Cultural Competency for MRC

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Tribal Recognition

We acknowledge that we are on the traditional land of the Tsalaguwetiyi and Muscogee tribes. Thank you for the opportunity to learn in this place.
Learning Objectives

By the end of this session, you should be able to...

Understand what culture is and how to communicate your own.

Recognize the importance of cultural competency and humility in emergency situations.

Identify unconscious bias that may affect your ability to serve diverse communities.

Identify ways to learn more about other cultures.
Think about it…

• Culture!
• Differences!
• Unconscious Bias!
• Ethnocentrism vs Cultural Humility!
• Communication!
• Institutionalize it!
• Repeat…
Culture?

Profession, family, ethnicity, sexual orientation, religion, language of preference, experiences, gender, marital status, age, immigration status, disability, socio-economic status, rural/urban background and more!
• I AM FROM... (place, landscape, familiar sights, smells growing up)

• I AM FROM... (food, smells, celebrations)

• I AM FROM (traditions, music you remember growing up)

• I AM FROM... (ancestors, relatives, people in your life now, nonviolence heroes and sheroes)
Step into the circle
Layers of Racism

- Race is a socially constructed category that society invents, manipulates, or retires when convenient.
- Groups are radicalized in different ways, at different times, to benefit the majority group.
WHAT IS CULTURAL COMPETENCY

• Like other core competencies, this is a journey rather than an objective set-in stone
• Value and respect for individual
• Changing attitudes & behavior
• Sensitive self-reflection
WHAT IS NOT CULTURAL COMPETENCY

- Something you can learn in a class
- Something someone can teach you
  - We cannot teach people anything; we can only help them discover it within themselves.
- A checklist of dos & don’ts
Concept of self-resilience/strength

- Individualist
- Collectivist
Responsibility and Logic

- Universalist
- Particularist
Concept of Time

- Monochronic
- Polychronic
Locus of Control

If anything bad happens, it's not my fault. It's fate.
STEREOTYPES

Generalizations are de-humanizing
• Even ones that are positive
STAND UP EXERCISE
WHY IS CULTURAL COMPETENCY & DIVERSITY IMPORTANT

• Group think vs diversity of opinion or inclusive decision making – which would be better?

• We live in a global society – therefore we need to be culturally competent
Why is cultural agility needed in emergency response?

• Loma Prieta Earthquake in 1989 – Watsonville (Phillips, 1993)
• Great flood of 1927 (Gazit, 2001)
• Tornado in Saragosa Texas in 1987 (Aguirre, 1988)
• Hurricane Katrina ( Finch, Emrich & Cutter, 2010)
• Find someone who seems as if they are similar to you and talk to them to find 5 things that you do not have in common

• Find someone who seems as if they are very different from you and talk to them to find 5 things that you have in common
Micro-aggressions

• “The brief and common place daily verbal, behavioral, and environmental indignities, whether intentional or unintentional, that communicate hostile, derogatory, or negative racial, gender, sexual orientation, and religious slights and insults to the target person or group” (Sue, 2010, p. 5).

• Video (next slide)
Unconscious Bias!
THIS IS TRUE

THIS IS TRUE

THIS IS TRUTH

please consider this before talking/typing
A "Psychological" Optical Illusion:

The influence of culture and environment can have an effect on our visual perception. This theory was first explored by Robert Laws, a Scottish missionary working in Malawi, Africa, during the late 1800's. Take a look at the picture below. What you see will largely depend on where you live in the world. After you have examined the picture, scroll down for a more detailed explanation.

So What Did You See?
WHAT IS BIAS, PREJUDICE, DISCRIMINATION

- Bias is often unconscious – explore more at Project Implicit -- https://implicit.harvard.edu/implicit/ (Nosek, Smyth & Hansen, 2007)
- Las Vegas Police Story
- Law enforcement training video (McCaffrey, n.d.)
PEOPLE FIRST

LANGUAGE

People are more than their culture, ethnicity, disability or sexual orientation
CROSS CULTURAL COMMUNICATION

• They said yes…
• The evaluations were all great
• No one came to the meeting!
• Apologize?
EXERCISE
ETHNOCENTRISM VS CULTURAL HUMILITY

• The difference between the golden rule & the platinum rule
Are we all starting from the same place?
Managing Fear

We are all in the same boat – we are not in competing boats.
Institutionalize it! Geoffrey Whiteway
So how do we get these skills?

• This is an ongoing process
• Immerse yourself whenever an opportunity arises
• Ask people questions
• You have already started – motivation is key
Where do we go?