

CULTURAL RESPONSIVENESS IN VETERINARY MEDICINE

3-2-1 DISCUSSION GUIDE

Latonia Craig, Ed.D. (she, her, hers)



3 TAKE-HOME MESSAGES

Review these messages together.

Cultural responsiveness integrates what you know about someone's beliefs, customs, and practices into the way you provide care.

Practicing cultural responsiveness requires self-awareness which includes recognizing and dismantling biases and stereotypes.

Recognize that cultural norms exist for different groups of people, but also understand that people within the same culture may have unique values and beliefs.

2 QUESTIONS TO CONSIDER

Question for **team discussion**

Share your thoughts with your team.

How can we improve our cultural responsiveness in our workplace to better serve our diverse clients and create a welcoming environment for all team members?

Question for **self-reflection**

No need to share your answer or thoughts with anyone.

Have there been situations where I've unknowingly made assumptions or exhibited cultural insensitivity, and if so, what can I do differently in the future?

1 ACTION TO TAKE AS A TEAM AND ONE TO TAKE AS A JOURNEYIST

Make a commitment together as a team to implement at least one of the suggestions below. This will be your team behavior change.

- Create a welcoming environment that reflects the diversity of your community. This can include displaying posters or artwork that represent different cultures or providing reading materials in different languages.
- Audit online client reviews. If you notice multiple complaints about wait time, service, and inclusivity, these are areas where culturally responsive interventions can be implemented.
- Review your intake form and revise it to include more opportunities for your clients to share information about their hobbies, interests, values, and beliefs.

Make a commitment as an individual to follow through on at least one of these suggestions (this can be private).

- Approach interactions with humility and a willingness to learn. Make a point to learn something new about your clients and coworkers and remember to ask about this topic the next time you see them.
- Invest in learning about effective communication strategies that are sensitive to cultural differences. This can include using plain language, avoiding jargon, and being mindful of non-verbal cues. Check out this list of helpful facts and tips: <https://www.scienceofpeople.com/cultural-differences-in-communication/>
- Learn how to say "hello" and "have a good day" in the language of a client or coworker.

We hope that after the meeting, you will be inspired to explore cultural responsiveness in greater depth, either as a team or individually. We invite everyone to check out Dr. Craig's recommended resources in the [Topic Overview](#).

