



I-CARE

# Intercultural Care in the Social and Healthcare Sector

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THE I-CARE  
TOOLBOX



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The **I-CARE** Toolbox contains a range of learning modules and training materials designed to support the development of Intercultural Communication Competences in Care Professionals working in the Social and Healthcare sectors.

Developed by the Erasmus+ **I-CARE** project, it supports the fundamental role played by Health and Social Care professionals in working with people of different national, ethnic, social and economic origins and offers a structured training pathway made up of 10 different modules.

## **MODULE 1.** CULTURE, DIVERSITY & RAISING AWARENESS

This module starts with recognising your own cultural background and how this influences your view on the world. It explores definitions of culture and looks at cultural differences and similarities. It covers the differences between generalisations and stereotypes and introduces an understanding of how we can work in diverse teams and provide a good service to people with different cultural backgrounds to ourselves.

- Think about your own cultural background and how this might influence you
- Explore definitions of culture
- Discuss and learn to recognise cultural similarities and differences
- Learn to understand the difference between generalisations and stereotypes
- Learn to understand how to work effectively with people across different cultures

# MODULE 2.

## INTERCULTURAL COMMUNICATION

This module raises awareness on the cultural differences we might meet when communicating with persons with another cultural background. It introduces methods and good practice examples to overcome communication barriers both linguistically and non-verbally as well as ways to manage intercultural conflicts using de-escalation methods.

- Get to know cultural differences in communication
- Learn how to overcome language barriers by using interpreters, pictograms, apps etc.
- Use language-reduced approaches
- Learn how to use simple language approaches
- Learn how to solve intercultural conflicts



## MODULE 3.

# EATING, DRINKING, CELEBRATING & FASTING

In this module you will learn the basic information that you need to know about food traditions in different cultures, raising your awareness about the connections between these traditions and religion. The module also covers why increasing your understanding of this is important to be able to provide a culturally sensitive service to those with whom you work.

- Learn some basic information and gain an overview about food traditions in different cultures
- Increase your awareness of the connection between these traditions and religion
- Increase your understanding for different traditions and why they can be important for your clients /patients
- Understand that the focus in care is always on the individual, no matter which cultural or religious background a person has
- Gain some practical insights on how you can support your clients in practising their religious/cultural traditions or rituals



## MODULE 4.

# AGING, DYING & DEATH

This module covers the different attitudes to ageing across cultures and the diversity of beliefs about dying and what happens when we die. It also covers the importance of the different rites of passage in different cultures and how we can assist those for whom we are caring to make the transitions in a way that suits them and their cultural beliefs.

- Discuss the different attitudes to ageing across cultures
- Explore different beliefs about dying
- Identify your own cultural attitudes to ageing, dying and death
- Learn to understand religious rules and notions about death from a comparative approach
- Recognise the importance of the “rites of passage” when dealing with death
- Learn to know the major religions’ perception of dying and death
- Become aware of how an understanding of different cultural attitudes to ageing, dying and death will help you in your work



## MODULE 5.

# BODY, GENDER, SEX & INTIMACY

A subject not always openly discussed, this module will take you sensitively through different cultural attitudes to sex and sexuality; giving you an understanding of how these views can differ in different cultures and offering you the opportunity to think about how and what you need to do to provide a culturally sensitive service.

- Learn the difference between sex and gender
- Develop an understanding of different attitudes associated with sex and sexuality
- Learn the relationship between culture and gender/bodies
- Understand different gender roles across cultures
- Apply effective tools to overlap the cultural gap when caring for persons from another culture
- Engage critically with cultural differences regarding gender and sex
- Reflect on our cultural identities





# MODULE 6.

## PREGNANCY, PARENTHOOD, CHILDREN & FAMILY STRUCTURES

This module aims to develop the skills needed to work with diverse families across cultures. There are different cultural approaches to ‘what a family is’ and to what ‘good parenting’ is. This module enables you to think about this from different cultural perspectives. It covers aspects of pregnancy, giving birth and the varying approaches to childhood. It also explores culturally different views of parenting, and how children grow up in diverse family settings and what this means to social and health care professionals when working with these families.

- Intercultural aspects of pregnancy and giving birth
- Different approaches to “what a family is” and intergenerational relations
- Different views of how “good parents” are defined and different educational goals/ educational methods
- Different approaches to “childhood” and how children grow up
- How to work with (expecting) parents, children and families in a culturally sensitive way
- Support inclusion of diverse families
- Understand the dynamics of violence within families across cultures
- How to avoid cultural bias



## MODULE 7.

# DISABILITY, PSYCHOLOGY & MENTAL PROBLEMS

This module explores the themes of disability, psychology and mental health problems from an intercultural perspective. Special focus has been given to the interrelations between culture, beliefs and attitudes in order to highlight how these concepts are viewed and interpreted by different individuals, sociocultural groups and cultures.

- Understand the interrelation between disability and mental health problems with culture
- Understand how the conceptual frameworks of disability and mental health are socially and culturally constructed
- Recognise your own biases and stereotypical attitudes towards disability, mental health and different ethnocultural groups
- Identify ways that intercultural competence can help professionals examine the sociocultural factors that influence an individual's views
- Understand the power of inequalities in cross culture encounters
- Be more sensitive to cultural differences regarding disability & mental health, and different ways of responding in a variety of situations





# MODULE 8.

## DEALING WITH PAIN

Pain is a personal experience, but how we deal with it can be part of our cultural beliefs. This makes understanding how others describe and deal with pain difficult. This module develops an understanding of the different ways people from diverse cultural backgrounds express and describe pain. It gives you the tools to better assess patients pain, taking into account cultural backgrounds.

- Understand the different aspects of pain
- Understand the patient related factors that differentiate pain across different cultures
- Be aware of pain experience, pain control and pain expression across cultures
- Apply a Culturally Sensitive Pain Assessment Tool
- Reflect on real life intercultural communication problems



## MODULE 9.

# CREATING YOUR OWN LEARNING MATERIALS

This module aims at enabling you to design a needs-based training intervention including development of your own learning material. The module introduces a variety of training methods to use in intercultural training courses. It gives you hints, tips and information on how to produce good quality, learner centered methods to engage and inspire your learners, including using critical incidents, role plays and video.

- Understand how a needs-driven training intervention can be designed
- Get to know methods and tools to design own learning materials
- Work with the “Critical Incident Technique”
- Develop your own role plays
- Work with video and film in your training



# MODULE 10.

## VALIDATION OF INTERCULTURAL TRAINING

This module explains the main principles of validation and competence-oriented learning and also the main principles of the validation tool LEVEL 5. It gives a step-by-step approach of the validation process and importantly how it can be used in an intercultural context.

- Understand the main principles of validation / competence-oriented learning and the main principles of LEVEL5
- Get to know the validation process with LEVEL5 step-by-step
- How to use LEVEL5 in an intercultural context



# THE I-CARE PROJECT IN A NUTSHELL

The Erasmus+ **I-CARE** project aims to support the fundamental role played by Health and Social Care professionals in working with people of different national, ethnic, social and economic origins.

**I-CARE** has developed learning and training opportunities that enable social and health care workers to:

- Apply effective communication and social skills in their interaction with clients with a migration background
- Support social diversity
- Reduce prejudices and xenophobia



# SPECIFICALLY, THE I-CARE PROJECT HAS DEVELOPED

**I. Intercultural Competence Guidelines:** for HR managers, trainers and decision makers on the benefits and importance of cultural competence for health professionals working in cross-cultural situations.

**II. Action Sheets for Intercultural Competence:** for staff working in the social and healthcare sector, covering all issues of intercultural communication with clients.

**III. The I-CARE Toolbox:** a range of learning modules and training materials to support the development of Intercultural Competence in the Social and Healthcare sector.

**IV. The I-CARE App:** providing mobile access to a range of learning materials and helpful information designed to help people working in the sector to be more informed and to learn 'wherever and whenever'.

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# I-CARE

## Intercultural Care in the Social and Healthcare Sector

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**Training toolbox and info  
on the learning App here:  
[www.i-care-project.net/toolbox](http://www.i-care-project.net/toolbox)**



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