



An Update on eCALD™ Courses and Resources for health professionals working with culturally and linguistically diverse (CALD) clients and families

ANA Asian Forum
Nutrition & Physical Activity
Venue: Sorrento in the Park
Date: 24 November 2015

Presenter: Sue Lim – Operations Manager, Asian Health
Services, Waitemata DHB



eCALD™

Content

- What is CALD Cultural Competence
- Why the need for Cultural Competence
- CALD Cultural Competence Continuum
- eCALD Courses and Resources
- eCALD Website
- How to access courses and resources
- Quick Facts

Culture is rather
like the colour of your
eyes: you cannot change
it or hide it, and although
you cannot see it yourself,
it is always visible to
other people when you
interact with them.

-Hofstede & Pedersen

CALD population here refers to the culturally and linguistically diverse migrant and refugee populations from Asian, Middle Eastern, Latin American, and African (MELAA) backgrounds.



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What is Cultural competence?

Cultural competence refers to an **ability to communicate and interact effectively** with people from cultural backgrounds different to one's own. It is not just about knowing another person's culture, it is about **understanding how cultural differences impact on the patient/client – health professional relationship** and being able to adjust your behaviour to **accommodate these differences for the best patient outcomes.**

Components of cultural competence





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Why the need for CALD cultural competence?

- Super diversity – increasing number of patients from culturally and linguistically diverse (CALD) backgrounds
- Health disparities and barriers to accessing services
- Increasing health and disability workforce diversity
- Cultural competence is essential to the provision of quality healthcare services
- Health Practitioners Competence Assurance Act, 2003 (HPCAA) – requires cultural competence

August 2012



Health needs assessment
of Asian people living
in the Auckland region

September 2010



Health needs assessment of
Middle Eastern, Latin American
and African people living
in the Auckland region



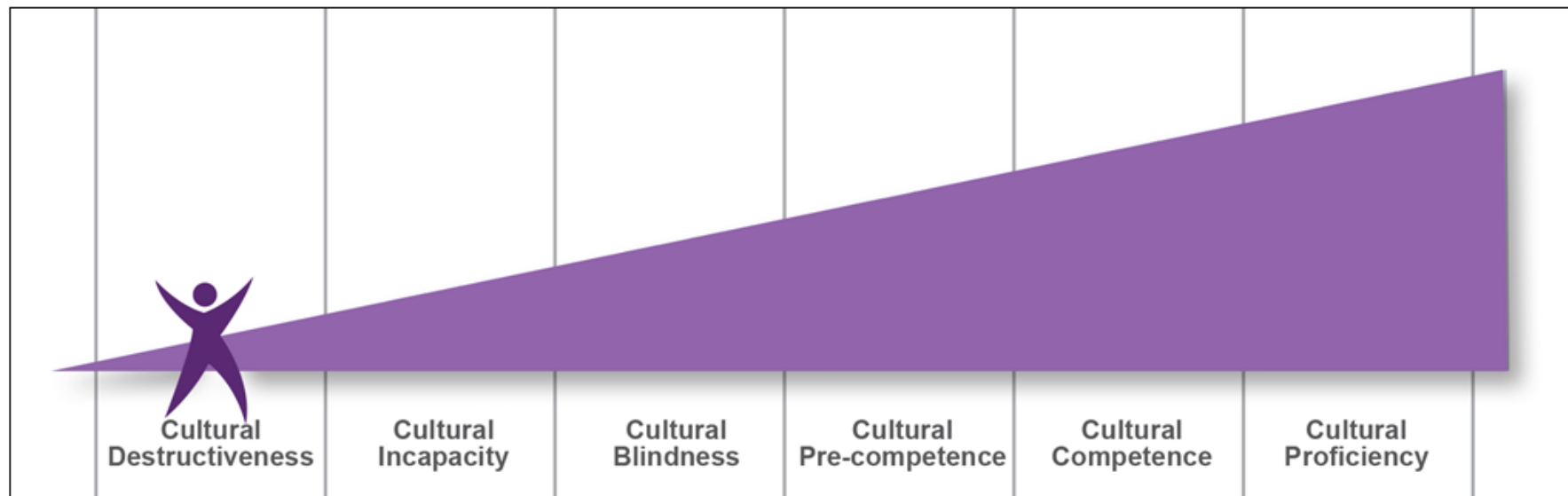
eCALD™

Cultural Competence Continuum

Cultural Competence requires learners to:

- Commit to ongoing education of self and others
- Research for additional knowledge
- Developing approaches based on cultural considerations
- Seeking ongoing mentoring
- Seeking or providing supervision of cultural practice (Cross et al., 1989)

Cultural Competence Continuum





eCALD™ provides a range of online and face-to-face training courses for the New Zealand health workforce to develop CALD cultural competencies.

[Developed by Waitemata DHB, funded by Ministry of Health via the Northern Regional Alliance Ltd]

eCALD.com

Culturally And Linguistically Diverse



Waitemata
District Health Board
Best Care for Everyone

Best Care for Everyone



eCALD™

CALD Cultural Competence Courses and Resources for Working with CALD patients

Working with CALD patients

CALD 1: Culture and Cultural Competency

CALD 2: Working with Migrant Patients

CALD 3: Working with Refugee Patients

CALD 4: Working with Interpreters

CALD 5: Working with Asian MH clients

CALD 7: Working with Religious Diversity

CALD 8: Working with CALD Families – Disability Awareness

CALD 9: Working in Mental Health Context with CALD clients





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Toolkits and Resources for Working with CALD Patients

CROSS CULTURAL RESOURCE FOR HEALTH PRACTITIONERS WORKING WITH CALD CLIENTS

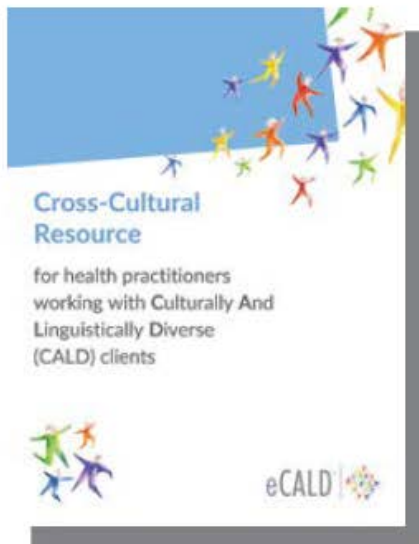
The toolkit is not a definitive guide on each culture, but contains information we consider useful to health practitioners who work with CALD clients.

Booklet

The booklet is a desktop guide which contains a summary of the e-toolkit which includes a cross-cultural pre-interview checklist, interview questions, and guidelines for working with interpreters.

The sections on various Asian cultures and Eastern Mediterranean cultures contain greetings and communication tips, and guidelines for practitioners working with each of these cultures.

To order a copy of the booklet email us at cald@waitematadhb.govt.nz



e-Toolkit

The e-toolkit includes further explanation, examples and background information on the points in the booklet, including:

- Additional issues, comparative tables, specific information on Asian, Eastern Mediterranean and African cultures
- Videos scenarios and audio clips of the greetings in each language
- Communication tips, information on health beliefs and practices and family values
- Tips for practitioners working with culture-specific clients, health risks, women's and youth health, and spiritual practices

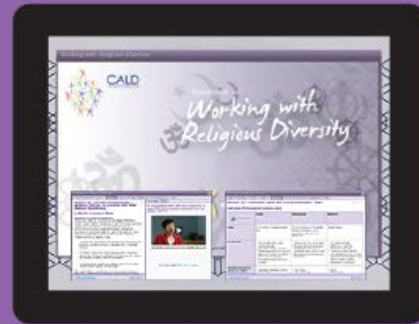
This e-toolkit is available for download in sections.





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Toolkits and Resources for Working with CALD Patients. contd..





eCALD™

Courses for Culturally Diverse Workplaces

- Managing Cultural Diverse Teams
- Working in Culturally Diverse Teams
- Working in a New Zealand Health Workplace (culture and context for new migrants)



Toolkit

for Staff Working in a
Culturally And
Linguistically Diverse
Health Environment



eCALDTM

Toolkit for Staff Working in Culturally Diverse Workplaces

CROSS-CULTURAL TOOLKIT FOR STAFF

Toolkit for Staff working in Culturally and Linguistically Diverse Health Environments

This e-toolkit offers guidance for staff and managers working in a CALD health environment.

- **Section A** provides a general guide for staff working with colleagues in culturally diverse teams
- **Section B** offers additional information for CALD staff working in a New Zealand health environment
- **Section C** is for managers who lead culturally diverse teams
- **Section D** lists training and resources for staff
- **Section E** contains appendices: Cultural Competence Standards, Policies, Legislation, etc

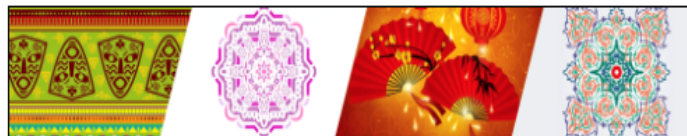


This e-toolkit is available for download in sections.

Resources

- Cross Cultural Resources
- Translated Information
- Publications
- Migrant and Refugee Services
- Cultural Competence Assessment Tools
- Festive Calendar

Resources



In this section you will find:

- Cross-Cultural Resources:** Resources with additional researched cultural-topics not fully covered or covered in detail within the CALD courses. The aim of these resources is to further increase cultural awareness, knowledge and skills of learners / viewers.
- Translated Information:** Brochures / information translated into multiple languages including healthcare system and general health information (e.g. ACC, Diabetes, Mental Health) which could be useful for CALD patients / clients / families. You will also find some communication tools and other useful New Zealand sites that publishing translated information as well.
- Publications:** A list of New Zealand publications relating to Asian, Middle Eastern, Latin and African populations, health needs, as well as, cultural competency approaches, model of care, etc
- Migrant and Refugee Services:** A list of CALD migrant and refugee health and social support services in the Auckland Region, compiled by the Northern Region Alliance Ltd Asian, Migrant and Refugee Health Project Manager and Asian Health Support Services as part of a stocktake of services.
- Cultural Competence Assessment Tools:** List of tools/checklists for self-assessment of one's own level of cultural competence.
- Festive Calendar:** A calendar of festive dates for Asian and MELAA groups in the current year with brief descriptions about each event.

Disclaimer: eCALD™ has taken all reasonable measures to ensure the quality and accuracy of the information available on or through this website as at the date of posting. However if you find any information that you believe may be inaccurate, or out of date, please let us know by sending an email to [CALD Admin](#). eCALD™ may change, delete, add or amend information in this section without notice. We are not responsible for the content of other websites linked to or referenced from this site. eCALD™ does not endorse the information, content, presentation or accuracy of other websites linked from this site, nor makes any warranty, express or implied, regarding other sites. Neither is the information on this website intended to cover every situation and circumstance relevant to a particular user's needs.

Photos: Freepik

Contact

Phone: (09) 440 6926
Fax: (09) 486 8347
Email: cald@waitematadhb.govt.nz
Support Hours: Mon to Fri, 8.30am to 5pm
 (excluding public holidays and weekends)

Training Venues

- North Shore Hospital - Conference Rm 1
- North Shore Hospital - Conference Rm 3
- Waitakere Hospital - Kawakawa Rm
- Greenlane Clinical Centre - James Lowe Rm
- Middlemore Hospital - Ko Awatea Centre

Terms & Conditions

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About Us

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Resources

- Cross Cultural Resources
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- Cultural Competence Assessment Tools
- Festive Calendar

Cross Cultural Resources

Cultural competency is a developmental process which requires an individual to pursue ongoing education, to develop approaches based on cultural considerations, to seek ongoing mentoring and supervision of cultural practice in order to advance along the cultural competence continuum (see more about the [Cultural Competence Continuum](#)).

To support the increasing cultural awareness, knowledge and skills of health professionals in New Zealand we have developed and published a range of researched Cross-Cultural Resources. These resources provide cultural specific information and topics not fully covered or not covered in detail in the eCALD™ Cultural Competency "Courses for Working with Patients" and "Courses for Culturally Diverse Workplaces".

The resources include tips and guidelines, approaches based on cultural considerations and toolkits. Most of these resources use pedagogical features including case studies and scenarios as well as self-reflective exercises. Some of these resources in online [HTML] format use multimedia to enhance the learning process.

Please note: Some of these supplementary resources require viewers to complete pre-requisite eCALD™ course(s).

In this section we have also published other cross-cultural resources on request from other authors / copyright owners.

Cross Cultural Resource [desktop kit]

This desktop kit is for Health Practitioners working with CALD clients/ patients...



[View More](#)

Cross Cultural Resource [e-toolkit]

This e-toolkit is for Health Practitioners working with CALD clients / patients...



[View More](#)

Staff Working in a CALD Health Environment [e-toolkit]

This toolkit provides guidance for staff and managers working in a culturally diverse health environment...



[View More](#)

Ayurvedic Medicine [video]

This resource is an informative video describing the ayurveda explanatory health model...



[View More](#)

Working with Religious Diversity [supplement]

This resource is a supplement to the cultural competency course "CALD 7 - Working with Religious Diversity..."



[View More](#)

Working with CALD Families - Disability Awareness [supplement]

This resource is a supplement to the cultural competency course "CALD 8 - Working with CALD Families - Disab..."



[View More](#)

Working with Asian Mental Health Clients [supplement]

This resource is a supplement to the cultural competency course "CALD 9 - Working in a Mental Health Conte..."



[View More](#)

Working with Middle Eastern & African Mental Health Clients [supplement]

This resource is a supplement to the cultural competency course "CALD 9 - Working in a Mental Health Conte..."



[View More](#)



Home



Courses



Resources



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NZ Healthcare System, ACC,
Communication Tools

General Health Information

Mental Health and Addictions

Publications

Migrant and Refugee Services

General Health Information

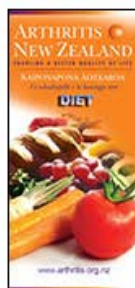
Below is a range of translated brochures/information relating to:

- Arthritis
- Breastfeeding
- Cancer
- Cardiovascular
- Delirium
- Diabetes
- Nutrition
- Quit Smoking
- Tuberculosis
- Warfarin

Arthritis



Diet



Author: Arthritis NZ

Language: [English] [Chinese] [Hindi]

Classification Number: N/A

Date Issued: N/A



Ease Your Arthritis



Osteoarthritis

Resources

Cross Cultural Resources

Translated Information

Publications

Migrant and Refugee Services

Cultural Competence Assessment Tools

Festive Calendar

Publications

In this section you will find New Zealand publications relating to Asian, Middle Eastern, Latin and African populations, health needs, as well as cultural competency approaches, Asian Health Survey Report, Evaluation Reports etc.

- General Health
- Mental Health
- Cultural Competency
- Cervical Cancer Screening

General Health

Auckland Region DHBs Asian & MELAA: 2013 Census Demographic and Health Profile [Walker, 2014]

Cultural Case Workers in Child Disability Services: An Evidence-Based Model of Cultural Responsiveness for Refugee Families [Mortensen et al., 2014]

Health Needs Assessment of Asian People Living in the Auckland Region [Mehta, 2012]

Health Needs Assessment of Middle Eastern, Latin American and African People Living in the Auckland Region [Perumal, 2010]

Asian Health in Aotearoa in 2006 - 2007 [Scrugg, 2010]

ADHB Learning Needs Analysis [Mortensen, 2009]

Asian People and Their Health - Waitemata DHB: 2006 Census [Asian Health Support Services, 2007]

Review of Migrant and Refugee Regional and National Health Needs Assessments [Mortensen, 2007]

Asian Children's Health [Tsang & Lim, 2005]

Asian Public Health Project Report [Asian Public Health Project Team, 2003]

Final Report on Healthcare Needs of Asian People: Surveys of Asian People and Health Professionals in the North and West Auckland [Ngai et al., 2001]

Mental Health

AMHCSC Consumer Survey Report [Feng & Lim, 2014]

Report of a Survey of the Mental Health and Addictions Workforce at WDHB on the Use of Assessment and Screening Tools with Asian Clients [Asian Mental Health Working Group, 2011]

Asian Mental Health Cultural Support Coordination Service - Health Professional Satisfaction Survey Results [Latimer, 2010]

Asian Mental Health Cultural Support Coordination Service - Results of Consumer Satisfaction Survey [Latimer, 2010]

WDHB Mental Health & Addictions Service Development Plan (2010-2015) - Asian Chapter [WDHB, 2009]

Regional Asian Mental Health Interpreter Workforce Development Project Phase 2: Training Implementation and Evaluation [Lim et al., 2007]

Asian Mental Health Interpreter Workforce Development Project: Curricula & Guidelines Development [Lim & Walker, 2006]

Mental Health Issues for Asians in New Zealand: A Literature Review [Ho et al., 2003]

Cultural Competency

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Migrant and Refugee Services

In this section you will find a range of health and social support services in the Auckland Region who provide services for CALD migrants and refugees from Asian, Middle Eastern and African backgrounds.

Please note: Services outside of Auckland are currently being sourced and will be published at a later date.

- Auckland DHB
- Auckland Regional Public Health Service
- Counties Manukau DHB
- Waitemata DHB
- Community Groups
- Counselling Services
- Mental Health Organisations
- Mental Health Support Groups
- Other General Health Organisations
- Settlement Support Organisations

Auckland DHB

ADHB Asian Mental Health Support with a South Asian Focus

ADHB Asian Mental Health Team

ADHB Auckland Diabetes Centre, Clinical Nurse Specialist, South Asian Diabetes

ADHB Community Child Health and Disability Service: Child Development Team

ADHB Community Child Health and Disability Service: Refugee Health Worker Team

ADHB Community Mental Health Service: Transcultural Mental Health Service

ADHB Interpreter Service

Affinity Services: Community Support Work Service - Asian

Affinity Services: Muslim Mental Health Service

Chinese Positive Aging Programme (>65s)

Shanti Niwas Positive Aging Programme (>65s)

Auckland Regional Public Health Service (ARPHS)

ARPHS Asian Health Website

ARPHS Refugee Health Promotion

ARPHS Refugee Health Service

ARPHS Refugee Health Website

Counties Manukau DHB

Affinity Services: Community Support Work Service - Asian

CMDHB Interpreting and Translation Service

CMDHB KidzFirst Child Disability Service for Refugee and Migrant Clients

CMDHB Mental Health Service Asian Service Development Coordinator



News & Updates

News

CALD Newsletters

PHIS Newsletters

CCIG Newsletters

AMHA Newsletters

Updates

News

CALD Nov. 2014 Issue

We are launching a new Supplementary Resource "CALD Older People Resource for Health Providers working with Asian, Middle Eastern & African clients"

[Read More](#)



PHIS May. 2014 Issue

Making Family Violence Screening Safe and Working with Interpreters

[Read More](#)



CCIG Nov. 2014 Issue

A Case of Contagion: Can Psychological Maladjustment of First Generation Korean Migrants be transmitted to Successive Generations?"

[Read More](#)



AMHA Nov. 2013 Issue

Introducing the Asian Mental Health & Addiction Governance Group

[Read More](#)





News & Updates

[News](#)[Updates](#)**24 February, 2015**

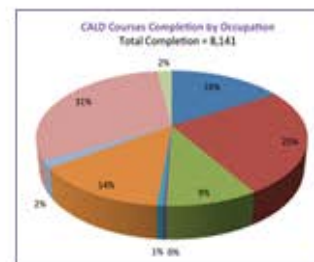
Evaluation of Online CALD Courses

The following report shows Quantitative Scores from Immediate Impression Evaluation from participants of all CALD Online courses for primary, secondary, NGO workforces in the Auckland region for the p...

[Read More »](#)**23 February, 2015**

CALD Courses Enrolments & Completion by Occupation

The following report shows CALD Courses enrolments and completion rates by occupation for primary, secondary, NGO workforces in the Auckland region for the period of March 2009 to 20th February 2015....

[Read More »](#)



eCALD™

How to access courses and resources

eCALD.com

The collage displays several key pages from the eCALD website:

- Welcome to eCALD™**: The main landing page featuring a navigation bar with icons for Home, Contact, Resources, News & Updates, Forum, and About Us. It includes a 'Welcome to eCALD™' message and a grid of featured resources.
- Cultural Competence**: A section titled 'Cultural Competence' with a subtitle 'To the extent you wish that you and your colleagues are professionals that meet...'. It lists 'Cultural Competence Framework' points: 'ensure ongoing education of research for additional work', 'seek ongoing membership in professional community', and 'Research skills to that most service following cultural competence are in alignment for professional or academic as well as personal'.
- Competency Courses**: A section titled 'Competency Courses' with a subtitle 'What is Cultural Competence?'. It defines it as 'an ability to communicate and interact effectively with people of different backgrounds, cultures, and languages. In the healthcare setting it is about understanding and using the consulting relationship and being able to adjust your behavior to achieve the best possible outcomes. Competence involves the capacity to function in this dynamic of the cultural, behavioral and social perspectives of patients'.
- About Us**: A section titled 'About Us' with a subtitle 'Our Vision'. It states 'We are the eCALD™ resources site where we have a range of eCALD courses and resources developed for the New Zealand health workforce with the aim of developing cultural competence for working with CALD patients - clients and their families, as well as for working in culturally diverse workplaces'.



How to access courses

[\(reset\) Text Size](#)[My Account](#)

Welcome to eCALD™



Working with Religious Diversity
[supplement]



Working with CALD Families - Disability
Awareness [supplement]



Working with Asian Mental Health Clients
[supplement]



Working with Middle Eastern & Afr
Mental Health Clients [suppleme



eCALD™



Culturally And Linguistically Diverse

Welcome to our eCALD™ site where we have a range of CALD courses and resources developed for the New Zealand health workforce with the aim of developing cultural competencies for working with CALD patients / clients and their families, as well as for working in a culturally diverse workplace.

*CALD refers to **culturally and linguistically diverse groups** who are migrants and refugees from Asian, Middle Eastern, Latin American and African (MELAA) backgrounds.*

[Read more](#)



To see promo videos for CALD courses, visit the [Courses for Working with Patients](#) page



eCALD™

Log On

eCALD™



Home



Courses



Resources



News & Updates



Forum



About Us

⌵ ⌶ (reset) Text Size



My Account

My Account

Register

enter you email address

enter your password

[Forgot password?](#)

Log On

Note: Non-Urgent support and queries will be attended to within 5 working days. Urgent requests for support and queries will be attended to within 2 working days. We do not attend to any queries during non-business days. Please refer to our [Terms and Conditions](#) or [FAQ](#) under [CALD Admin Support](#).





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Registration and Enrolment

eCALD™



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About Us

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My Account

My Account

[Register](#) | [Log In](#)

Organisation Name Search

Type your Organisation Name and select from the list as it displays:

If you can't find your organisation, Click here
to fill in a Registration Form

[Show Full List of Organisations](#)

Accessible

Action on Smoking and Health New Zealand Incorporated.

ADHB

ADHB Pharmacy

Affinity Services Ltd

Age Concern Auckland

Aged Residential Care (ARC) services in ADHB

Aged Residential Care in WDHB

Alliance Health Plus Trust

Alliance Health Plus Trust in ADHB

Alliance Health Plus Trust in CMDHB

Alzheimers Auckland

Amitabha Hospice





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Registration and Enrolment, contd..

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About Us

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My Account

My Account

[Register](#) | [Log In](#)

User Registration

User Group:

ADHB

Your service/department:*

Please select Department ▼

Title:*

Please select title ▼

First Name:*

Last Name: *

Ethnicity:

- ☐ New Zealand European
- ☐ Maori
- ☐ Samoan
- ☐ Cook Island Maori
- ☐ Tongan
- ☐ Niuean
- ☐ Chinese
- ☐ Indian
- ☐ Other

Occupation:*

Please select occupation ▼

Physical Location:

Email Address:*

Confirm Email Address:*

Password:*





eCALD™

Registration and Enrolment, contd..

My Account

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Manage Account

Personal Profile

- [Change my password](#)
- [Change my email](#)
- [Change my profile](#)

Online Study

- [Module 1 - Culture & Cultural Competency](#)
- [Module 4 - Working with Interpreters](#)
- [Module 3 - Working with Refugees](#)
- [Module 2 - Working with Migrants/Asians](#)
- [Module 7 - Working with Religious Diversity](#)
- [Module 8 - Working with CALD Families - Disability Awareness](#)
- [Module 9 - Working in a MH Context with CALD Clients](#)

Reminder:

You can go to the ONLINE FORUM from the top bar. Your CALD Online Forum User Name is: training1@gmail.com. Your password is the same as your current CALD password.

CALD Online Resources

- [Working with Migrant Patients Supplementary Resource: Ayurvedic Medicine](#)
- [Working with Religious Diversity Supplementary Resource](#)
- [Working with CALD Families - Disability Awareness Supplementary Resource](#)
- [Working with Asian Clients in Mental Health Supplementary Resource](#)
- [Working with Middle Eastern and African Mental Health Clients Supplementary Resource](#)
- [CALD Family Violence Resource: Working with Asian, Middle Eastern and African Clients](#)
- [CALD Old People Resource: Working with Asian, Middle Eastern and African Clients](#)



eCALD™

Who are eligible to the free Working with CALD Patients online and the Auckland-based face to face courses:

- The health workforce working in the Auckland region
- The health workforce working outside of Auckland will be eligible in stages
 - DHB health workforce from 28th August 2015
 - PHOs from Feb 2016
 - NGOs from 1st December 2016

Go to www.ecald.com for more information



Culturally And Linguistically Diverse

eCALD™



Developing CALD Cultural Competencies

Introducing CALD Learning Tools and Resources

Providing culturally competent care is essential to the delivery of safe, acceptable and effective care for Asian, refugee and other ethnic minority groups.

Becoming culturally competent is not about knowing another person's culture. It is about understanding how cultural differences impact on the patient/client – health professional relationship and being able to adjust your behaviour to accommodate these differences for the best patient outcomes. Competence involves the capacity to function effectively as an individual within the context of the cultural beliefs, behaviours and needs presented by CALD patients and their families.



Free online or Auckland-based face-to-face courses are available for those who are eligible.

For more information visit www.ecald.com



CALD Online Supplementary Resources

There are supplementary online resources available to provide more culture specific information not covered in the CALD courses. You must complete the pre-requisite CALD course(s) before you can access these supplementary resources:

- **Ayurvedic Medicine** A video describing the ayurveda explanatory health model, beliefs and demonstrating ayurvedic diagnosis and treatment procedures.
- **Working with Religious Diversity** includes information on Confucianism and Taoism and traditional belief systems in East Asian cultures, as well, information on how the principles form these philosophical systems and Traditional Chinese Medicine (TCM) interact with care in the New Zealand healthcare system.
- **Working with CALD Families – Disability Awareness** Culture specific information for working with CALD families with disability from Asian, Middle Eastern, and African backgrounds.
- **Working with Asian, Middle Eastern and African Clients in a Mental Health Context** Two culture specific resources for practitioners working with clients from diverse cultural backgrounds including information and video scenarios to supplement the CALD 1 course.
- **CALD Family Violence Resource for Practitioners – Working with Asian, Middle Eastern and African Clients** This supplementary resource is available in both online and hard copy formats. It provides a general guide and culture specific knowledge and tools for health practitioners who provide partner abuse screening and intervention for CALD women and children.
- **Working with CALD Older People** This supplementary resource is available in both online and hard copy formats. It provides a general guide and culture specific knowledge and tools for health practitioners who work with CALD older people from Asian, Middle Eastern and African backgrounds.

eCALD™ | Culturally & Linguistically Diverse

CALD refers to culturally and linguistically diverse groups who are migrants and refugees from Asian, Middle Eastern, Latin American and African (MELAA) backgrounds.



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Quick Facts

CALD Courses

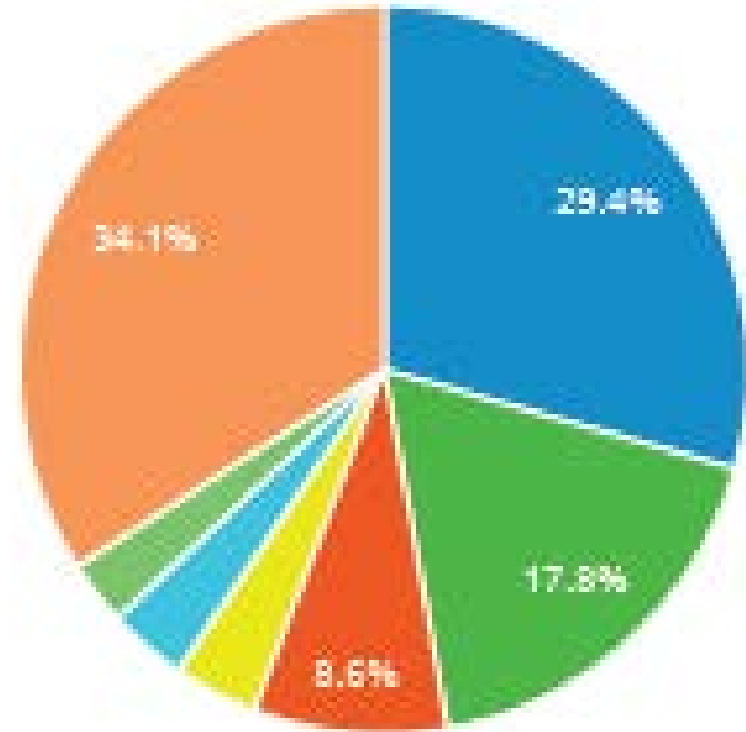
(Apr 2010 - Oct2015)

- CALD courses uptake at **13,935**
- Course evaluation results scored **above 80%** for all key indicators

eCALD™ Website

June 2015 - Oct 2015 (5 months)

- **16,358** session views (44% from New Zealand) with **3.2 minutes** average session duration
- **53,198** page views with **1.27 minutes** average page duration
- **50** countries with at least 5 visitors



■ / ■ /eCALD/My-Account ■ /Courses
■ /Courses/CALD-Courses-Overview/Courses-for-Working-with-Patients
■ /Courses/Eligibility-and-Enrolment ■ /Resources ■ Other



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Questions



eCALD.com

