



# **CULTURAL COMPETENCE**

## **Inclusion by Design**

**Vitalize 2011**

**Provincial Voluntary Sector Conference**

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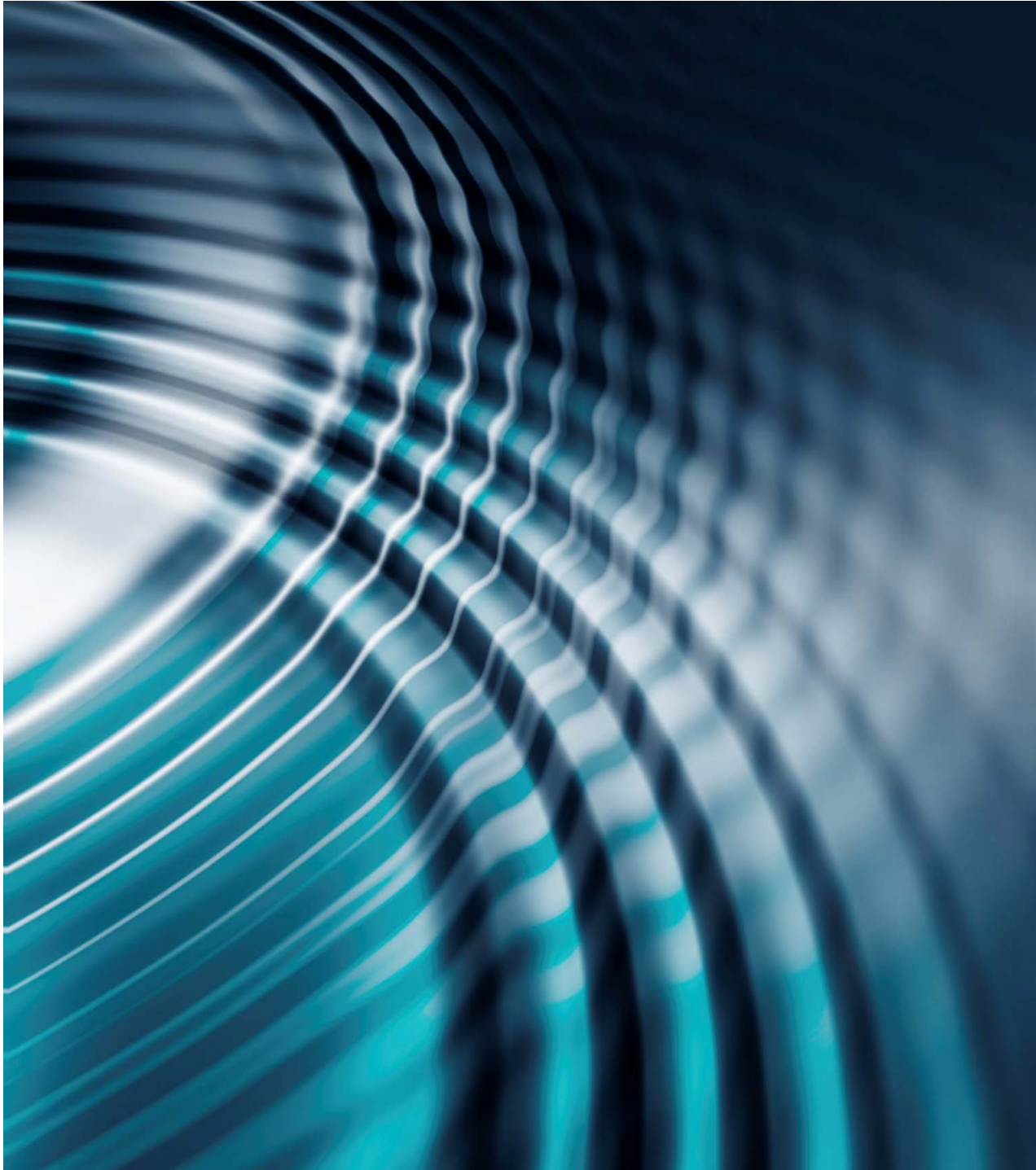
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**Edmonton**



# Objectives

- To examine sociodemographic trends in Alberta, and various realities facing culturally diverse children and youth and families
- To develop critical understanding about cultural diversity and competence
- To gain critical insights about our work in the changing community and explore strategies to work toward cultural competence



# Setting the Context

# Demographics: Immigration

- About 27,010 new immigrants (10.7% of all immigrants to Canada) arrived in Alberta in 2009.
- In 2006, 16.2% of all Albertans were born outside of Canada.
- Between 2000 and 2009, immigrants from Asia made up 70.1% of all newcomers, followed by those from Europe (12.1%), Africa (9.2%), United States (4.4%) and Caribbean, Central and South America (3.7%).

Sources: Statistics Canada (2007; 2008); Citizenship Immigration Canada (2010)

# Demographics: Visible Minorities

- In 2006, visible minorities accounted for 13.9% of all Albertans.
- One in 2 foreign-born Albertans (54.7%) was a visible minority. However, among those who arrived in Alberta between 2000 and 2006, 3 in 4 immigrants (74.6%) were visible minorities.
- Among all visible minorities, Albertans of Chinese background made up of 26.5%, followed by those of South Asian (22.9%), Filipino (11.2%), African (10.4%), Southeast Asian (6.3%), Latin American (6.0%), Arab (5.8%), Korean (2.7%), Japanese (2.4%) and West Asian (2.6%) descents.

Source: Statistics Canada (2008)

# Demographics: Religion

- Roman Catholic and Protestant have remained the two largest religious denominations in Alberta (23.3% and 13.8% respectively).
- However, other religions have grown substantially over time: Muslim (12.5%), Hindu (7.3%), Buddhist (6.9%), Sikh (6.9%).
- About 22.0% of Albertans reported no religious affiliation.

Source: Statistics Canada (2003)

# Demographics: Language

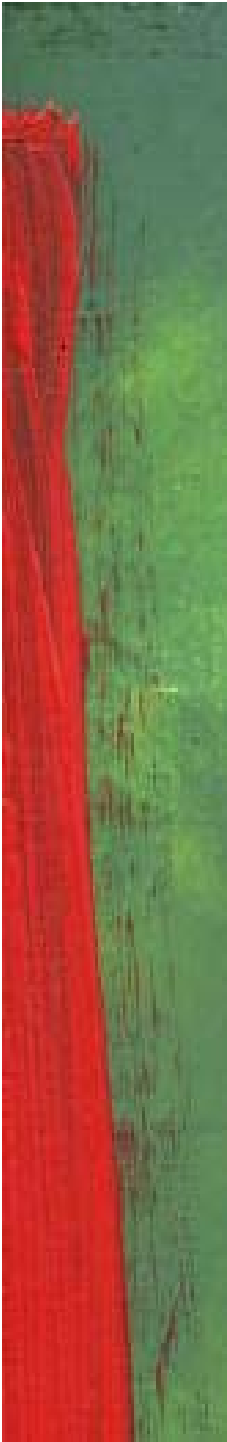
- Albertans have contributed to the language bank of more than 200 languages in Canada.
- About 1 in 5 Albertans (18.8%) have a mother tongue other than English or French.
- About 1.3% or 40,465 Albertans could communicate neither in English nor French.
- About 1 in 10 Albertans (9.2%) speak languages other than English or French at home.

Source: Statistics Canada (2007)



# Critical Questions

- Are these socio-demographic trends consistent with what we have experienced in the community and in our organization?
- How have these trends impacted our work?
- How have we stayed informed of the changing socio-demographics?
- How would our understanding of the changing socio-demographic trends be relevant to evidence based practice?



# Critical Questions

- How are these realities relevant to culturally diverse people in our community?
- How have we supported families to respond to the identified realities?
- What are the opportunities for us to respond to the identified trends and realities in order to support culturally diverse community members in the non-profit sector?
- What are the challenges are we dealing with in supporting culturally diverse families?



# Relevant Legislative Frameworks

- International Convention on the Elimination of All Forms of Racial Discrimination (1965)
- United Nations International Convention on Economic, Social and Cultural Rights (1966)
- International Convention on the Rights of a Child (1989)
- Canadian Charter of Rights and Freedoms (1982)
- Canadian Human Rights Act (1985)
- Canadian Multiculturalism Act (1988)
- Canadian Citizenship Act (1947)
- Immigration and Protection Act (2001)
- Employment Equity Act (1995)
- Alberta Human Rights, Citizenship and Multiculturalism Act (1980)



# Critical Questions

- What legislative frameworks have primarily guided our work? Do they adequately guide us in dealing with cultural diversity and competence?
- What are the existing and potential legal implications in our work with culturally diverse families?



# Advantages of Diversity

- Social/community benefits
- Economic benefits
- Service improvement benefits
- Other?



# CONCEPTUAL GROUNDING



# Culture

- Shared worldview
- Distinct, diverse expressions
- Evolving, accumulative process
- Cultures within cultures



# Culture

*As a fish lives and moves and has its being in water with no awareness of water, humans swim in their culture with no necessary awareness of what it is. Sociologists define culture as the sum total of ways of living built up by a group of human beings and transmitted from one generation to the next. culture is the group's shared assumptions about what is true and good—the common language, customs, attitudes, values and behaviours that enable them to get along with each other—and which, unfortunately, can hamper them in accepting those of different cultures. Ethnocentricity, the almost inevitable belief in the superiority of one's own culture, can lead to conflict.*

*Jackie Flanagan- Alberta View, December 2010*



# The Lion and the Tree

*To be part of any society is a bit like being swallowed by a lion. We're absorbed into our society's worldview, customs, traditions and values before we're even conscious...*

*Some power of the mind does have the capacity to detach from our conditioning and escape the belly of the beast. We need a tree to sit in to look down on the situation, a height from which we can look out to the far horizon.*

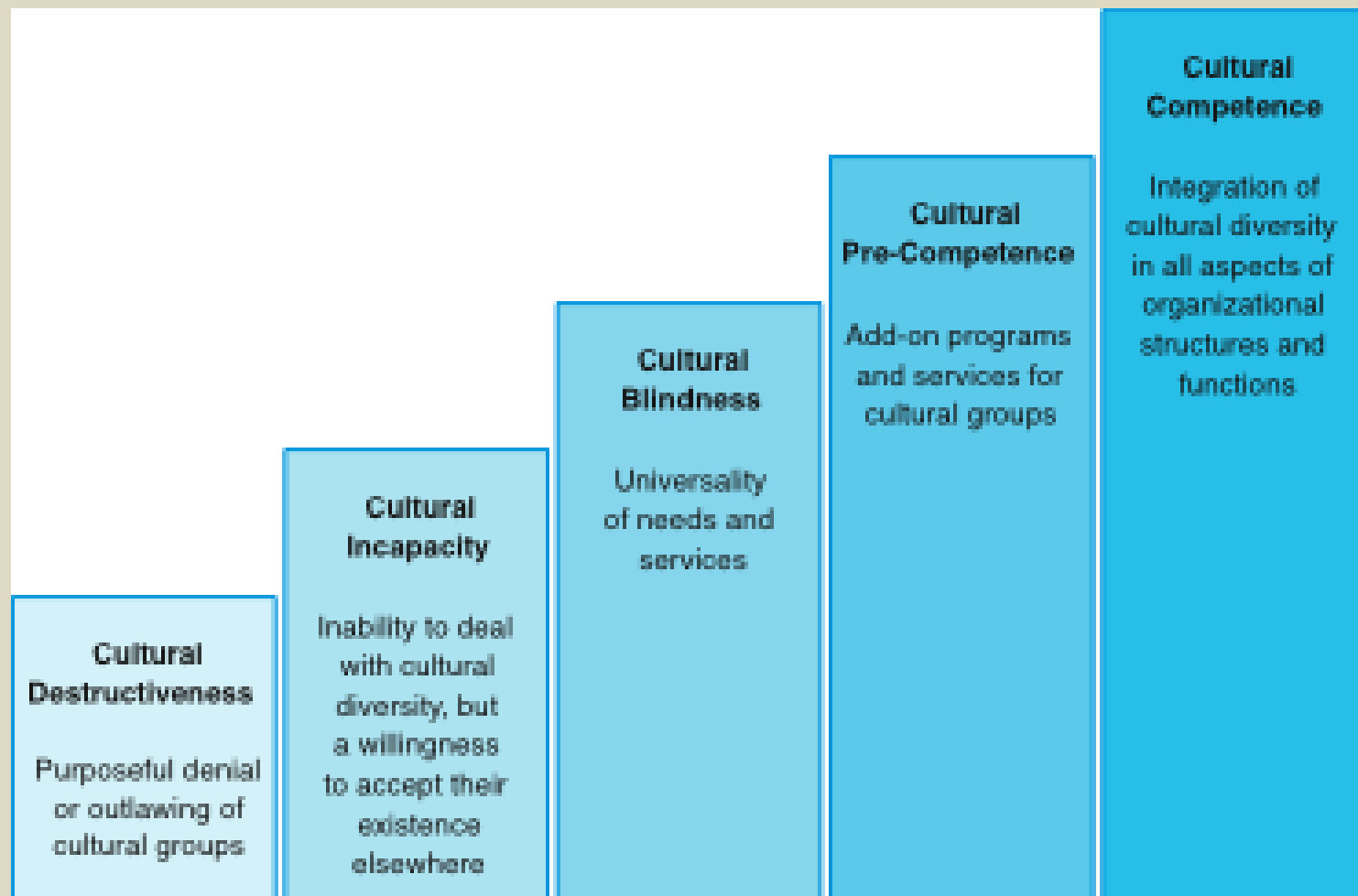
*Jackie Flanagan- Alberta View, September 2010*



# Cultural Competence

- Personal and collective abilities to function effectively in cross-cultural situations
- Individual level- Congruent personal philosophies, attitudes, knowledge and skills
- System level- Demonstrated capacity of an organization to integrate cultural diversity into all aspects of its organizational values, structures, policies and practices.

# Cultural Competence Continuum

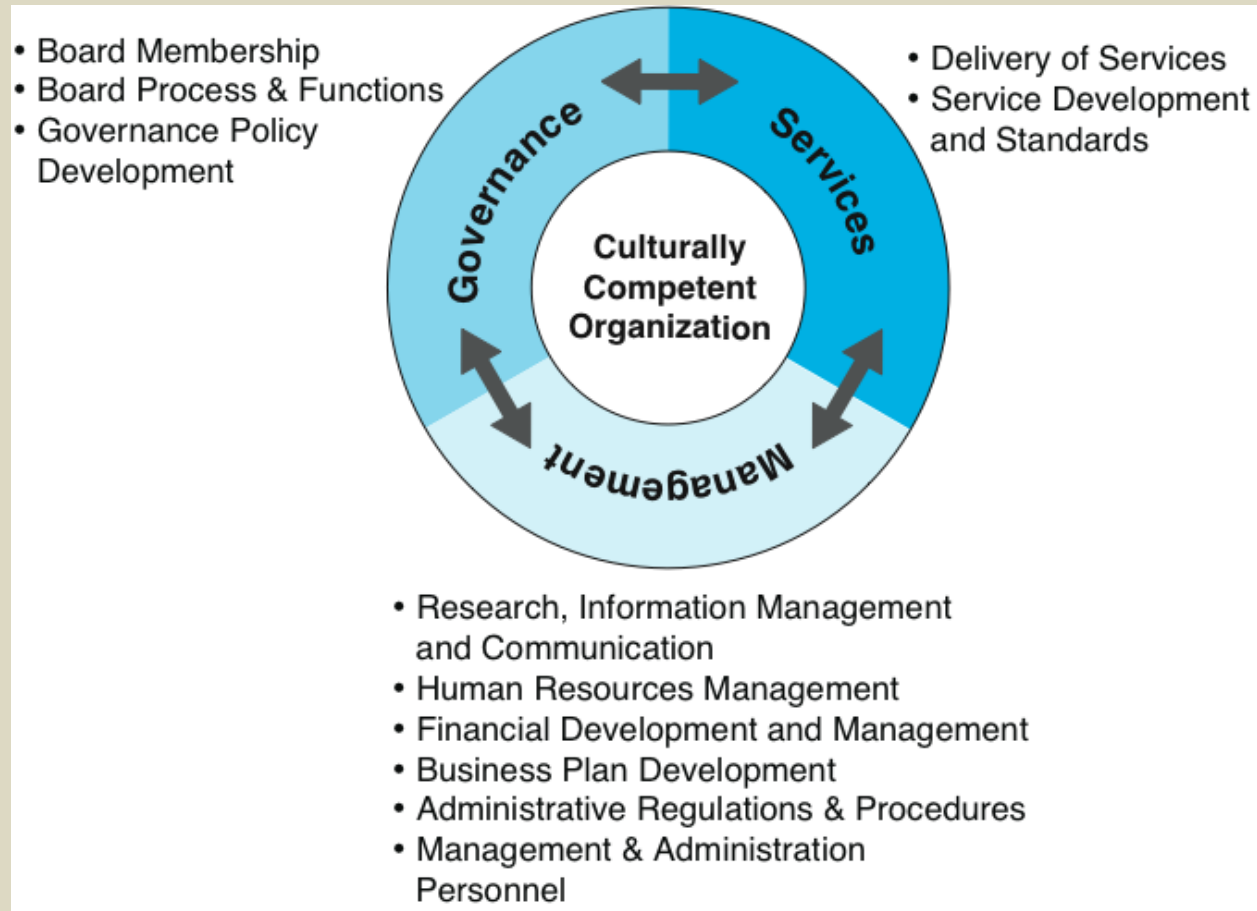




# Foundational Principles

- Valuing cultural diversity
- Social justice- distribution/redistribution of social and economic resources; participation of community members in decision making processes
- Entitlements and rights
- Structural transformation
- Equality and equity

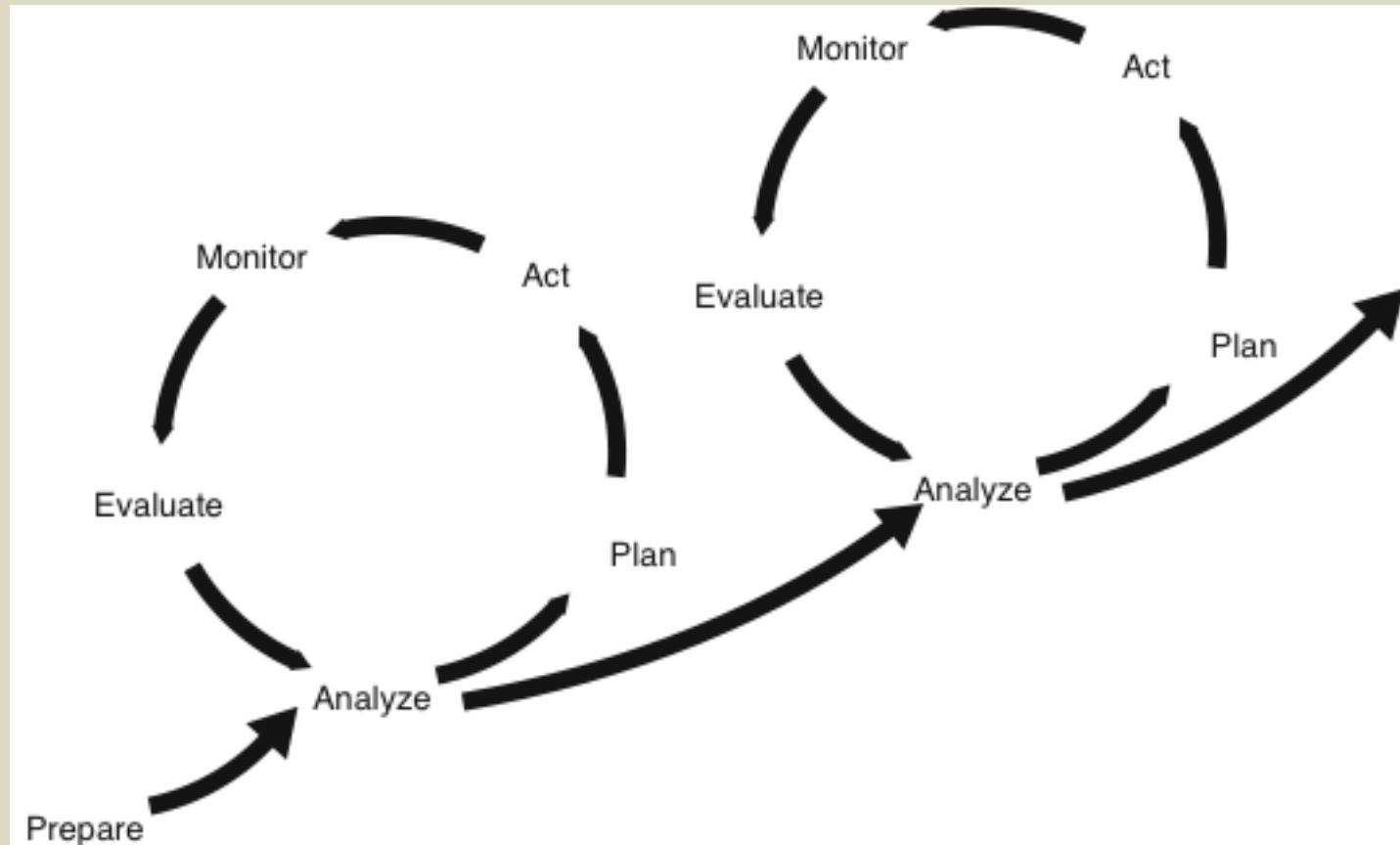
# A Culturally Competent Organization



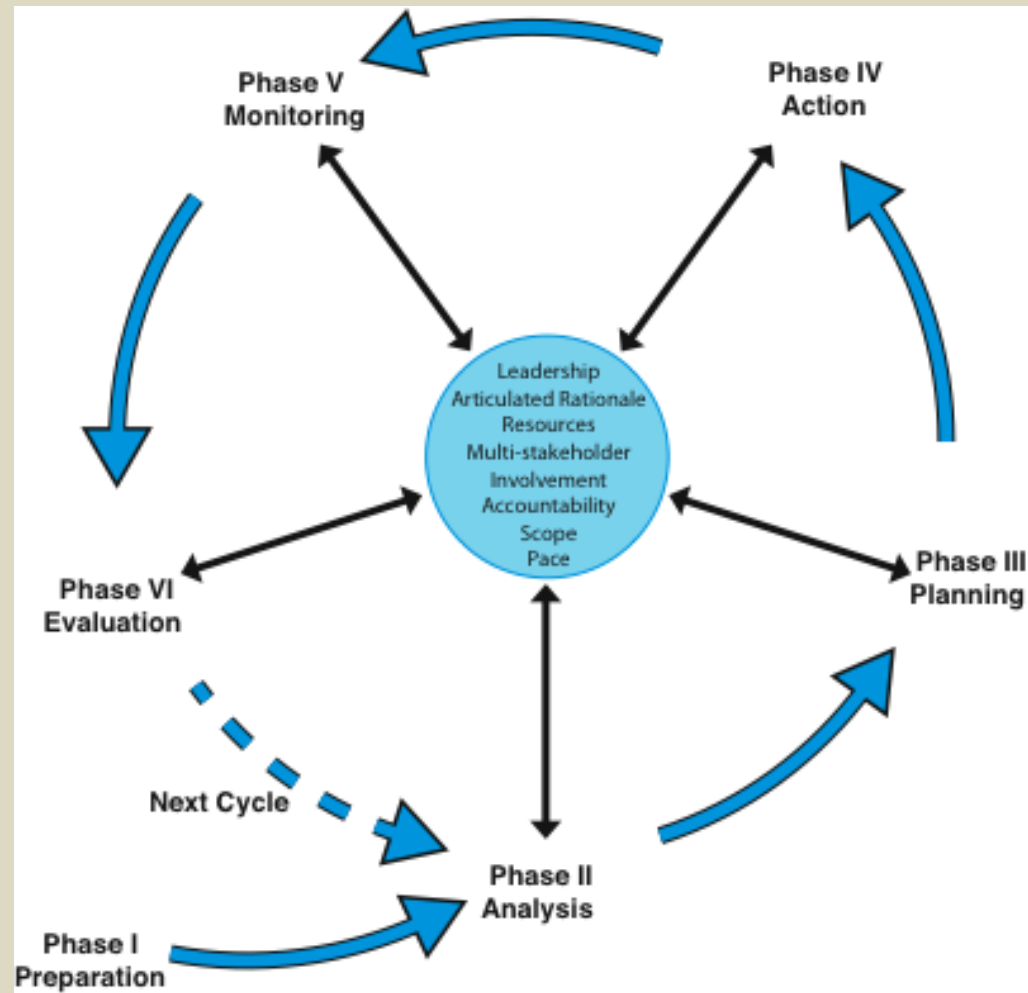
# Praxis: Action-reflection-action



# Cultural Competence Process



# Enabling Factors to Cultural Competence Process





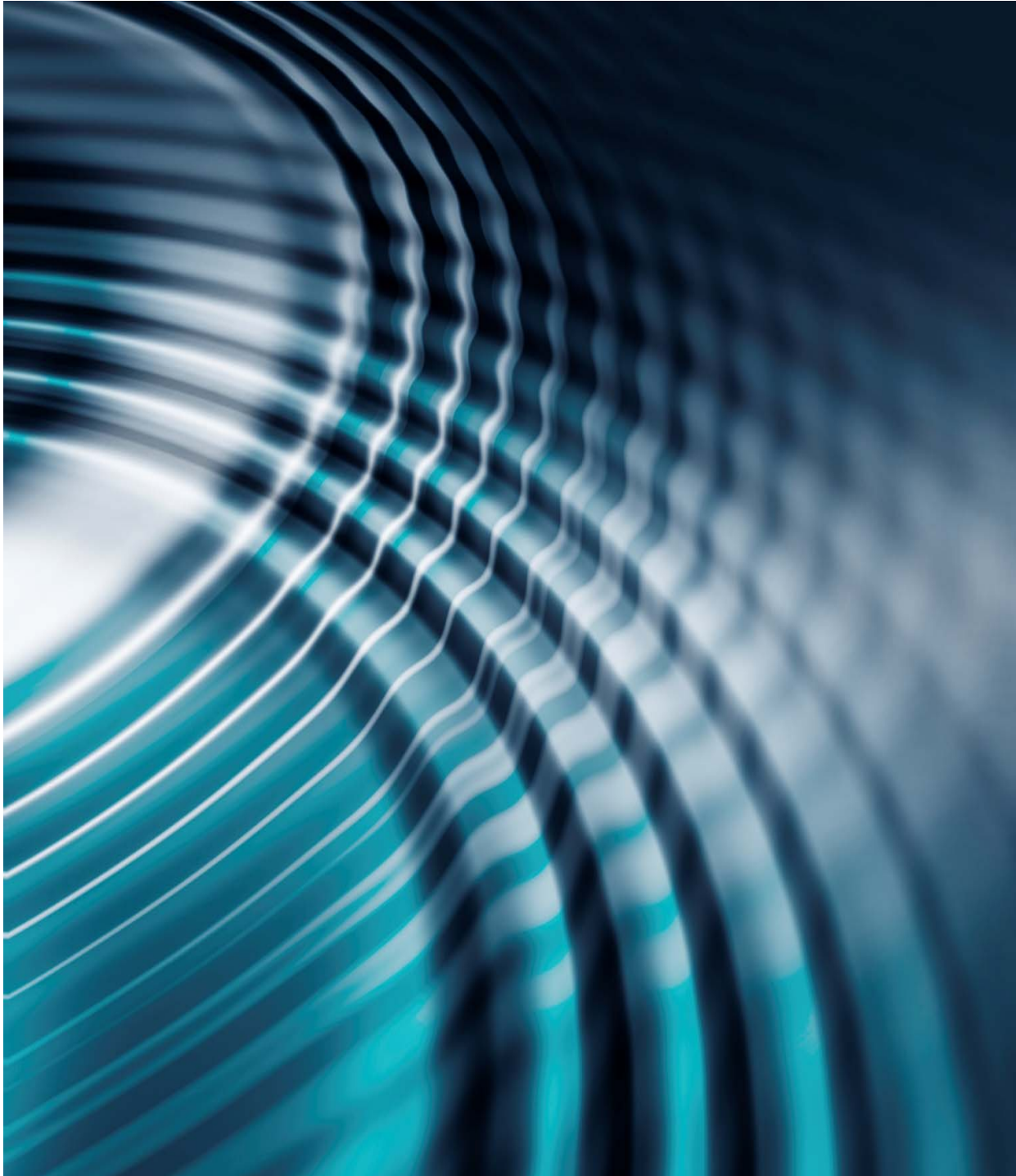
# Toward Cultural Competence

- Create an impetus for change
- Seek leadership commitment and involvement of all levels
- Facilitate self-assessment- How culturally competent are we as an organization? At the board level? Management level? Service Delivery level?
- Create a vision- Where do we want to be with respect to cultural competence? What does cultural competence look like for our organization?



# Toward Cultural Competence

- Facilitate the development of an action plan- goals, strategic directions, activities, outputs, outcomes, resources, reporting mechanisms, communication, etc.
- Support organizational efforts at all phases of organizational change process- preparation, analysis, planning, action, monitoring, evaluation



# Dialogue

How can we thoughtfully integrate and promote cultural diversity and competence in our work?



# Resource

Ngo, H. V. (2008). Cultural competence: A guide for organizational change. Calgary, AB: Canadian Heritage/ Education Fund.

Available at

<http://culture.alberta.ca/humanrights/publications/docs/CulturalCompetence.2008.pdf>