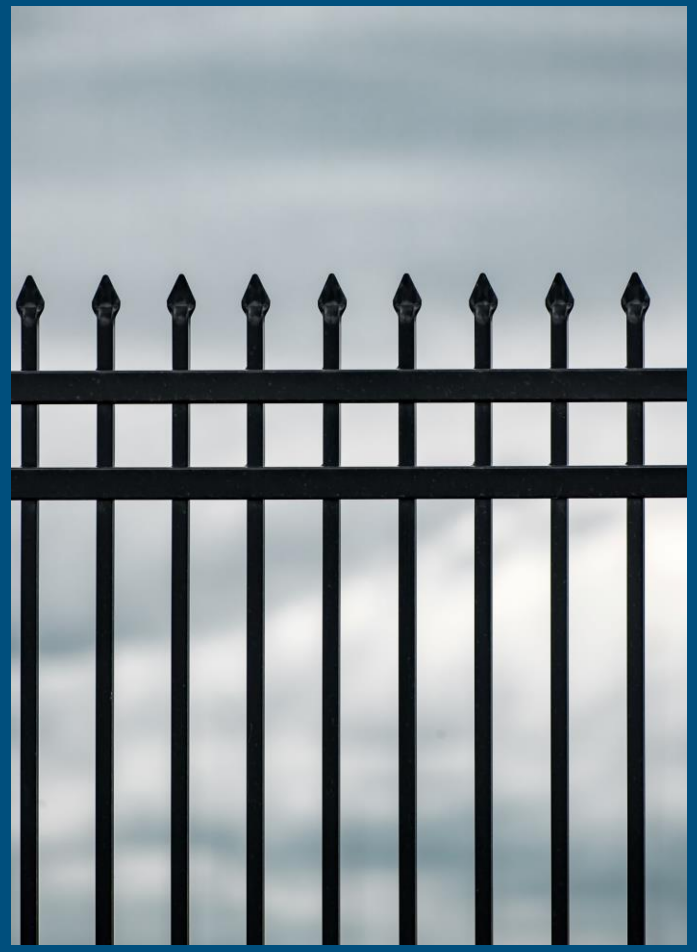

Factors affecting access to treatment may include:

- Lack of insurance
- Mental illness stigma
- Lack of diversity among mental health care providers
- Lack of culturally competent providers
- Language barriers
- Distruct in the health care system
- Inadequate support for mental health service in safety net settings (uninsured, Medicaid, Health Insurance coverage, etc)

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LGBTQ Terms

GAY

A person who is emotionally, romantically, or sexually attracted to members of the same gender.

LESBIAN

A woman who is emotionally, romantically, or sexually attracted to other women.

BISEXUAL

Romantically or sexually attracted to more than one sex, gender, or gender identity. Though not necessarily simultaneously, or to the same degree.

PANSEXUAL

Someone who has the potential for emotional, romantic, or sexual attraction to people of any gender though not necessarily simultaneously, in the same way, or to the same degree.

TWO SPIRIT

A person who identifies as having both a masculine and a feminine spirit. Used by some indigenous people to describe their sexual, gender, and/or spiritual identity.

TRANSGENDER

An umbrella term for people whose gender identity and/or expression is different from cultural expectations based on the sex they were assigned at birth. Does not imply any specific sexual orientation.

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LGBTQ TERMS

CISGENDER

A person whose gender identity aligns with the sex assigned to them at birth.

TRANSITIONING

Series of processes that some transgender people may undergo in order to live more fully as their true gender. Typically includes social transition (changing names/pronouns_, medical transition (hormone therapy or gender-affirming surgeries), and legal transitions (changing legal name and sex on identity documents). Transgender people may choose to undergo some, all, or none of these processes.

INTERSEX

A person born with a variety of differences in their sex traits and reproductive anatomy. There is a variety of differences among intersex variations. This can include differences in genitalia, chromosomes, gonads, internal sex organs, hormone production, hormone response, and/or secondary sex traits.

GENDER NONCONFORMING/FLUID

A broad term referring to those who do not behave in a way that conforms to the traditional expectations of their gender, or whose gender expression does not fit neatly into a category.

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Sexual Orientation and Gender Identity

Everyone has a sexual orientation and a gender identity.

Remember language matters but it is constantly evolving.

It is important to understand how a person self-defines their sexual orientation and gender identity. This aids in delivering

Sexual Orientation

How a person characterizes their potential emotional and sexual attraction to others.

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Gender Identity

A sense of oneself as a man, woman, or someone other or between.

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Gender-Specific Pronouns

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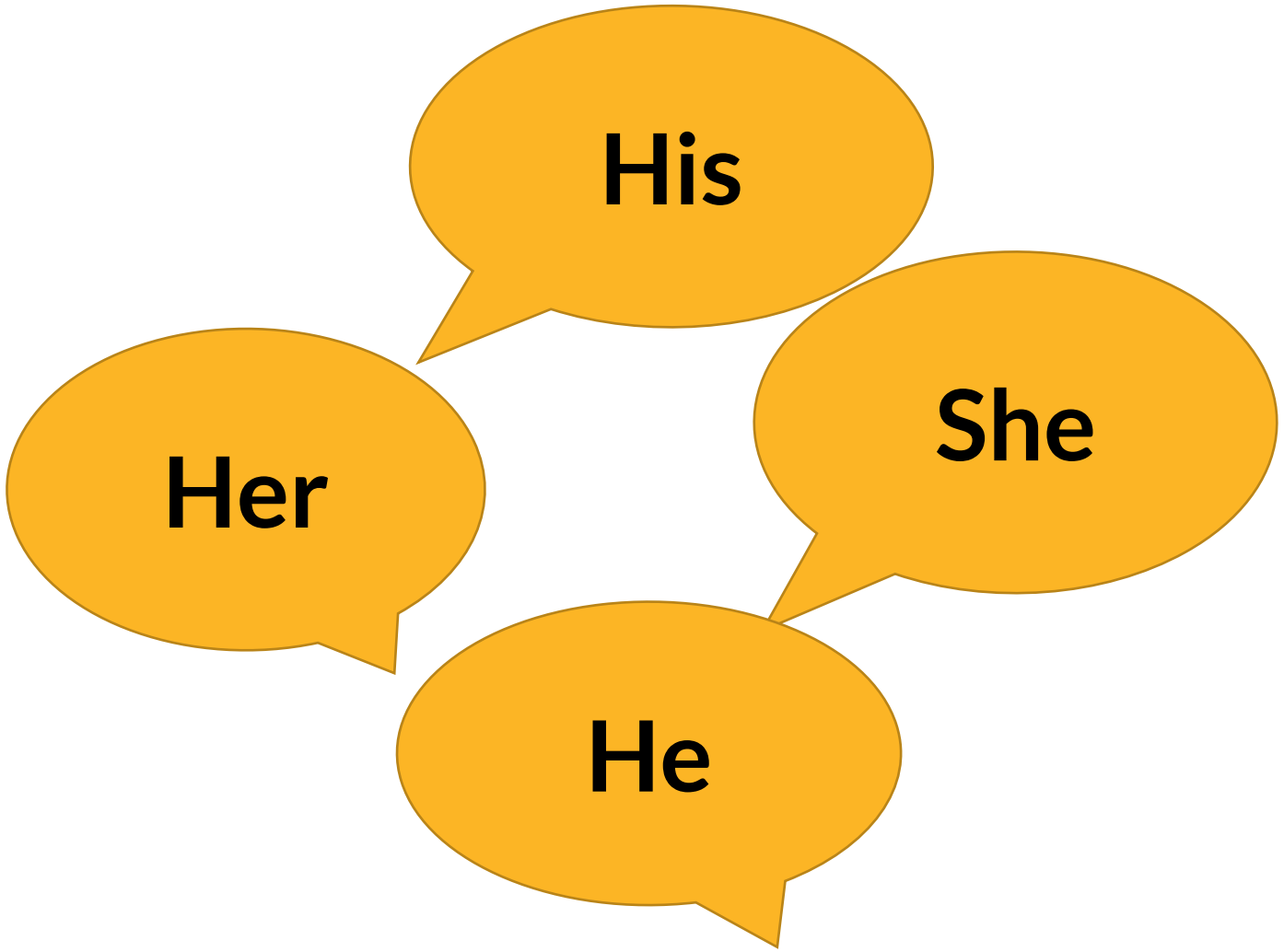
Ways we refer to each other in the third person. People who are transitioning in some way may choose to change their pronouns.



Gender-Neutral Pronouns

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They

Them

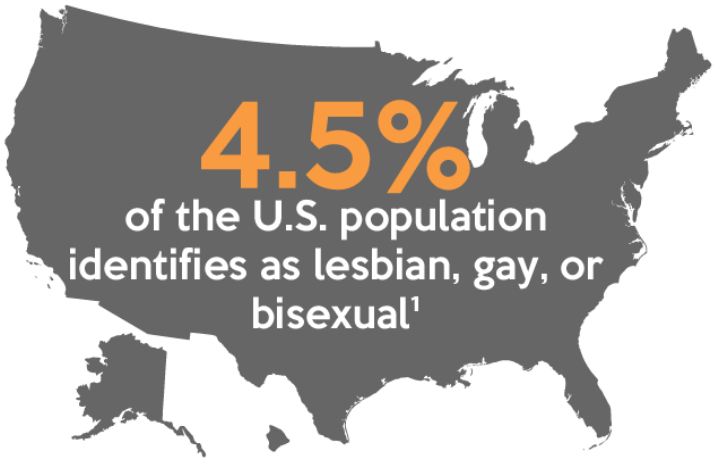
Their

Hir

Ze

Ask	Respect	Practice
You cannot tell someone's name or pronoun just by looking at them.	If someone takes the time to let you know their name and pronoun, use and respect it.	If you have difficulty using someone's pronoun and name, practice.

LGBTQ Mental Health



Of those, over **39%** reported having a mental illness in the past year[2]

That is nearly **5.8 million people**

More than the entire population of Kentucky[3]

SOURCES
[1]https://news.gallup.com/poll/234863/estimate-lgbt-population-rises.aspx
[2]Substance Abuse and Mental Health Services Administration (SAMHSA)'s public online data analysis system (PDAS)
[3]https://www.census.gov/data/tables/time-series/demo/popest/2010s-state-total.html

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LGBTQ Competency

Access to Care Issues

- Lower rates of health insurance coverage
- Lack of provider knowledge about LGBTQ health
- Previous discrimination in healthcare
- Lack of identifying information on intake forms

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LGBTQ Competency

There is a relationship between discrimination and poor health. These include:

- Increase in mental health problems in states without LGBTQ protections.
- Shorter lifespans of LGBTQ people who live in places without LGBTQ legal protections.
- Patchwork of LGBTQ rights across the country.
- Victims of hate crimes are more likely to suffer poor health.

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LGBTQ Competency

Specific health concerns of LGBTQ communities

- Tobacco: increased use in all subpopulations.
- Alcohol/drugs: increased use potential
- STDs: increased incidence due to lack of knowledge
- HPV: including cervical PAPS and anal PAPS
- HIV: increased incidence, especially in trans women of color
- Obesity/high BMI: much higher in lesbians and bisexual women
- Mental Health: including anxiety, depression, suicidal ideations
- Cancer: including risks, screening behaviors, and survival rates
- MSM health concerns
- Transgender health concerns

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LGBTQ Competency

Protective Factors

- LGBTQ Community Support Groups
- Family and Friend group acceptance
- Communities of Faith

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Service Members and Veterans

At Beacon Specialized Living, we are proud to serve and work with Service Members and Veterans.

There are some things that you can do to be an ally for our community members and coworkers who served.

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Service Members and Veterans

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Knowledge and Awareness **-** Think about how familiar you are with military culture. Do you know about rank, structure, or the various subcultures found within the military?

Think before you speak–There are stigmas attached to Service Members and Veterans. Especially any who served during wars deemed polarizing by the public. Be aware that you are serving an individual and not the political decision. It is important to remember that not all those who served experienced military culture in the same way.

Be Self-Aware– Some biases may include that they are stand-offish, volatile, or too traumatized to engage in certain types of activities or treatments. Alternatively, we can view veterans as patriotic and courageous. Holding on to both these bias can impact clinical and everyday interactions. It is important to take stock of all these biases, beliefs, and assumptions. This will allow you to acknowledge them and use that knowledge to prevent them from affecting your work. This is the first step to being culturally competent.

Military Structure

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The goal of this information is to give you a brief and functional overview.

There are seven (7) federally established uniformed services in the United States.

- ***Five (5) are labeled as "armed forces". These are the Army, Navy, Marine Corps, Air Force, and Coast Guard.***
- ***Two (2) are non-combative. These are the United States Public Health Commissioned Corps (PHSCC) and National Oceanic and Atmospheric Administration Commissioned Corps (NOAA Corps).***

National Guard and Reserves – Reserve military force comprised of citizen volunteers. Not normally kept under arms. Each of the five (5) armed services has a ready reserve force. The National Guard consists of Army and Air entities and belongs to a particular state or territory.

Military Culture

Military culture can be defined as the total of all knowledge, beliefs, morals, customs, habits, and capabilities acquired by Service members and their families through membership in military organizations.

Common themes across all branches include loyalty, pride, dedication, selflessness, duty, responsibility, and camaraderie. Consider how these might affect their view, goal, and expectation of themselves and others. How might this influence how they present themselves in the workplace?

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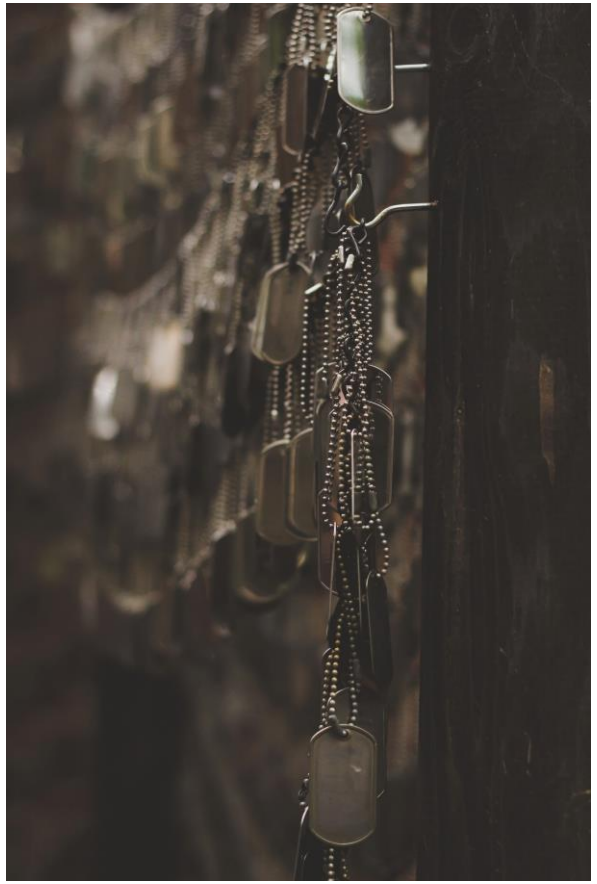
Other Concepts of Military Culture



- Chain of Command
- Creeds, Values, and Mottos
- Warrior and Military Contexts

There are also subcultures that differ among branches, units, and teams. Some examples are Infantry, Pilots, Special Operation Forces, and Medical Providers. The National Guard and Reserve also have their own subcultures.

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Military Cultural Missteps

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When Service Members and their families were asked about what actions they encounter that negatively impacted their healthcare and behavioral healthcare experiences, they were able to pinpoint 3 distinct categories. While some are more general and should be avoided in practice, some are more specific to military culture missteps.

Military Cultural Missteps

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Making Assumptions

- Comparing the military to a movie.
- Assumptions about their military experience.
- Assuming they have PTSD.

Attitude

- Acting like an expert.
- Seeming judgmental.
- Acting condescending.
- Insisting they “open up”.

Customer Service

- Not being organized.
- Not being punctual.
- Using the wrong title.
- Not reviewing records.

If Veterans or Service members do not feel understood or seen, they are less likely to pursue treatment or adhere to treatment recommendations.

Indigenous Culture

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Although there are many ways by which culture is expressed amongst the various First Nations in the Americas, there are principal, foundational beliefs and concepts that are commonly held that support a unified definition of “Indigenous Culture”.

Indigenous Culture

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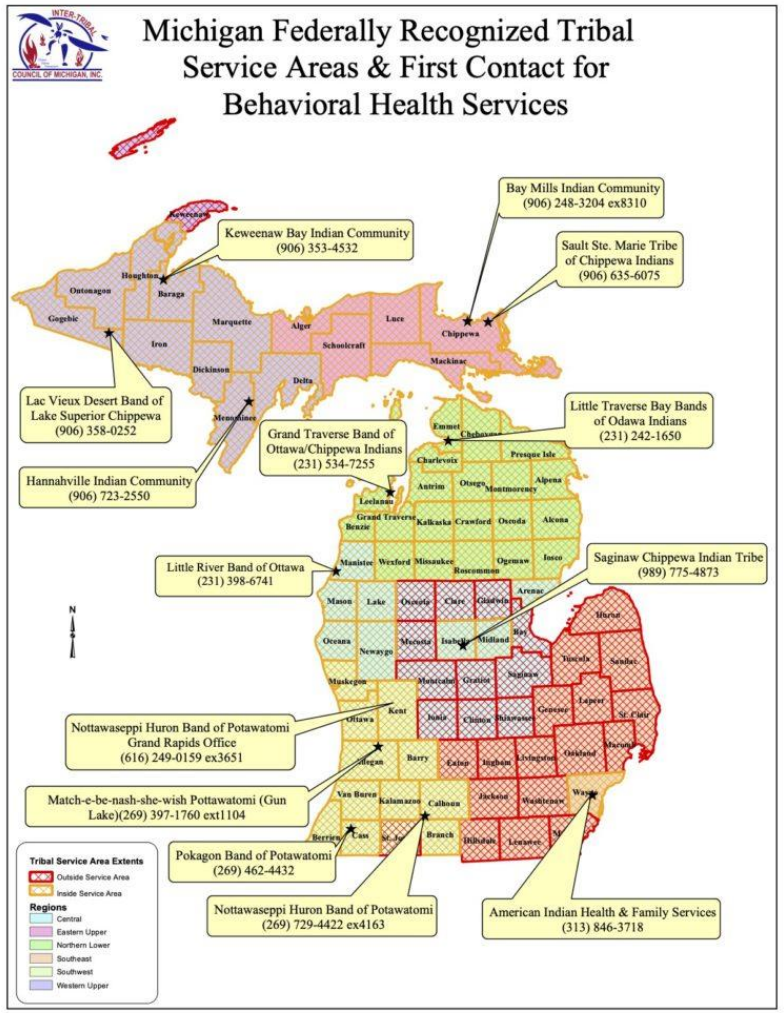
- **The Spirit:** Within this reality, the spirit is housed within an inclusive concept of body-mind-heart-spirit.
- **The Circle:** is primary to all of life and life process and is also of primary significance in relating to and understanding life itself in all its dimensions and diversity.
- **"All My Relations":** All that is created consciously cares about the harmony and well-being of life; all thangs are regarded as "persons" and as "relatives". Personhood not only applies to human persons; plants, trees, animals, rocks and visible and unseen forces of nature are also considered as persons.
- **Kindness/Caring/Respect:** Predisposed to have their interest in the greatest good for the individual as well as the collective good.
- **Earth Connection:** The human person is of the earth and from the earth. The Earth herself is a living, breathing, conscious being.

Indigenous Culture

There are many Indigenous Tribes in the Americas and especially Michigan. Each has its own unique culture and subcultures. The picture to the left is the Tribal Service areas in Michigan. These organizations assist tribal members seeking Behavioral Health assistance. They also aid regarding members' spiritual health.



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Indigenous Culture

Ways you can become more culturally competent of Indigenous culture is by:

- Reaching out to Indigenous communities to find out specific needs.
- Look into appropriate communication styles for Indigenous Residents.
- Research cultural taboos to limit missteps in communication.

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Being an Effective Ally

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Being an ally is important. It lets those around you know that you are supportive and attentive to the needs of others. It demonstrates that you want to help change the world for under-served communities, even if you are not necessarily part of a particular group.

Do your homework.

Use social media, blogs, websites, and books to educate yourself on the issues facing underserved communities.

Be Kind.

Be courteous, patient, and caring with people. Smiling and asking about someone's day can go a long way when someone is used to facing stares or harassment.

Listen.

Experiences regarding stigma can be dismissed, affirm the experiences of under-served communities. Listen to how you can provide support and be an ally.

Apologize when you make a mistake.

Everyone makes mistakes and that is okay. If and when someone points out your mistakes, acknowledge the wrong that has been done, apologize and move on. It isn't always about your intent, but about the impact.

Understand your privilege.

Recognize the ways that being part of a particular accepted majority allows you access to things you need. Think about the entitlements you take for granted for which others must fight.

Other Important Terms

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Disparity –A measured difference between groups. Disparities exist and are associated with worse health outcomes and shorter life spans.

Inequity -Measurable differences between different population groups arising from social conditions that are avoidable and unjust.

Inclusion -The action or state of including or of being included within a community. Inclusion involves a sense of belonging and empowered participation.

Health Equity -The state in which everyone can attain full health, and no one is disadvantaged from achieving this because of social position or any socially defined circumstance like socioeconomic status, neighborhood they live in, race, disability status, or educational attainment.

Racism -The concept of racism is widely thought of as simply personal prejudice, but, in fact, it is a complex system of racial hierarchies and inequities. Beyond the individual level of racism, we consider the broader more societal concepts of institutional and structural racism.

Anti-Racism - Working to become actively conscious about race and racism *and* take actions to end racial inequities in our daily lives. Being antiracist is believing that racism is everyone's problem, and we all have a role to play in stopping it.

Social Determinants of Health - Conditions in the environments in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks. Resources that enhance quality of life can have a significant influence on population health outcomes. Examples of these resources include safe and affordable housing, access to education, public safety, availability of healthy foods, local emergency/health services, and environments free of life-threatening toxins.

Resources

"Criteria for the Demonstration Program to Improve Community Mental Health Centers and to Establish Certified Community Behavioral Health Clinics." *CCBHC-Criteria-Updated*, Federal Substance Abuse and Mental Health Agency, www.samhsa.gov/sites/default/files/programs_campaigns/ccbhc-criteria.pdf.

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