Overview

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Director, My Sister's Place
Presenters

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Mary Caparas, Womankind
Annie Isabel Fukushima, Ph.D., University of Utah
Anita Ravi, MD

Facilitator: Rebecca de Simone, My Sister's Place
Understanding Cultural Nuances When Working with Survivors

Freedom Network USA
2018

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Health Care
MAP
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Questions?
Concepts

- What is culture?
- Cultural competency
- Cultural Humility
- Why contend with culture?
- Cultural Competency & Anti-Trafficking Organizations
What is culture?
Shifting meaning

- Culture - shifting meanings over time. "complicated word" (Raymond Williams).
- Relationship between civilization and Culture - mid-18th Century. Culture as a process - 19th century
- Cites Stuart Hall, “the actual grounded terrain of practices, representations, languages and customs of any specific historical society” (Shari Huhndorf 12)
Definition

Culture is generally understood as follows: “the ideas, customs, and social behaviour of a particular people or society” (Culture)
Figure 1. Branching Diagram Depicting the Distinction between Declarative Culture, Nondeclarative Culture, and Public Culture
Figure 2. "Cultural Triangle" Depicting Three Sets of Relations among Cultural Elements
Cultural competency

Definition

Limits

Definition from Research with Community
Definition

- “reduced to a technical skill for which clinicians can be trained to develop expertise” (Kleinman & Benson 2006, p. 1673).
Limits

- Furthers: stereotypes and ill-founded assumptions
- Problematic when used to explain violence and oppression in communities of color
- One can never be truly "competent"
Definition from Research with Community

aspirational in ideology, but also, in practice, and ongoing process of act(s) of translation (Fukushima)
We are always striving to learn more about our client’s cultures and the background they’re coming to us from, to understand how to best serve their needs. And, what we prioritize and take into consideration is their language needs, their family upbringing, their cultural background, their religious background, understanding how they perceive the world and their world view that they are coming to us from. – Service Provider
I think that there was a tendency to limit cultural awareness to things like ethnic identity, country of origin, language, and we know it’s so much more than that. And part of it is just the way societies have evolved, but part of it is just that we have to stop making assumptions. – Service Provider
Cultural Humility

Cultural Humility, attributed to Tervalon and Murray-Garcia (1998), is a process of ‘committing to an ongoing relationship with patients, communities, and colleagues’ that requires ‘humility as individuals continually engage in self-reflection and self-critique’ (p. 118).
Active engagement

Cultural humility takes into account the fluidity and subjectivity of culture and challenges both individuals and institutions to address inequalities. As a concept it challenges active engagement in a lifelong process (versus a discrete endpoint) that individuals enter into with clients, organizational structures, and within themselves (Tervalon & Murray-Garcia, 1998).
Why contend with culture?
Cultural Competency & Anti-Trafficking Organizations

- Contend with bias
- Culturally competent service providers are cultural and linguistic translators
- Micro-to-Macro Contexts
- Coloniality of time
Understanding Cultural Nuances When Working with Survivors

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Health Care

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Questions?
Health Care
Anita Ravi, MD, MPH, MSHP

Founder, Medical Director- The PurpLE Clinic at The Institute for Family Health

Assistant Professor - Department of Family Medicine & Community Health, Icahn School of Medicine at Mount Sinai
Mary Caparas: Manager, Project Free Womankind
Womankind – who are we?

MAP (Moving Ahead Positively): & How the work informed the model.
Womankind

Programs and Services:
24 hour Helpline
One Again (Sexual violence program)
Project Free (Anti-human trafficking program)
STAR (Children and Youth program)
Later in Life (Abuse later in life program)
Legal Program
Community Outreach and Education
Project Free

Direct Services: Supportive Counseling + Case Management + Outreach/Awareness raising

- Residential Programs
- Immigration Legal Services
- AWE Program

iamwomankind.org
24/7 Helpline 1.888.888.7702
Project Free (2017)

Average age: 44

Female: 239
Male: 22

Total: 261
Moving Ahead Positively (MAP)
Foundational Lens

We work with community not for or against. Collaboration is key component for progress.

GBV is rooted in a belief that inequality among gender roles is norm. We must challenge this norm along with supporting survivors.

GBV is a Human Rights issue and Social Justice is the approach to tackle the issue.

Recognizing Oppression – working toward anti-oppressive lens

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The MAP Journey.....

- Transcending trauma is a journey
- The journey will be a complex, full of progress and setbacks
- The path of services taken is determined by the survivor
- An advocate is a constant presence in the life of the survivor as they partake in their respective healing journey.
Therapeutic environment

The survivors’ relationship with the advocate and others is key component to healing

Development and continuance of a caring, empathetic, trust-building, and supportive counseling relationship with survivors is a constant goal

Physical space is a crucial foundation to establishing a therapeutic environment as it sets a tone for what comfort looks like for both the survivor and the advocate
Relational Theory

This model ascribes to the relational theory with the belief that that a survivor who feels supported, cared for, and empowered in dyadic interactions with the advocates may experience a “positive shift in cognition, emotion, sense of self and others and defenses” (Chung, 2013).

This is particularly important for survivors who have been marginalized and oppressed by society because if an egalitarian relationship is not established, it can interfere with building trust.

Power dynamics will exist within the relationships. As we recognize this, we will work towards creating a dynamic of increasing parity.
Cultural Nuances Integrated within MAP

“We-Self” Familial/Filial Piety

High Context Communication

Value of an interdependent self; heightened sense of others-

Use of somatic lexicons to indicate distress or wellbeing

Lack of language surrounding trauma
9 Core Elements

- Safety First
- Building Trust and Healthy Relationships
- Permeable/Blurred Boundaries
- Cultural Humility
- Paths to Recovery
- Valuable Connections
- Adaptable Services
- Holistic Wellness Practices and Interventions
- Community Collaborations/Community Education and Awareness
# Safety First

<table>
<thead>
<tr>
<th>Rationale /Context:</th>
<th>Work in Action:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survivors of violence encounter living and social environments that pose a threat to their physical and emotional wellbeing.</td>
<td>- Advocate assesses existing emotional and physical safety components utilized by the client.</td>
</tr>
<tr>
<td>Engagement in work is difficult when safety is not established.</td>
<td>- Advocate develops individualized plans.</td>
</tr>
<tr>
<td>Leaving an environment that is abusive and/or exploitative is also the leaving of a connection and bond with a community, creating a sense of isolation and fear.</td>
<td>- Advocate engages in constant check ins to assess how the survivor is doing emotionally and physically as the work continues.</td>
</tr>
<tr>
<td>Sense of safety also encompasses safety in their own body.</td>
<td></td>
</tr>
<tr>
<td>Safety doesn’t always mean leaving the place where abuse and/or exploitation was experienced.</td>
<td></td>
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Building Trust & Healthy Relationships

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<tr>
<td>* Survivors lose trust that they may have previously had in perpetrators of violence, in family, in communities, and in institutions that should have offered protection.</td>
<td>➢ Advocates engender trust and bonding with survivors</td>
</tr>
<tr>
<td></td>
<td>➢ PF: Bill of Rights, preparing for legal, etc. appointments.</td>
</tr>
<tr>
<td>* The breach of trust splinters the sense of connection between the individual and others.</td>
<td>➢ Advocates utilize skills of active listening, praise, and support for self-determination to establish an authentic connection with survivors.</td>
</tr>
<tr>
<td>* The foundation for helping survivors progress towards healing is found in the relationships between them and their advocates.</td>
<td>➢ Advocate engage work with blurred boundaries</td>
</tr>
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# Permeable Boundaries

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>• To engage and connect with survivors at various ages and situations, it is essential for advocates to understand and respect survivors’ boundaries as well as the nuances of culture and the power differential between the ‘helper’ and the ‘helped’.</td>
<td></td>
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<tr>
<td></td>
<td>➢ Advocates seek to establish a middle ground.</td>
</tr>
<tr>
<td></td>
<td>➢ Advocates will work to maintain open dialogue with survivors about boundaries while adjusting their own boundaries with the survivors in meaningful ways.</td>
</tr>
<tr>
<td>• Survivors may want to break some boundaries that are traditionally seen as rigid/impermeable in order to establish parity within the relationship.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>➢ Sharing and receiving of personal information is an important part of building trust and establishing rapport.</td>
</tr>
<tr>
<td>• We are working with communities were Advocates are seen experts and have all the wanswers to presenting issues.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>➢ PF example: gifts, disclosure of self.</td>
</tr>
<tr>
<td></td>
<td>➢ Advise giving is an option to support survivors comprehension and negotiation of decision making.</td>
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## Pathways in Healing

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<tbody>
<tr>
<td>• Each survivor has their own path to recovery and healing. Most wish to</td>
<td>➢ Work depends on survivors’ needs and preferences, this may include addressing immediate needs, participating in wellness activities, as well as</td>
</tr>
<tr>
<td>transcend trauma and put suffering behind them.</td>
<td>fostering healthy relationships with fellow survivors and advocates.</td>
</tr>
<tr>
<td>• The focus of the work is on the present and helping survivors to build for the</td>
<td>➢ Engaging survivors in wellness, self-care, group experiences</td>
</tr>
<tr>
<td>future.</td>
<td>➢ Counseling relationship continues to focus on bonding and trust</td>
</tr>
<tr>
<td></td>
<td>➢ Advocates honor survivors’ unique processes of rising above their unique and exceptional traumatic experiences.</td>
</tr>
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## Cultural Humility

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<tr>
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<tbody>
<tr>
<td>• Culture plays a significant role in engagement and the development of a working relationships</td>
<td></td>
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<tr>
<td>• Strategies and interventions support, reinforce, train, strengthen, empower, inform, model, organize and provide feedback and reconnections for survivors. Training for advocates aims to equip them with knowledge and skills to provide support that is sensitive to survivors’ cultural expectations, needs and wants.</td>
<td></td>
</tr>
<tr>
<td>• We understand culture in the broadest sense and believe that cultural sensitivity is not just exclusive to ethnicity</td>
<td></td>
</tr>
<tr>
<td></td>
<td>➢ Survivor and advocate collaboratively develop service plans.</td>
</tr>
<tr>
<td></td>
<td>➢ Survivors make their own decisions regarding the services provided by NYAWC and its partners.</td>
</tr>
<tr>
<td></td>
<td>➢ Meaningful explorations of the client cultural identity occur as the relationship develops and informs intervention strategies.</td>
</tr>
<tr>
<td></td>
<td>PF: Language – words like “trauma-informed” don’t necessarily translate easily.</td>
</tr>
</tbody>
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## Valuable Connections

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<tbody>
<tr>
<td>• Engaging/developing community support is crucial in the establishment of support networks for the survivors.</td>
<td>➢ A critical component in the restoration of trust in relationships, advocates enlist a variety of mainstream and community support networks and explore resources that match survivors’ healing objectives.</td>
</tr>
<tr>
<td>• WK seeks develops good working relationships and memoranda of agreement (MOA’s) that enlist the support and cooperation of proven community resources, i.e., governmental benefits (food stamps, Medicaid), primary health care, immediate shelter, legal, housing, child care, etc. to help clients secure the services they need and want.</td>
<td>➢ PF example: Link to local community groups, ESL, economic empowerment, etc.</td>
</tr>
<tr>
<td></td>
<td>➢ Advocates maintain communication with survivors about the progress and development of these relationships to support in the building of sustainable relationship between the survivor and the third party.</td>
</tr>
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# Adaptable Services

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<tr>
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<tbody>
<tr>
<td>• Maintaining flexibility about type and duration of sessions is crucial, as is the availability of additional sessions when the client needs more time to be ready to take meaningful action.</td>
<td>➢ Advocate support survivors’ individual decision-making.</td>
</tr>
<tr>
<td>• Alternatives to traditional talk sessions are also important in the healing journey. A full complement of culturally appropriate caring, healing and wellness activities provide support for survivors as individuals and with peers in group settings.</td>
<td>➢ Advocate explores interest and desire to join wellness practices</td>
</tr>
<tr>
<td>• Survivors decide when they are comfortable participating in activities and service offerings.</td>
<td>➢ Advocate recognizes the client’s environment/situation and adapts sessions to meet the survivors needs</td>
</tr>
<tr>
<td>• Allows for a constant, reliable source of support.</td>
<td>➢ Adapting the type and length of services survivors may need is important within the healing journey.</td>
</tr>
<tr>
<td></td>
<td>PF examples: Types of services and times, AWE 5 session model.</td>
</tr>
</tbody>
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## Holistic Wellness Practices and Interventions

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<tr>
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<tbody>
<tr>
<td>Recognizing the importance of body-mind-spirit connection in healing trauma and cultivating self-awareness, a wide range of wellness activities are offered to survivors as standalone services or as elements in healing circles.</td>
<td>➢ Advocate explores interest and desire to join wellness practices PF Ex: AWE, P2H</td>
</tr>
<tr>
<td>The body-mind-spirit connection in healing trauma applies as much to the advocate as it does to survivors. As such, these wellness practices are also offered to advocates.</td>
<td>➢ Advocates offer orientation to the proven benefits of these practices to survivors to enhance their knowledge and understanding.</td>
</tr>
<tr>
<td>Acupuncture, qi gong, yoga, mind-body work, acu-beads and magnets, meditation and yoga breathing are available and are practiced to support recovery utilizing a cultural lens as reference</td>
<td>➢ Advocates provide accompaniment support</td>
</tr>
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# Community Collaborations/Community Education & Awareness

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>- Communities play a crucial role in preventing and intervening when violence occurs.</td>
<td>➢ Community workshops and presentations that deconstruct the stigma associated with trauma and abuse</td>
</tr>
<tr>
<td>- The root causes of gender based violence are so ingrained within our societies that subjugation, marginalization and oppression are normalized and systemic.</td>
<td>➢ Trainings for professionals to help them gain a better understanding of the issue areas</td>
</tr>
<tr>
<td>- To combat this, communities can be active responders and advocates when members perpetrate violence or experience victimization by challenging norms and systems that oppress.</td>
<td>➢ Example: NYPD index shared</td>
</tr>
<tr>
<td>- As communities, we can begin to mobilize in order to build awareness, offer support and educate future generations to prevent cycles of violence from reoccurring.</td>
<td>➢ Engaging in different types of community events, such as tabling at a cultural festival, where the goal is just to form a connection.</td>
</tr>
</tbody>
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Macro Contexts

Regina Bernadin
Senior Program Manager at the International Rescue Committee

Miami/Fort Lauderdale Area
The Role of Culture in Outreach and Public Awareness

- Introduction
- Challenges
- Best Practices
- Recommendations
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