



# Child & Women's Health Diversity Program



## Our Purpose

The role of the program is to support, enhance and develop culturally competent services. The Program strives to facilitate and promote culturally competent care which acknowledges and respects different cultural beliefs, values and perceptions of health and illness.

## The Program Offers

- **Clinical Consultation**

Consultation regarding diagnosis, care, treatment and other issues as requested or needed in situations where cross-cultural beliefs or practices are present and not well understood by staff.

- **Cultural Competency Training/Workshops**

Education for staff to enhance cross-cultural sensitivity and culturally competent service delivery. Education sessions are experiential and interactive through skill building, small group activities, role playing and case study discussions.

- **Cultural Competency Training Modules**

These include Self Assessment and World Views on Health and Illness; Personal Cultural Values, Biases and Stereotypes; Culturally Responsive Assessment and Diagnosis; Cultural Competency in My Program/Clinic.



## What is Cultural Competency?

Cultural Competency is the ability of individuals and systems to respond appropriately and in a timely fashion to people of all cultures, backgrounds and religions in a manner that recognizes, affirms and values cultural differences and similarities.

- **Access to Resources**

A wide variety of clinical and community resources are available for families, health care staff and community partners, many in translated versions, regarding child health conditions and treatment options.

The program works closely with the Interpretation & Translation Service of the Calgary Health Region to ensure that children and families have access to medically trained interpreters during their health care experience.

Interpretation & Translation services - (403) 944-0202.

## The Child and Women's Health Diversity Program has developed the following resources:

- Cultural Competency Check Card
- Multicultural Competencies Practice Tool
- Enhancing Cultural Competency; A Resource Kit for Health Care Professionals
- Map of Community Resources for Immigrant Families
- Immigrant & Refugee Women's Health Practices; A Guide for Health Care Professionals

These resources are downloadable at [www.sacyhn.ca](http://www.sacyhn.ca) under Publications.

## Community Involvement

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We link with ethno-cultural communities in order to (i) develop and offer customized workshops for staff which will enhance services in the areas where issues have been identified and (ii) improve and expand our own services through partnership opportunities.

We maintain and strengthen relationships with immigrant-serving agencies and ethno-cultural groups to assist families in accessing services and supports available in the community.



*“The diversity program has played a key role in assisting us to find appropriate ways to explore why the families that we see in some services within Child Development do not reflect the diverse makeup of our community. The program has helped us determine what questions to ask, who to ask and how to use the information gathered to influence service planning.”*



The Diversity Program provides clinical consultation, education and resources to professionals working with children and families through the Southern Alberta Child & Youth Health Network and to the Child and Women’s Health Portfolio within the Calgary Health Region.

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Monday - Friday 8:00 a.m. - 4:30 p.m.