

"Deeds not Words"



Cultural Competence

HUMAN RIGHTS
IMMIGRATION
MULTICULTURALISM
CULTURAL COMPETENCE
FAITH DIVERSITY
DISCRIMINATION
LGBT ISSUES
TERMINOLOGY
INCLUSIVITY
ADVOCACY
LEADERSHIP

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DIVERSITY

- The variation in society of culture and other factors which includes differences in age, race, gender, physical abilities, sexual orientation, religion, education, region of origin and language. It may also include factors such as life experience, position in family, and job function.

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IMMIGRATION

- **First Inhabitants**

Native/Aboriginal Peoples were the first people to settle and occupy Canada. The plight of Aboriginal people is indelibly etched in our history.

- **First Immigrants**

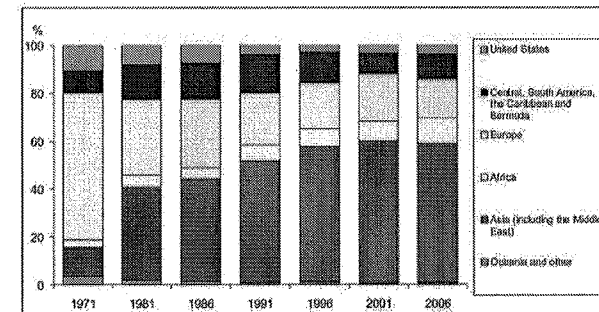
European people were the first immigrants to Canada. Their arrival formed the political, economic, and socio-cultural structure of what Canada is today.

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IMMIGRATION

Region of Birth – Recent Immigrants to Canada 1971-2006



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MULTICULTURALISM

- Multiculturalism Act, 1971
- Increasing Immigration
- What is Canadian?
- Pluralistic Challenges
- Discrimination

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HUMAN RIGHTS LEGISLATION

- International, National, Provincial, Municipal, Organizational
- Diversity should be viewed through the lens of human rights.
- Overall principle human dignity

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KEY HUMAN RIGHTS CONCEPTS

- **Organizational/Individual Obligations**

- Equity
- Discrimination
- Harassment and Poisoned Environment
- Accommodation

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QUESTION?

What is the difference between EQUITY and EQUALITY?

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DISCRIMINATION

Differential treatment in comparison with a "similar comparator group"

- » Possible eg. Black people and white people in context of racial profiling
- Differential treatment becomes human rights discrimination in legal sense when it incorporates any of the following:
 - » (1) associated with a stereotype,
 - » (2) offensive to human dignity,
 - » (3) targets a historically disadvantaged community

- **Other key elements**
 - No intent required
 - Direct and indirect
 - Systemic discrimination

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DISCRIMINATION

Human Rights Code Protected Grounds:

Race	citizenship	place of origin
ethnic origin	colour	ancestry
Disability	age	creed
sex / pregnancy	family status	marital status
receipt of public assistance		record of offence
sexual orientation		

Human Rights Code Protected Social Areas:

Employment	Services	Housing
contracts	vocational associations	

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HARASSMENT AND POISONED ENVIRONMENT

Definition:

- * "Engaging in a course of vexatious comment conduct that is known or ought reasonably to be known to be unwelcome"
- * Both a subjective and an objective test for harassment
- * Examples: comments, epithets, slurs, jokes name calling, graffiti
- * Commonly based Race and Gender but can include other identified human rights Code grounds

Poisoned environment:

- * poisoned environment concept extends notion of harassment beyond a series of events and may be fostered based on a single event alone

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ACCOMODATION

Definition:

- To facilitate needs of an individual emerging from his or her protected status by providing special measures to accommodate these needs.
 - * Eg. disability – physical accommodation needs, physical impairments, medicines
 - * Eg. religion – accommodate need for religious practices, attire, prayer etc..
 - * Eg. Family status – pressing home needs

Limits of Accommodation:

- Bona Fide Requirements – assessed after accommodation provided
- Health and Safety – real and demonstrated
- Excessive Costs – High threshold

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THE GOAL

An organization or service that fulfills human rights obligations to its members and to society is:

- **Inclusive in employment**
- **Culturally competent in service**

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RACE, ETHNICITY & CULTURE

- **Race**
 - Related to particular physical characteristics which come to represent socially constructed meanings and expectations . Eg. colour of skin, tone of skin, hair, facial features, body types etc.
- **Ethnicity**
 - An ethnic group is one that identifies itself, or is identified, as sharing a common historical and "ancestral origin". Based on selection of fragments from cultural past: customs, traditions, religion, language, art, folk dance, music, knowledge of some aspect of history
- **Culture**
 - Learned, "man made", pattern of behaviour that is shared and inherited – sometimes intersects with religion

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RELIGIONS

MOST PREVELANT IN ONTARIO

- BUDDHISM – CHINA/EAST ASIA
- CHRISTIANITY – GLOBAL AND NUMEROUS SUB-SECTS
- HINDUISM – INDIA
- ISLAM – NORTHERN AFRICA/WEST ASIA
- JUDAISM – ISRAEL
- SIKHISM – INDIA



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LEARN FROM CONTEXT

- Given cultural diversity and individual uniqueness means that the starting principle for culturally competent employees is to learn from contexts
- Learning from the context is for people to allow individuals to explain and define themselves as much as possible
- Expertise in specific racial and ethnic cultures is useful but only as an add on to learning from the context

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DOMINANT GROUP BIAS

- Members of the dominant group in any society have the most difficulty in identifying their own biases and prejudice. Their biases and prejudices are normalized in the major institutions and images of society .
- In Canada white European culture is dominant and biases of people of white racial groups and European ethnic groups is normalized.
- Racism based on race and ethnicity is often the result of unconscious decision making based on dominant norms by members of the dominant group

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RACISM

- Definition?
- Discussion....

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CRITICAL SELF-EXAMINATION

- Each of us comes from a cultural background and have individual dispositions that lead us to certain biases and prejudices
- Cultural competence is not possible unless individuals are able to recognize their own cultural backgrounds and the potential bias that this predisposes them to
- Only by knowing yourself can you limit your biases and prejudices

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PRIVILEGE

Definition

- unearned privileges, i.e. benefits, advantages, access and/or opportunities that exist for members of the dominant group in society

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WHITE PRIVILEGE

- While this notion may be controversial to some, consider the following statements.
 - If I want or need to move, I can be pretty sure that I will not be told that an apartment has already been rented when the landlord sees me.
 - If I talk to "the person in charge," it is likely it will be a person of my "race."
 - I can go shopping alone and do not expect to be followed. I do not have to think about how well I am dressed before I go to a high-end store.
 - When I use cheques or credit cards, I can count on my skin colour not to work against the appearance of financial reliability.

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REVERSE DISCRIMINATION

Clinical Definition: discrimination against members of a dominant or majority group, or in favour of members of a minority or **historically disadvantaged** group.

Contextual/Practical Definition: an implication that dominant groups could be the victims of racism. However, racism **includes** having **power and dominant status in society**, power which non-dominant groups do not have. It is a term used unconsciously place non-dominant groups back into an inferior position. It involves the disregard of **historical disadvantage** within non-dominant groups.

*REMEMBER: Discrimination is simply Discrimination

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LGBT ISSUES

Homophobia

- An "irrational" fear of (and aversion/hatred of) homosexuality and LGBT2Q people.

Internalized Homophobia

- Process where LGBT2Q re-direct broader societal/cultural hate messages inward (toward themselves)

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LGBT RISKS

- Violence (assault, homicide)
- Harassment
- Bullying
- Discrimination (individual vs. systemic)
- Low self-esteem
- Shame and self-blame
- Suicide
- Hate Crime

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HETEROSEXISM

- Heterosexuality accepted as the "normal, dominant, preferred and acceptable" sexual orientation
- Automatic assumption of man-woman
- Examples in mainstream media, culture
- Not always a product of blatant discrimination as much as it is naivety or ignorance
- "Homonegativity"

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HETEROSEXUAL PRIVILEGE

- A term that describes the ways that people who are heterosexual "benefit" from their sexual orientation
- Essentially, privilege describes the things that we can "take for granted" by virtue of our identities (i.e. who we are)
- Examples: public displays of affection, idea that "being gay is a choice", marriage benefits, language...

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PROFESSIONAL PRACTICE

- Be sure to create and maintain safe spaces in the workplace.

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INAPPROPRIATE LANGUAGE

- Wife Beater
- Refugee Camp (context)
- White Trash
- Jihadist
- Wigger
- Those people
- The Gays
- **Others???**

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APPROPRIATE LANGUAGE

Race Classification

White or Caucasian

Black or African Canadian/American

Asian

South Asian

Middle-Eastern (West Asia)

Latin, Hispanic or South American

Native or Aboriginal

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INCLUSIVITY

- Definition?
- Discussion...

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ADVOCACY

- Definition?
- Discussion....

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LEADERSHIP

- Definition?
- Discussion...

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- Members of the London Diversity and Race Relations Advisory Committee are **ALL** leaders in diversity.

NOTE: Must communicate, debate and advocate with this in mind.

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QUESTIONS/DISCUSSION