

# Getting to Know Those You Serve: Being Culturally Competent

OkDCN Age-Friendly ECHO, August 1, 2023

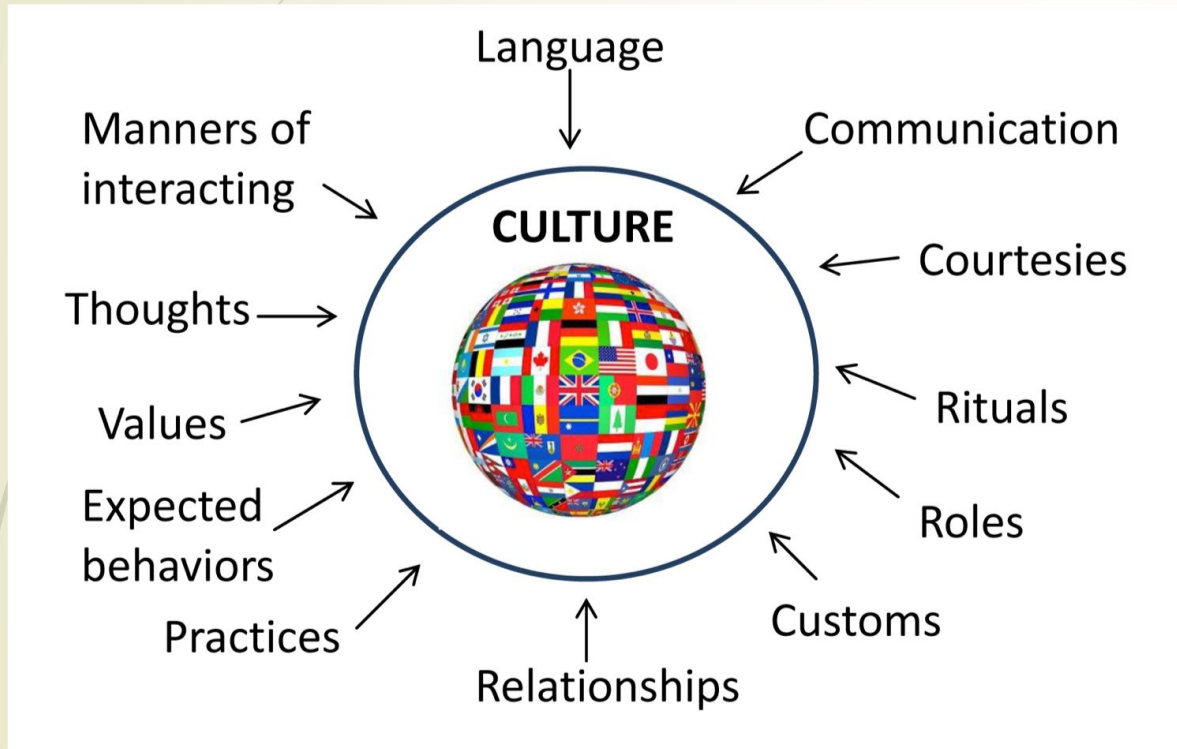
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# What is culture?



- ▶ A list of behaviors/activities of a given group of people?
  - ▶ Cultural inventory, sure, but not a definition of what it is, how it works
- ▶ Difficult to define, yet everywhere and quintessentially human
  - ▶ Not what is cultural, but what isn't cultural?

# What is culture, cont.?

- ▶ Culture: a structuring framework that molds and guides humans as to how to behave, think, and navigate life within a specific society and/or social group/social context
  - ▶ Extrapolation of this definition to things beyond race/ethnicity/nationality
    - ▶ The “culture” of your workplace, the “culture” of your favorite pro sports team, the “culture” of where you live, etc.



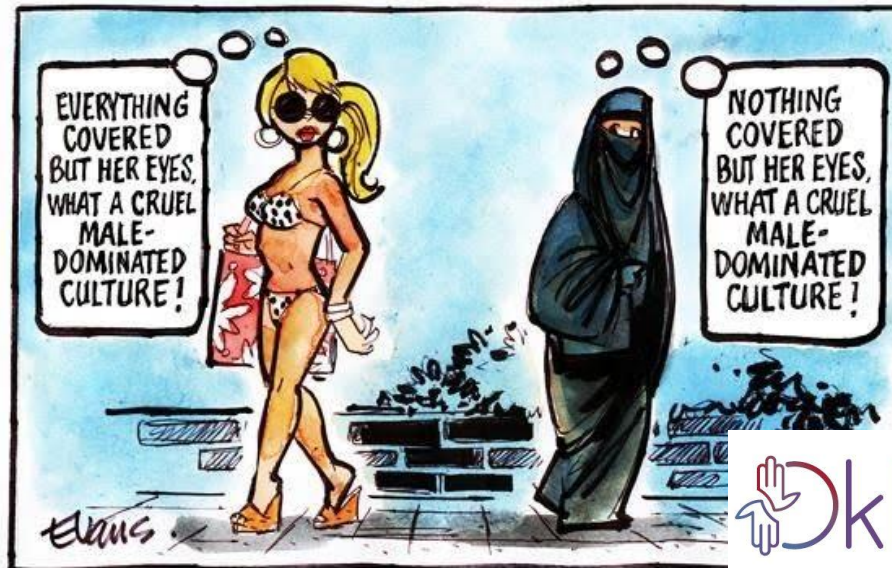
# Culture and symbols

- ▶ Humans are symbolic thinkers
  - ▶ Can think about/communicate about the past
  - ▶ Can think about/communicate about the future
  - ▶ Can think about/communicate about abstractions
  - ▶ Can assign non-intrinsic meaning to objects, ideas, words, etc.



# Ethnocentrism vs. Cultural Relativism

- ▶ Ethnocentrism vs. cultural relativism
  - ▶ Ethnocentrism is false
  - ▶ Cultural relativism: all cultures are inherently viable social systems for understanding and navigating reality; they make sense for those who live in them
    - ▶ Although some cultural practices may be seen as offensive by those from other cultures, those practices still make sense to the people living within that cultural context



# Social Determinants of Health: SDOH

➤ Yes behaviors drive health outcomes, but health is much more and is influenced by several factors, many of these related to cultural contexts

- Race/ethnicity
- Income
- Location
- Education
- Biases
- Historical trauma
- Others?




# Case studies and SDOH

- ▶ Client A: 75 years old, Choctaw woman
- ▶ Was in a boarding school as a child
- ▶ Has high school education
- ▶ Lives on fixed income
- ▶ Lives in rural SE OK
- ▶ Youngest daughter, age 40, is her caregiver
- ▶ How will her SDOHs impact her use of your recommended resources (can be positive or negative)?
- ▶ How can you talk to her about some of these difficulties?
- ▶ How do you interact with her caregiver?
- ▶ Discussion

# Case studies and SDOH, cont.

- ▶ Client B: 63 years old, Mexican man
- ▶ Undocumented, has lived in Oklahoma for 20 years
- ▶ Education: U.S. equivalent of 8<sup>th</sup> grade
- ▶ Works in construction
- ▶ Limited English proficiency
- ▶ 17 year old daughter is his translator
- ▶ How will his SDOHs impact his use of your recommended resources (can be positive or negative)?
- ▶ How can you talk to him about some of these difficulties?
- ▶ How do you interact with his translator?
- ▶ Discussion





# Q&A, Discussion, Comments, Concerns, etc.

- ▶ Any questions, comments, concerns?
- ▶ Contact info:
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  - ▶ Thank you!