Cultural Considerations working with Culturally and Linguistically Diverse Families

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Learning Objectives

• Define cultural competence

• Understand the importance of implementing culturally competency into your daily practice

• Identify strategies for increasing cultural competence
Cultural Competence

The ability to think, feel, and act in ways that acknowledge, respect, and build upon ethnic, sociocultural, and linguistic diversity

(Harry, 2004)
Why is cultural competence important?
Hispanic population in the United States

- Very diverse
- Expected to reach around to 106 million in 2050
- Increased by over 40% between the years 2000-2010 = 16% total US population
- 75% report Spanish as their primary language

(Humes, Jones, & Ramirez, 2011; U.S. Department of commerce, 2012; U.S. Census Bureau, 2014)
Hispanic Culture

Cultural Values
1. Personalism
2. Fatalism
3. Familism
4. Respect

Service Delivery Models
1. Family-centered.
2. Culturally sensitive
3. Same quality & quantity

JCIH, 2007; ASHA, 2008; AAA, 2013; Caballero et al., 2017
Hispanic Cultural Values

Familism

Personalism

Fatalism

(Steinberg et al., 1997)
Cultural attitudes: Paternalistic Views & Community Stigma

Salas-Provance, Erickson, and Reed, 2002; Steinberg et al., 1997; Steinberg et al., 2003)
Family Responses to Deafness
Mother’s Reactions

Steinberg et al., 2003; Steinberg et al., 1997
Family Responses to Deafness
Father’s Reactions

Steinberg et al., 2003; Steinberg et al., 1997
A family’s beliefs about what constitutes normality and about the causes and management of illness have significant implications for its adaptation to disability

Rolland, 1994
Why is cultural competence important?

- Respond to demographic changes in the United States
- Eliminate disparities in the health status of people
- Improve the quality of services and health outcomes
- It is the law

ASHA, “Cultural Competence Overview”
Deficit Views

Affects professional perceptions of:

- child-rearing practices
- Parental involvement
- Language
- Education
- Income

“The theme of deficit views of families is at the center of many CLD families' call for respect.”

Harry, 2008
Bilingual Professionals in CSD

13% of families living in the United States speak Spanish in the home as primary language.

Only 2.6% of Audiologists and SLPs in the United States reported being Spanish-English bilingual.

Client-clinician mismatch = challenge in services provided to CLD families.

(ASHA, 2012; Abreu et al., 2011)
Things to consider when working with CLD families
Cultural Competent Health Care System COMPONENTS
Components for improving cultural competence of Latino Parent Education Programs

- Consider importance of cultural competence
- Recognize that cultural competence is a process
- Connect with local Latino communities/stakeholders
- Include diverse voices in development, implementation, and evaluation of programs
- **Go beyond translations**
- Provide on-going training and mentoring to staff

(Vesely et al., 2014)
## Previous Findings

<table>
<thead>
<tr>
<th>Family Considerations</th>
<th>How to improve</th>
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<tbody>
<tr>
<td>Educational Level &amp; Cultural Values</td>
<td>- Provide information at an appropriate educational level; and to both parents and extended family</td>
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<tr>
<td>Family Annual Income</td>
<td>- Provide information about funding resources/programs to obtain hearing devices and hearing services</td>
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<tr>
<td>Language spoken at home: bilingualism</td>
<td>- Provide written resources in the native language; and information about bilingualism</td>
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<tr>
<td>Attitudes and Perceptions: Stigma</td>
<td>- Ask parents how they feel about their child’s hearing loss and the use of hearing aids.</td>
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<td>Concerns about what others will think about</td>
<td>- Find out what is important to the parents and provide support to help them reach their goals</td>
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<tr>
<td>child wearing hearing aids</td>
<td>- Support groups with appropriate native language resources</td>
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Caballero et al., in preparation
Self-awareness

Important to understand your personal bias and the role it plays in how you interact with families!

Start with a cultural competence checklist

Example: ASHA Cultural Competence Checklist
Culturally responsive practices

It’s more than just translating handouts or having an interpreter!

- Caregiver intake interview (Ellen Rhoades)
- Culturally appropriate activities
- Cultural congruence
MOVING AWAY FROM A DEFICIT VIEW

FOCUS ON THE POSITIVES!
Resources

ASHA cultural competence checklist


Caregiver Interview:

Thank you for listening!

Please contact us at:

www.heartolearn.org