



Immigration & Refugee Program LANCASTER

Amer Al Fayadh

Language Services Program Coordinator

Paving the Way to Health Care Access

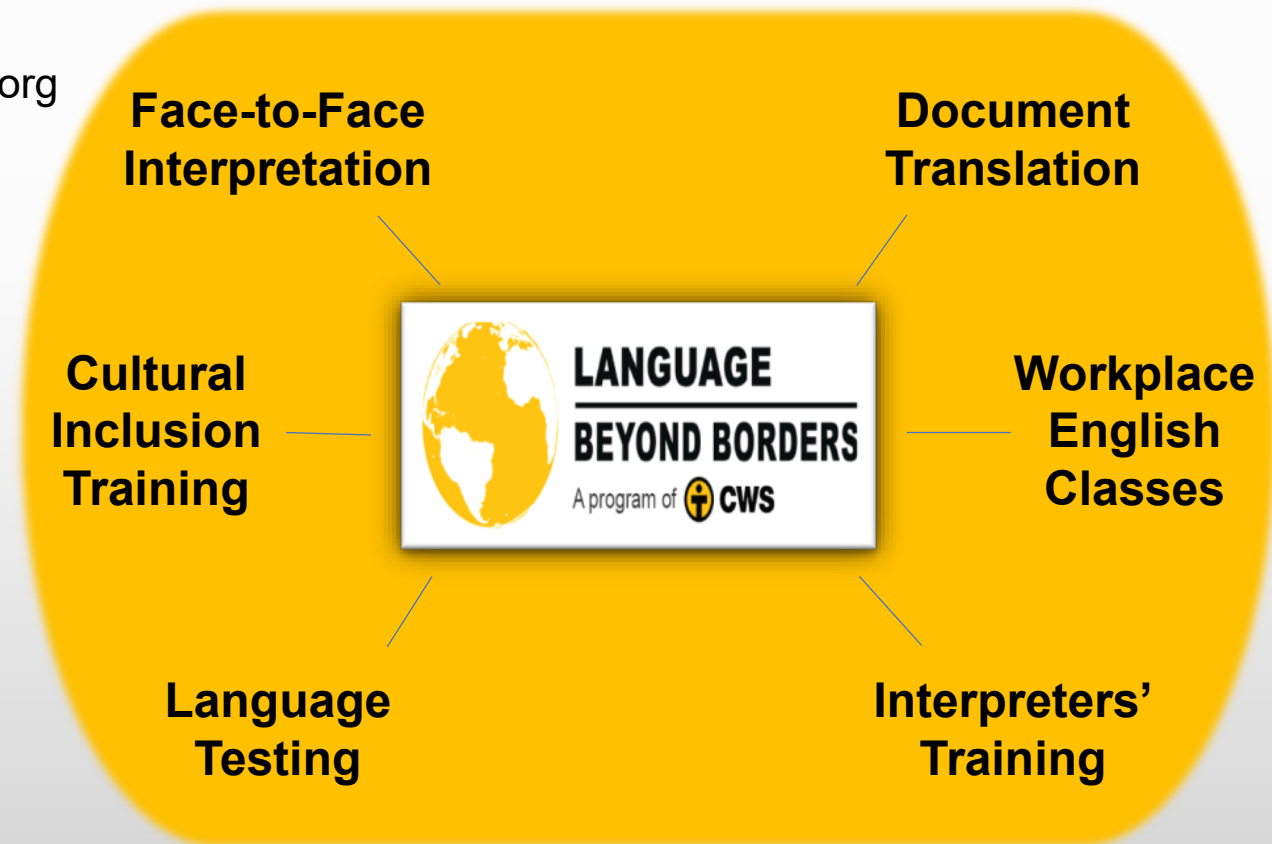
June 5, 2020

Language Beyond Borders (LBB)

Amer Al Fayadh
Language Services Program Coordinator

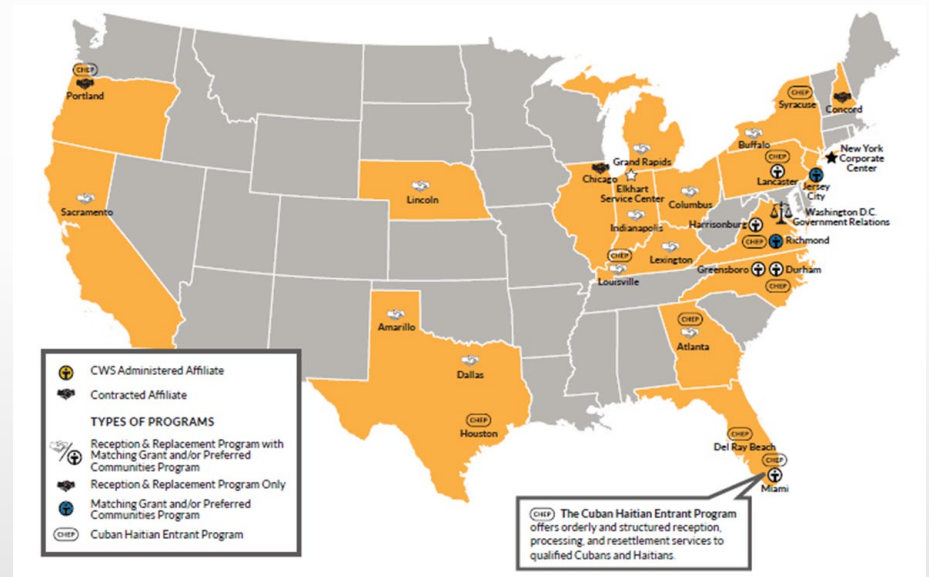
Contact

Email: aalfayadh@cwsglobal.org
Phone (cell): (717) 980-1457



About CWS

- Founded in 1946
- Mission to end hunger, promote peace and justice
- Supported by 37 member communions
- Program areas: food, water, disaster response and recovery, assisting refugees and the vulnerable
- Active in more than 30 countries



Learning Objectives

1. Understanding the role of culture in communication

2. Understanding the role of unconscious biases and their impact on decision making

3. How to foster Healthy Conversations

4. The role of the interpreter and the service provider in creating a safe environment

Role of Culture

What Does Culture Represent to You?

What is Culture?

The way of life of a particular people, especially as shown in their ordinary behavior and habits, their attitudes toward each other, and their moral and religious beliefs (Cambridge.org, 2019).

Rise Above



Does Culture Have Any Effects on
Communication?

Examples

- Complex topics
- Dialects
- COVID-19 Stigma
- Mental Health Stigma

Unconscious Bias

Is Bias Negative or Positive?

Self Reflection

I value diversity in our community

I have a clear understanding of my culture
and beliefs

Understanding my culture can help me
understand other cultures

I am always interested in learning about
other cultures

Assumption and stereotypes influence
my judgment about others

I make quick judgments without asking for
clarifications

No Labels



Photovoice Project

Cultural Competence vs Cultural Safety [2]

Cultural competence “a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enable that system, agency, or those professionals to work effectively in cross-cultural situations.” [2]

Cultural Safety “a complex know-act grounded in critical reflection and action, which the health care professional draws upon to provide culturally safe, congruent, and effective care in partnership with individuals, families, and communities living health experiences, and which takes into account the social and political dimensions of care.” [2]

The Photovoice Project

- To promote the ethical use of photography for positive **social change**
- To **build skills** and **capacity** of underrepresented or at-risk communities
- To create tools of **self-advocacy** and **communication**



Not a “witch doctor”!

Credit: Laura Gauer
Bermudez



Unpleasant Memories

Credit: Laura Gauer
Bermudez



Step by Step

Credit: Laura Gauer Bermudez

Just Like the Movies!

Credit: Laura Gauer Bermudez





Follow the Numbers!

Credit: Laura Gauer Bermudez



Nightshift

Credit: Laura Gauer Bermudez

PhotoVoice
Project

Creating Safe Environment

Q L A

CREDITS

1. Marjory A. Bancroft, MA, Sofia Garcia Beyaert, MA, Katharine Allen, MA, Giovanna Carriero-Contreras, Denis Socarras-Estrada, MA (2016). The Medical Interpreter - A Foundation Textbook for Medical Interpreting.
2. Elana Curtis, Rhys Jones, David Tipene-Leach, Curtis Walker, Belinda Loring, Sarah-Jane Paine & Papaarangi Reid (2019). Why cultural safety rather than cultural competency is required to achieve health equity: a literature review and recommended definition.
3. Brian D. Smedley, Adrienne Y. Stith, and Alan R. Nelson, Editors (2003). Unequal Treatment: Confronting Racial and Ethnic Disparities in Health Care