

# CULTURAL COMPLIANCE

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- ***ARH Chaplaincy Services-  
Connecting Patients and  
Staff with the God of  
Grace, Mercy and Peace!***

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- Why do we need to be culturally and spiritually sensitive?

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Our Patients Rights Policy states “It is the responsibility of this Hospital to demonstrate respect for a patient’s desire for pastoral care and other religious/spiritual services, and to provide necessary access to such services”

These rights include the accommodation of cultural, religious, spiritual, and personal values as well as to religious and other spiritual practices.

**Patients Rights**



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- As Healthcare Chaplains, we find ourselves providing services in a much more culturally diverse society, where patients and their families may be of different cultures, traditions, languages and spiritual backgrounds.

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Cultural Compliance allows us to respond with respect and compassion to people of all cultures, classes, races, religions and ethnic backgrounds in a way that recognizes, affirms and values the worth of individuals, families and communities.

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- The challenge is determining how we can provide Chaplaincy Services in ways that are appropriate and sensitive to these differences.
- Cultural Compliance is the state of being capable of functioning effectively in the midst of cultural differences.

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In the hospital setting we seek to provide a comfort level for patients that want to practice their faith. People that are dealing with health issues may want to utilize their faith in coping with pain and illness.

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- When sharing with patients of a different ethnicity- the best rule is to always use surnames unless you are given permission by the patient or family member to use their first name
- In many cultures, it is inappropriate to initiate a serious conversation immediately. Take a few moments to introduce yourself to the patient and family in order to build rapport and trust.



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- Nonverbal – gestures, facial expressions body language and personal space are important in every culture
- A handshake is customary among many Americans, however it is not always welcome among other cultures where it may be considered rude or intrusive, especially between opposite genders.



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- Being culturally sensitive does NOT mean knowing everything about every culture... It is instead respect for differences, and a willingness to accept that there are many ways of viewing the world.

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- By incorporating sensitivity to cultural beliefs and practices into our Chaplaincy Services Program, we demonstrate respect and reduce stress due to feelings of isolation and alienation
- Practically all faiths use prayer- simply offer to lead prayer in a way that encourages the patient

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We all are unique because of our own cultures and experiences. We are all more comfortable with what is familiar to us. We have individual comfort levels for dealing with what we don't know.

It's okay if you aren't comfortable with something; it just means you have something new to learn about.

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Remember -It is ok to ask questions. None of us can know absolutely everything about everyone and every faith.

We have a tendency to feel like we look stupid if we have to ask, but the truth is that asking only makes us look interested and caring. Plus people generally appreciate being asked about themselves or their Religion\Faith.

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Ask – but do not argue.

The hospital setting is not the place to challenge patients concerning their faith. This does not mean that you have to nod in agreement- but that you are opened to learn about another person's faith.

You may also have an opportunity to share about your faith. But be sensitive to the patient's willingness to learn.

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As chaplains we seek to minister and encourage people of other denominations, faiths and cultures that desire our services.

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- Remember the Woman at the Well.
- Jesus went out of His way to encourage her. May we be willing to learn about the religions of others, and look for ways to encourage them.
- This does not mean that we have to know, agree with, or practice other belief systems.
- But we need to be open for the opportunities to minister to all



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- Thank you for ministering to people of different denominations, religions and faiths.
- You will not be asked to do anything that would violate your faith
- In the event that you might need help ministering to members of another faith, please contact Sam Stacy, Director of Chaplaincy Services for support (606) 438-1259.

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- Your Cultural Compliance Certification Training will be complete once you have submitted the online training form or filled out the roster during in-person training.
- Thank you for viewing this training

# Questions???