

Resources

THESE CONFIDENTIAL SUPPORTS ARE AVAILABLE TO YOU:

- KGH Peer Partners at peerpartners@kgh.kari.net
- Homewood Human Solutions, Employee and Family Assistance Program (EFAP), Key Person Advice Line: 1.800.663.1142

WHERE DO YOU GO WHEN YOU NEED SUPPORT FOR CULTURAL AND/OR DIVERSITY ISSUES AT KGH?

When issues involving culture and/or diversity arise, staff members are encouraged to consult the appropriate policies published on the intranet and to seek assistance from their direct manager or an HR Advisor.

- To contact an HR Advisor e-mail PSOE at hradvisor@kgh.kari.net.
- To consult relevant policies follow this path:
KGH Intranet → Policies → Administrative Policies Manual

Some policies that may be applicable include:

- Code of Behaviour/Be REAL (12-320)
- Workplace Anti-Harassment & Discrimination (12-300)
- Workplace Violence Prevention (02-143)
- Workplace Conduct (01-217)

WHAT DO I DO WHEN:

- I need immediate assistance. I feel there has been discrimination/ harassment on a human rights ground (e.g. culture, ethnicity, disability, sexuality, religion).
ACTION: Consult policy 12-300 and speak to those involved and include your manager or an HR Advisor.
- I need coaching to have a workplace conversation that is informed by cultural sensitivity.
ACTION: Consult policy 12-320 and speak to your manager or an HR Advisor.
- I recently had a particularly positive and encouraging cultural and/or diversity experience. Where do I go to recognize this exchange?
ACTION: Tell the people involved and bring this to the attention of your manager and an HR Advisor.

COMMUNITY RESOURCES AND EVENTS

- Kingston Multicultural Festival**
www.kingstonmulticultural.ca/
- Immigrant Services Kingston and Area (ISKA)**
www.kchc.ca/index.cfm/immigrant-services/
- Out in Kingston**
www.outinkingston.org
- Queen’s University International Centre**
www.quic.queensu.ca/
- Department of Foreign Affairs and International Trade (DFAIT) Country Insights:**
www.intercultures.ca/cil-cai/countryinsights-apercuspays-eng.asp
- Queen’s Positive Space**
www.queensu.ca/positivespace
- Ontario Multi-Faith Council**
www.omc.ca/
- Reel Out Film and Video Festival**
www.reelout.com
- Diverse City on TV Cogeco**
www.tvcogeco.com/kingston/shows/1702-diverse-city-kingstons-multicultural-connection
- Calvin Park Multicultural Library**
www.kfpl.ca/iguana/www.main.cls?surl=cp
- Ontario Human Rights Commission**
www.ohrc.on.ca/en
- Learning Disabilities Association of Kingston**
www.ldakingston.com/
- Independent Living Centre Kingston**
www.ilckington.com/index.html
- Katarokwi Native Friendship Centre**
www.ofifc.org/centres/Katarokwi_Native_Friendship_Centre.php
- Canadian Hearing Society – Education Services**
www.chs.ca/
- City of Kingston Newcomers Web Portal**
lists various “ethnocultural groups”
www.immigrationkingston.ca/ethnocultural



Together We’re Better – Cultural Awareness at KGH

- At KGH:
1. We are a community of people and our community is culturally diverse.
 2. Respect is a guiding principle and this includes respect for difference.
 3. We are a learning organization and we take the opportunity to learn from difference.

Intercultural competence is having the skills, knowledge, and mindset that allow you to interact with cultural difference in a way that is respectful and effective:

EACH OF US MAY BE PART OF MORE GROUPS AND CULTURES THAN WE MAY BE AWARE OF.

African	Buddhist	Environmental Services Associate	Gay	Lesbian	Patients	Students
Asian	Canadian	European	Gen X/Y’ers	Mothers	Physicians	Transgendered
Atheist	Christian	Fathers	Grandparents	Muslim	Porters	Volunteers
Baby boomers	Deaf	First Nations	Heterosexual	Nurses	Rural	Urban
Blind	Dietitians		Jewish	Occupational Therapists	Seniors	and more...

It takes skill to be open to difference.

In our work we encounter cultural difference every day. Differences bring richness to our community. Yet encountering difference can sometimes be unsettling. When you encounter difference, try to **act** rather than *react*: slow yourself down; try to identify the “facts” of the situation; avoid stereotyping and bias; suspend judgement.

Have you ever wondered when a person chooses not to shake your hand –



are they being rude or being respectful?

Or if a stranger asks you many questions about your life:



are they interfering or interested?

Cultural sensitivity – what do I do or say when:

- I feel that I have been culturally misunderstood or mistreated? Speak to those involved, make them aware of my feelings and suggest positive changes for the future.
- I’m observing a situation between others that could benefit from cultural sensitivity? Speak up. We all have opportunities to learn from the perspectives of others.
- I feel I may not have used cultural sensitivity in a recent interaction and I’d like to make amends? Speak with those I feel I may have offended. Apologize for the misunderstanding. Make my original intent clear and commit to expressing or acting in a more sensitive way in the future.



When we use cultural sensitivity everyone feels valued.

- Sometimes what we may judge as “right” or “wrong” ways are simply *different* ways.
- What is your mindset? Think about how you feel around difference – do you engage with it or are you more comfortable with similarity? Gently push yourself to understand different cultural ways – experiencing difference can help raise your comfort level.
- What are *your* cultural beliefs and norms? Knowing your cultural self is as important as knowing others.
- Similarities are often easier to see and accept; but get to know how others differ from you culturally, and you will come closer to understanding them.

I would have never thought of things this way until she pointed it out. I appreciate the perspective of my colleagues.



I've learned I shouldn't assume that she has had the same experiences I've had. I appreciate my co-workers understanding how I see things.

Intercultural competency strengthens our communication and our team.

Discover your intercultural way

THINK

- Imagine experiences from more than your own perspective
- Be respectfully interested in others’ experiences
- Practise cultural humility
- Be true to your values and beliefs – your own culture matters

DO

- Keep a journal in which you can reflect on your cross-cultural interactions
- Be open to interactions with people from other cultures
- When you travel to a new culture, try to experience life within that culture, rather than observing it from the outside
- Get to know a new colleague – chances are you’ll have much in common, as well as many interesting differences
- Join a group that will introduce you to new ways

LEARN

- Learn about other cultural perspectives by seeing cross-cultural movies or reading books from another culture
- Study a new language
- Take a course – Cultural and Gender Studies are good places to start
- Learn to cook a new cuisine