



***Cultural Competency:
Making & Keeping the Commitment***
October 30-31, 2007

Target Audience:

- Community Health Care Sector Directors and Managers;
- CCAC Human Resource & Organization Development Directors and Managers; and
- Client Services staff

Goals:

- Understanding cultural sensitivity versus cultural competence.
- Identifying differences and similarities between organizational and personal cultural competence.
- Review of research, frameworks, tools and models for implementing and maintaining cultural competence.

Location

Kingbridge Centre, 12750 Jane Street, King City (Toronto), ON L7B 1A3

Registration Fee

\$345.00 + \$20.70 (GST) = \$365.70 (2 days)

Note: Dinner on October 30, 2007 is included in the 2 day rate.

\$175.00 + \$10.50 (GST) = \$185.50 (1 day)

INCENTIVE RATE:

Register 2 delegates from your organization for the 2 days, and additional delegates will pay incentive rate of \$300.00 + GST/person (\$318.00 in total) for the 2 days.

**Request OACCAC rate when reserving your accommodation by calling:
1-800-827-7221**

Online registration can be accessed at:

<https://secure.e-registernow.com/cgi-bin/mkpayment.cgi?state=788>



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Day 1: October 30, 2007

7:45-8:45 Registration/Continental Breakfast in Auditorium Area

8:45-9:00 Welcome & Opening Remarks by Margaret Mottershead, CEO, OACCAC

9:00-10:30 Approaches for Assessing Population Cultural Needs and Organizational Responses
Michele Jordan, B.Sc., MBA, CHE

Content:

- What is “cultural responsiveness” and why is it important?
- Types of population “cultural” needs
- Learning from the people we serve: Collaborative approaches to community engagement to identify cultural needs
- Organizational responses to diversity and leading practices

10:45-11:15 Networking Break

11:15-12:30 Cultural Competency and Vancouver Coastal Health (VCH)
Elizabeth Stanger

Content:

- How it all began
- Key successes - interpretation, translation and changes in health service delivery
- Maintaining the commitment - challenges and successes

12:30-1:30 **Lunch (Dining Room)**

1:30-3:30 **Panel: Cultural Competency: Making & Keeping the Commitment**
Confirmed panellists: Dianne Mathieu, Senior Manager, Organizational Development, Toronto Central CCAC; Kwasi Kafele, Director of Corporate Diversity, CAMH; Elizabeth Stanger, Regional Coordinator, VCH (additional panellists TBA)
Facilitator: Anne Bell, Interim VP Member and Shared Services, OACCAC

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Content:

Presentations, panel and work group discussions will focus on importance of cultural competence to:

- Organizational & Systems Development
- Client service delivery
- Human Resources recruitment & retention

Day 2: October 31, 2007

8:30- Welcome and Opening Remarks

9:00- *Rani Srivastava, RN, MScN, PhD*

Content:

- Cultural competence framework: key elements and approaches including Cultural Sensitivity, Cultural Knowledge, and Cultural Resources
- Reviewing the recommendations from the RNAO HWE best practice guideline on Embracing Diversity: Developing Cultural Competence (individual and organizational) and discussing how to implement them.
- Issues of power / privilege / resource allocation etc. (i.e. the barriers / building blocks, communication - which is applicable and can be extended to and across agencies and organizational cultures.)
- Discussion of the links between culture knowledge and cultural resources.
- Review of tools for managers and directors with a focus on organizational recommendations and developing indicators for your setting.
- Challenges of managing diversity (i.e. workforce issues as well as the politics and the leadership skills needed to do that.)

12:30- Boxed Lunch

Note: Adjourn at 2:30pm

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BIOGRAPHIES

Michele Jordan, B.Sc., MBA, CHE

Michele Jordan is Director in the Health Industries Advisory Services practice of PricewaterhouseCoopers. She has worked in Ontario's health care sector for 20 years including over 10 years as a management consultant developing strategic solutions for a variety of health care organizations. She has a broad client base which includes hospitals, OHA, Local Health Integration Networks, Community Care Access Centres and the Ministry of Health and Long-Term Care. Michele's strengths are in the areas of: change management; performance measurement and evaluation; strategic planning and health system planning.

Elizabeth Stanger

Elizabeth Stanger is the Regional Coordinator, Language Services, Cross Cultural Care & Diversity for Vancouver Coastal Health Authority. She has a Masters degree in Anthropology and since 1989 has been working with Non-profit and public sector organizations to become more accessible and responsive to the diverse groups that make up VCH communities. Her primary populations of focus are immigrants/refugees, Aboriginal and LGBT. She has experience in employment equity and human rights, organization and program development, interpretation and translation, and staff education.

Dianne Mathieu

Dianne is the Senior Manager, Organizational Development at the Toronto Central Community Care Access Centre. She has worked in the CCAC environment for seven years and has over 25 years of experience in training and organizational development in health care in both the acute care and community sectors. Dianne is a Registered Nurse and has a Masters in Education from the University of Toronto, Ontario Institute for Studies in Education. She brings extensive experience in coordinating and presenting training on cultural competence and working with difference and the challenges of embedding it into the fibre of the organization.

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Kwasi Kafele

Kwasi Kafele is currently Director for Corporate Diversity at the Centre for Addiction and Mental Health. He has had senior management positions in Ontario's provincial government and was also for 6 years the Executive Director of the Jamaican-Canadian Association in Toronto, the largest ethnocultural organization in Canada.

For close to thirty years Mr. Kafele has done extensive volunteer and community work in the areas of equity, social justice, human rights and anti-racism, including training, community development, research, organizing and running equity/diversity management, strategic planning, organizational development, community economic development, youth leadership development programs. He has also developed and delivered curriculum and training in the areas of cultural competence and clinical care, organizational change and strategic planning with a variety of institutions and groups.

Mr. Kafele has volunteered with numerous organizations, including United Way of Greater Toronto, and Community Social Planning Council of Toronto. He is currently the chair of Yensomu Youth and Community Development, a community organization working with young people in Ghana and Canada. Mr. Kafele is the founder of the Diversity Health Practitioners' Network, a collective of 70 health institutions and agencies committed to anti-racism and health equity (advocacy, public policy, clinical care and organizational accountability) in Toronto.

Rani Srivastava, RN, MScN, PhD

Deputy Chief of Nursing Practice, Centre for Addiction & Mental Health and Lecturer, Faculty of Nursing, University of Toronto

Rani is a nursing professional with over 20 years experience in practice, education, consultation, administration, and research. Her career reflects a focus and continued growth in 3 major areas: strengthening the linkages between practice, education, and regulatory requirements to achieve the best of professional practice; integrating issues of equity, diversity, and access into day-to-day practice, at the individual as well as organizational level; and facilitating the development of work environments which foster clarity of purpose, professionalism, and accountability.

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