



Developing Top-Notch CNAs, One Inservice at a Time

*A Professional Growth Module: **Understanding Cultural Diversity***

INSTRUCTIONS FOR THE SUPERVISOR

Step One:

- Make a copy of the Instructions for the Learner page. Return your original to the sheet protector. Add the following information to the copy:
 1. The name (or position) of the person to whom the aides should direct questions.
 2. The name (or position) of the person to whom the aides should turn in their quizzes.
 3. The date by which the quiz page should be turned in.
 4. The name (or position) of the person who will initial the aides' Inservice Club Membership Cards.
- Use this copy as your "master" as you make up the inservice packets.

Step Two:

- Have the following copied for each learner:
 1. The **Instructions for the Learner** page.
 2. The **12 page** inservice newsletter.
 3. The **Quiz** page.

Step Three:

For Self-Study Use

- Distribute as desired—in employee mailboxes; folded in paychecks, etc.
- You may want to post the Quiz Answer Sheet in a prominent spot.

For Group Use

- Read over the Suggested Participatory Activities, the Suggested Teaching Tips and the Suggested Discussion Questions.
- Select the activities you want to use during your inservice hour.



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SUGGESTED PARTICIPATORY ACTIVITIES

Activity # 1: Getting Past the Stereotypes

- Make a copy of the *Getting Past the Stereotypes Worksheet* for each participant—or divide people into small groups and give each group a copy of the worksheet.
- Allow about 10 minutes for completion of the worksheet.
- Be open to moderating a frank discussion of stereotypes...and how they can affect client care, but try to keep the accent on the positive!

Activity # 2: Cultural Diversity Word Search Puzzle

- Distribute copies of the Cultural Diversity Word Search Puzzle to each participant.
- It's up to you whether you want them individually, in small groups, or as one large group.
- Whichever method you choose, emphasize that this is for fun and not for a "score."
- See the answer key for the solution.

Activity # 3: What Would You Do If...

- Ask the group what would they do in each of these situations.
- Then ask the group for two or three suggestions for handling each of these situations.
- Write the suggestions on a board, flipchart or an overhead transparency.
 - *A coworker makes a racist remark to you about one of your clients?*
 - *Your client's family asks you to kneel down and join them in a prayer for the client?*
 - *Your client tells you he must not eat for two days because of a religious holiday?*
 - *Your client tells you that her illness was caused by her past sins?*
 - *Your client will not let you touch her body, but is unable to perform her own personal care?*
 - *Your supervisor assigns you to a client who is from a culture you know nothing about?*

Activity # 4: A Valuable Lesson

- Make sure each participant has a piece of paper and a pen or pencil.
- Ask each participant to write down the three qualities that they value most in people. For example: "I value people who are *honest, fair* and *hard-working*."
- Ask for at least six volunteers who are willing to read their list of values aloud to the group. Keep track of how many times the same qualities show up on people's lists.
- Ask the group to discuss whether these are *American* values or if they cross over cultural lines.



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SUGGESTED TEACHING TIPS

Teaching Tips

- If anyone on your staff grew up in another culture, ask them to describe their health beliefs to the group.
- Encourage an open discussion about how to handle prejudices. Stress that developing prejudices is part of the human condition, but that we all have the power to overcome and/or manage them.
- Share information about the most common cultural groups for which your organization provides care. Discuss the plans that are in place for handling cultural differences in your workplace.

Resources

The following resources were used in developing this inservice. You might want to check them out for further information:

- [Cultural Diversity Without Prejudice](#) by Kenneth Brooks
- [Caring For Patients From Different Cultures](#) by Geri-Ann Galanti
- [Cultural Diversity in Health & Illness](#) by Rachel E. Spector
- [Handling Diversity in the Workplace](#) by Kay Dupont, CSP
- [Transcultural Communication In Nursing](#) by Cora Munoz and Joan Luckman
- www.aafp.org
- www.ethnicelderscare.net
- www.culturediversity.org

PLEASE NOTE:

Your staff may enjoy the following related In the Know inservices:

- *The Patient Bill of Rights*
- *The CNA/Nurse Relationship*
- *Working with a Team*
- *Being Assertive*
- *Conflict in the Workplace*
- *Customer Service in Health Care*
- *Professionalism & Work Ethic*
- *Maintaining Your Client's Dignity*
- *Sexual Harassment in the Workplace*

If your In the Know library doesn't include these titles, they are available for purchase by calling our toll-free number:

877-809-5515



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SUGGESTED DISCUSSION QUESTIONS

Here are questions that might spur some interesting discussions:

- Q: When people move to a new country, do you think they should make an effort to “blend in” with their new culture? Or, should they hang on to their “old” ways—including their native language?**

- Q: Have you ever had an embarrassing and/or uncomfortable moment while caring for a client from another culture? If so, what happened and how did you handle it?**

- Q: Do you think the government should be able to sue parents who refuse to allow doctors to treat their children because of religious beliefs? What if the child dies because the parents won’t allow a simple procedure such as a blood transfusion?**

- Q: Besides race, religion and where you were born, which factors play a big part in your cultural identity?**

- Q: Do you feel that your workplace has done enough to meet the needs of a variety of cultural groups? Why or why not? Do you have suggestions for improving the “cultural competence” of your workplace?**

- Q: In your experience, what’s the hardest part of working with people from other cultures? Why? What have you done about it?**

- Q: Have you ever lived in another country? How was it different? How was it the same?**

- Q: In your opinion, do patients treat all health care workers the same? How about you? When you go to the doctor, do you treat the nurse and the doctor the same? Why or why not?**



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QUIZ ANSWER KEY

1. TRUE

When people live in the same cultural atmosphere, they tend to agree on the same “truths”. These truths become their beliefs.

2. FALSE

Culture shock is a form of anxiety that comes from not being able to predict how others might behave. It can happen to people who travel or move to a different culture.

3. FALSE

Every culture has different beliefs about health and disease. However, those beliefs are not wrong just because they may be different from what most Americans believe.

4. TRUE

Part of seeing (and treating) your clients as individuals is taking their cultural beliefs into consideration.

5. HAND

The way people move their hands can mean different things to different people. Using hand gestures with your clients may lead to miscommunication.

6. FALSE

To provide quality care to your clients, you should take their cultural beliefs into consideration—and try to understand how those beliefs affect your client. However, you do not have to *agree* with someone else’s beliefs in order to be an effective nursing assistant.

7. FEAR

It is human nature to fear the unknown. Unfortunately, fear is the basis of many stereotypes and prejudices.

8. FALSE

Promoting cultural diversity is not a new concept, especially in the health care field.

9. EYE

It’s true. People in some cultures believe that it is disrespectful—or even harmful—to look someone directly in the eye.

10. FALSE

While the United States does consist of more than 100 ethnic groups, it is not a homogenous society—but rather a heterogeneous society, meaning that its members come from a number of different cultural groups.



IN THE KNOW

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A Complete Civility Training Program: **The Real Healthcare Reform**

AND ALSO FROM IN THE KNOW...

CIVILITY TRAINING PROGRAM PACKAGES

How Many	Your Cost*
12	\$182.26
24	\$271.77
50	\$449.00
100	\$742.00
150	\$898.50
300	\$1,497.00

WHAT YOU'LL GET:

- A copy of *The REAL Healthcare Reform* for each of your learners
- The Companion Instructor's Manual
- Engaging classroom activities and discussion questions
- Convenient PowerPoint presentations
- Tips for improving participation and keeping yourself organized
- A CD with master PDF copies of all the handouts and presentations
- SIX HOURS of inservice credit for your CNAs

* Plus shipping

ARE YOU READY TO DELIVER A COMPREHENSIVE CIVILITY TRAINING PROGRAM WITHIN YOUR WORKPLACE?

Did you know the Joint Commission recommends that all accredited healthcare organizations be responsible for handling and preventing incivility in the workplace?

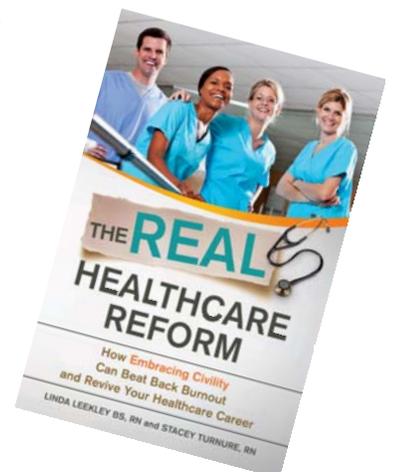
Civility training in the healthcare workplace is more than just a course in professional conduct—although professional conduct is the goal! Civility training teaches:

- Self-awareness
- Personal and professional integrity
- Communication skills
- A sense of ownership in the workplace
- Personal empowerment to solve problems with energy, creativity and enthusiasm

Based on the bestselling book "The Real Healthcare Reform," our Civility Training Program is unique because it immerses learners in the material in a fun and engaging way. **The program is written for all healthcare employees, clinical and non-clinical, and will benefit everyone in your organization.**

GET STARTED TODAY!

Choose the package that fits the number of learners you wish to reach, then call us toll free at **877-809-5515** to place your order!





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GETTING PAST THE STEREOTYPES WORKSHEET

In addition to their race, religion and place of birth, your clients sense of culture is probably also defined by their physical condition. You may even catch yourself thinking of a client as “an Alzheimer’s case” or “a stroke victim” rather than as a person. It is important for all health care workers to get past the stereotypes and treat their clients as individuals. Please look at each of the stereotypes below. Then, think about clients you have cared for that fit into each category. Write down something you learned about each client that breaks down the stereotype.

A Common Stereotype About...	What Your Clients Have Taught You...
Diabetes: <i>People with diabetes eat a lot of sugar.</i>	
HIV & AIDS: <i>People with AIDS deserve what they got.</i>	
Stroke: <i>After a stroke, people can't take care of themselves.</i>	
Terminally Ill: <i>People who are terminally ill are afraid to die.</i>	
Pain: <i>People in pain tend to whine and act like babies.</i>	
The Elderly: <i>Old people are always grouchy.</i>	
Alzheimer's Disease: <i>People with Alzheimer's disease are always incontinent.</i>	
Cancer: <i>People with cancer are depressed.</i>	
Mental Illness: <i>Mentally ill people are dangerous.</i>	
Obese: <i>Heavy people don't care about their health.</i>	



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A CULTURAL DIVERSITY WORD SEARCH

F H N N Y E N T N T F O L K M E D I C I N E
 J S M L M L P K P E R S O N A L S P A C E Q
 R Z A N X P K Y G M G T O U C H I N G R L G
 P M D C K C F M T R D X R P F X Q H L E L Q
 D T R V R K Z U L O W R C R R N V V G T K L
 C N K J Y E G C T W E L R L C A K T M E K N
 U P P Y K T D W F U H R F L T S Y C M R T O
 L T R D C R I S D D R L E T H L Z E C P Y I
 T C G M E O T S Y T D E K T J A Q G R R E T
 U A E Q M T M K R M R R O Q S N Z T N E C A
 R T N Q W K N M M E B A K R G G X W L T A T
 A N E M B S B E U S V O D L I V R F W N R N
 L O R K B R K T I N E I L I M E V J H I D E
 P C A V Z O N Q L R I R D S T R N L G K N I
 R E L A P I P G M D O C U R Q I D T J M T R
 E Y I L N V V L N C X T A T V H O J E Q K O
 J E Z U K A R T R R V T N T S C N N M D T E
 U M A E Y H F K R P T F K E I E L X S K Y M
 D M T S M E D X X G N X J L S O G H J D G I
 I T I R K B P R B E L I E F S E N N R J R T
 C T O B R E L I G I O N V C Z L R J W K X X
 E Q N M L K N R W K Z D R M J H W P X C V L

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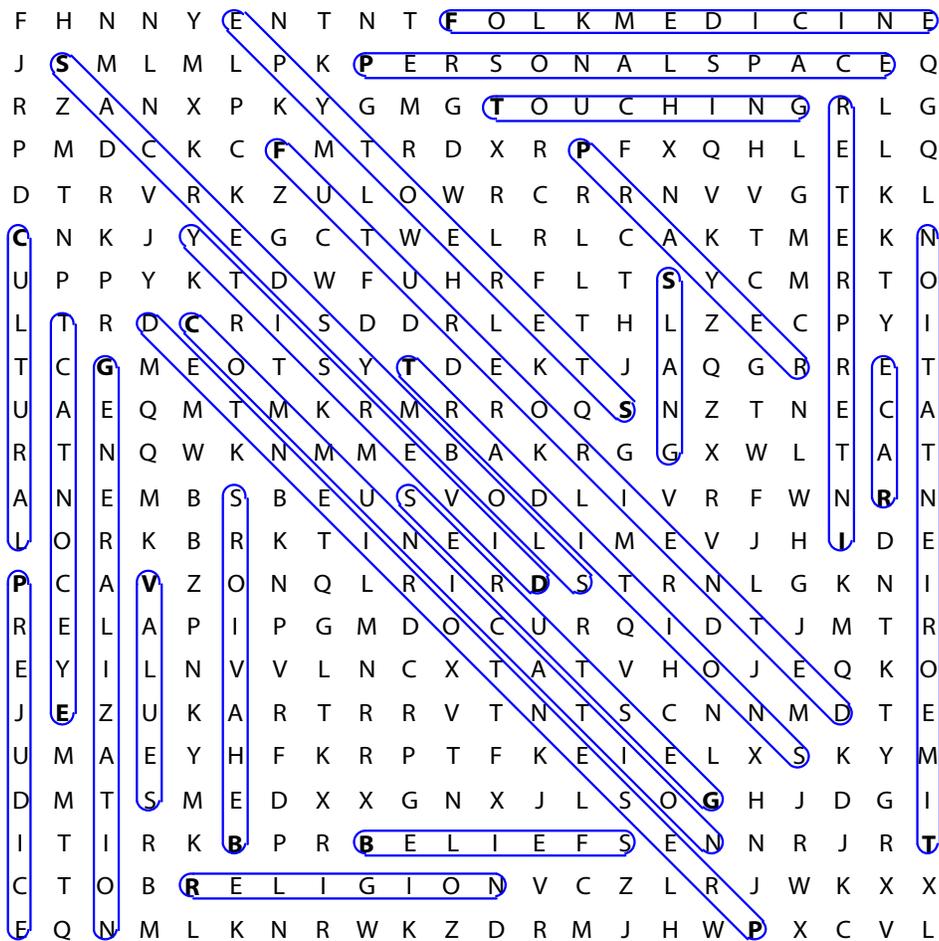
- | | | |
|-----------------|------------------|------------------|
| behaviors | generalization | religion |
| beliefs | gestures | sacred symbols |
| communication | interpreter | slang |
| cultural | personal space | stereotype |
| diversity | prayer | time orientation |
| eye contact | prejudice | touching |
| folk medicine | present oriented | traditions |
| future oriented | race | values |



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A CULTURAL DIVERSITY WORD SEARCH ANSWER KEY



How did you do? Were you able to find all the words?

How do all these words relate to cultural diversity?





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EVALUATION

Employee Name _____

Date _____

Self-Study Inservice

Group-Study Inservice

1. Put a checkmark in the box that best describes how you feel about each learning objective.

LEARNING OBJECTIVE	I am able to do this.	I might be able to do this.	I can't do this.	I'm not sure.
<i>Define cultural diversity.</i>				
<i>Discuss the difference between generalization, stereotype and prejudice.</i>				
<i>Describe at least four different health beliefs from around the world.</i>				
<i>Explain at least five things you can do to get along with people from other cultures.</i>				
<i>Demonstrate your understanding of cultural diversity in your daily work.</i>				

2. Did you learn anything new that will help you in your job?

Yes

No

If yes, please explain: _____

3. If you have questions about the inservice topic that did not get answered, note them here:

4. Other comments? _____
