

Fig. 2: Overcoming Cultural Awareness Obstacles

- Increase your confidence
 - Gain more information, awareness, knowledge and skills
 - Ask questions
- Be open to information shared by people from different cultural/ethnic backgrounds
- Expect working with clients who do not speak English to take more time and patience
- Seek out organizational support
 - Ask about resources such as language/culture interpreters, printed materials in foreign languages, resource materials readily accessible at the point of care
 - Petition for support from the leadership within your healthcare organization to allow time for “culturally relevant communication and care”
- Be alert to statements that devalue people from other groups or cultures
- Raise questions about care provided to culturally diverse clients
 - Language interpreters
 - Treatment preferences