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PRACTICE GUIDELINE Content Table Introduction 3Assumptions 3Elements providing culturally sensitive care 4 Self-reflection 4Personal cultural knowledge 4Acces reflect on your cultural beliefs and values 5Facilitating Customer Choice 6 Communication 6Working with translators 7Non-verbal communication strategies 9 Develop an Approach for Care 9 Assessment 9 Setting Mutual Goals 10Culture Conservation Care 10Culture Care Care 10Culture Care Re-Pattern 11 Pattern Practice Settings and Culturally Sensitive Care 11Concclle 11 Selected Bibliography 13 Culturally Sensitive Care Pub. No. 41040ISBN 1-894557-52-2Copyright © Ontario Nursing College, 2009.Commercial or non-commercial redistribution of this document is partially or completely prohibited, except for CNO written consent. 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Toronto ON M5R 3P1www.cno.org fasCeule exist en France Le Titre A: La prestation des soins adapt a la culture, n e 51040 Our MISSION is to protect the public's right to quality nursing services by providing guidance to the nursing profession in self-regulation. OUR VISION is a superior in the practice of care worldwide in Ontario. PRACTICE GUIDELINE 3 Ontario Nurses' College Of Practice Practice Guide: Culturally Sensitive Care Guide for Nurses to provide culturally sensitive care to care for someone I need to know who I am. To take care of someone, I must be able to bridge the gap between me and others. Gene Watson (Cited by J. Anderson, RN, PhD, 1987) The introduction of Culture refers to learned values, beliefs, norms and lifestyles that influence a person's thinking, decisions, and actions in a certain way. (Adapted from Leininger, 1991) There are many problems related to working between cultures. The purpose of this guide is to support nurses1 in dealing with problems in common situations. Customer-focused care requires nurses customer culture, nurse culture and how both affect the nurse-client relationship. Importance Of Importance Cultural Elements Highlighted in the Ontario College of Nursing (College) practice of standard therapeutic nurse-client relationships, revised 2006. There is no one-size-go-d for all cultures or all persons of similar cultural background. The focus in care is always on the customer's needs. Each client and every situation is unique and requires individual evaluation and planning. As nurses seek to provide culturally sensitive care, they need to recognize how customers and their perceptions are similar as well as different. Nurses enhance their ability to provide customer-centered care by thinking about how their values and beliefs affect the nurse-client relationship. All of the attributes of a nurse, including age, gender, past experience, strengths and weaknesses, affect customer interaction. Through reflection, training and support, nurses will be able to better provide the quality of care they provide to the diverse communities they serve. This paper discusses in detail how to assess and address situations that cross cultures. The scenarios used in the manual are only used to illustrate concepts and approaches to providing culturally sensitive assistance. Examples are not intended to generalize, stereotype or exclude any particular cultural group (s). The chosen bibliography identifies additional sources for ongoing learning on various aspects of culture and care. In addition, information about the nurse-client relationship can be found at the College of Therapeutic Nurse-Customer Relationships, a revised standard of practice in 2006. The assumptions of the following assumptions are the basic principles of assistance, which is culturally appropriate. Everyone has a culture. Culture is individual. Individual assessments are necessary to identify relevant cultural factors in the context of each situation for each client. Human culture is influenced by many factors, such as race, gender, religion, ethnicity, socio-economic status, sexual orientation and life experience. The degree of influence of specific factors on a person will change. The culture is dynamic. It changes and evolves over time as people change over time. The reaction to cultural differences occurs automatically, often subconsciously, and affects the dynamics of the nurse-client relationship. The culture of a nurse depends on personal beliefs as well as on the professional values of nurses. The values of the nursing profession are supported by all nurses. (See the college ethics standard.) The nurse is responsible for assessing and responding adequately to the customer's cultural expectations and needs. 1 In this document, the nurse refers to a registered practical nurse (RPN) registered (RN) и практикующего медцестры (NP). (E.G. (E.G. practice guideline culturally sensitive care cno (2009)

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