

Ethnicity and Gambling Treatment

Facilitated by:

Negar Sadeghi, MA. & Chantal Dubois, BA, CPCG

Problem Gambling Project,

Centre for Addiction and Mental Health (CAMH)

June 5 & 6, 2008

Overview of Training

- What to expect for this training
- Introductions
- Participant goals
- Overview of agenda

Why Ethnicity and P. Gambling?

- You asked
- There is great need in the province
- We have local expertise
- Regional resources sharing

But First, Let's Look Inward

- Why?
- Explore issues of power and marginalization
- Look at complexity of social relationships
- Discuss how these may affect clinical encounter
- Expand our awareness and clinical skills



**D
I
V
E
R
S
I
T
Y**

Marginalization ← → Privilege

Problem Gambling Project, CAMH
(Source: Arnold, R., Burke, B., James, C. & Martin, D. (1991) *Educating for a Change*, Toronto, ON: *Between The Lines*)

www.ProblemGambling.ca

The Story of Rosemary

Worldview/Cultural Orientations

Family
Orientation
(extended, clan, tribe)



Individual
Orientation
(nuclear family)

Hierarchy
(levels of power)



Equality
(equal power)

Values/Beliefs
Unquestioned



Values/Beliefs
Questioned

Oral
Communication



Written
Communication

Gender
Segregation



Gender
Integration

Cultural & Religious values “Gambling”

Different
or
the Same?



Culture is like an iceberg..



- Most of an iceberg is out of sight, most of culture is out of awareness...
- Visible aspects of culture are above the iceberg's surface...
- Travel sections and tourism brochures celebrate this aspect of culture...

Below the iceberg surface is...

Beliefs

Values

Attitudes

Unconscious rules

Assumptions

How problems are solved

How emotions are handled

What else.....

Influence of Culture?

'Gambling'
'Problem Gambling'
'Seeking Help'
'Clinical Care'

Influence of Culture in Clinical Care & Gambling

- Attitudes, beliefs
- Forms, where, when, with who
- Expressions: Metaphors, Idioms
- Seeking help
- Therapeutic Relationship
- Positive Outcome

Why Talk About Ethno-Cultural Groups and Problem Gambling?

Because.....

- Diverse country
- Increase availability- rise in the prevalence
- Ethno-Cultural communities are affected
- Programs designed for the mainstream

What makes the ethno-cultural communities vulnerable to develop gambling-related problems?

Vulnerable Population

- Systemic, cultural & language barriers
- Settlement issues
- Generally lack needed knowledge
- Less likely to take part in health promotion, prevention and treatment programs
- Focus on Western, bio-medical approach

Culturally Competent Care

What does it mean?

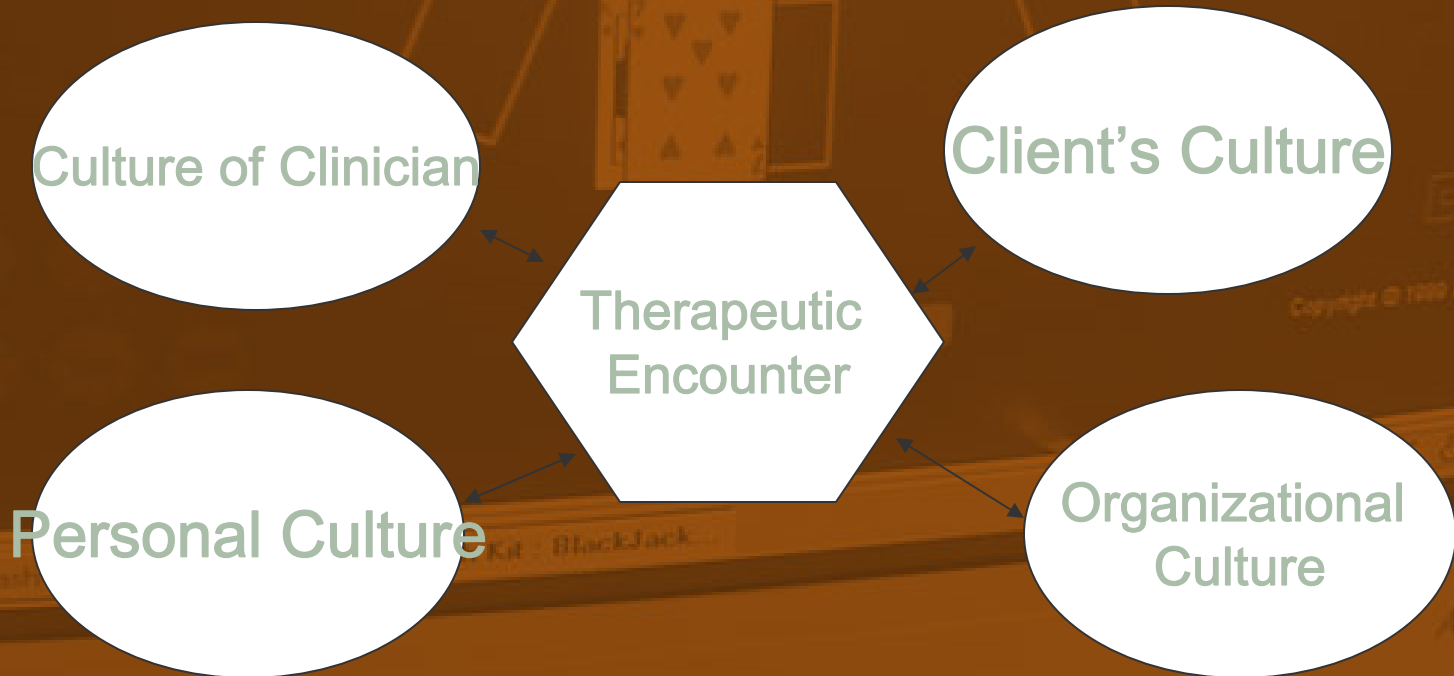
How would you work with someone culturally different than you?

Cultural Competence

Capacity of an organization or individual to appreciate diversity, and to adapt to and work with people of different cultures, while ensuring everyone is treated equally.

Culture Counts, 2004

Systems to Consider in Cultural Competence

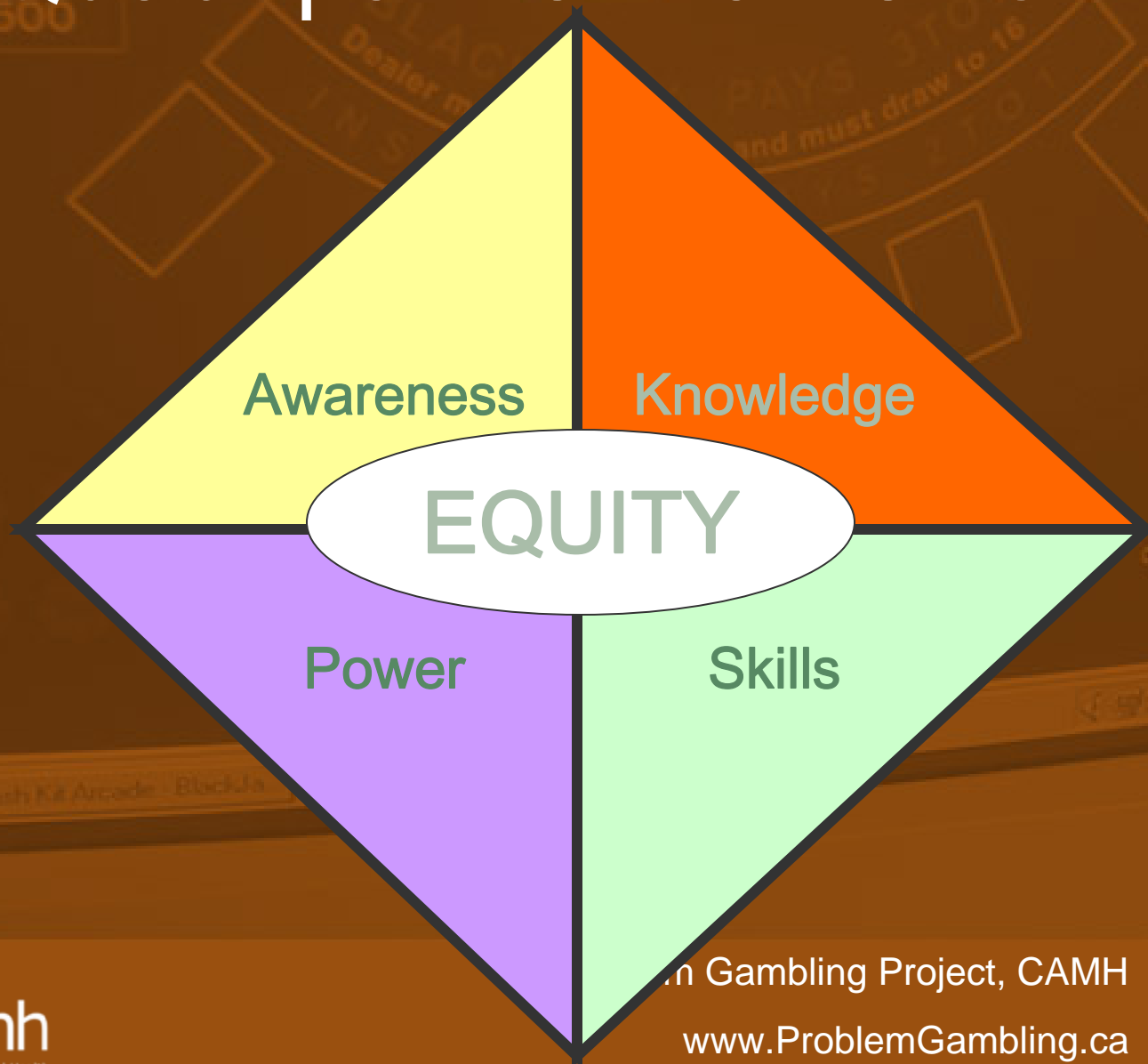


Culturally Competent Care: Frameworks

A) Quadripartite Framework

B) Culture Care Framework

Quadripartite Framework



Quadripartite Framework

➤ **Awareness**

Own Cultural Values/Beliefs

Client's Worldview

➤ **Knowledge**

Culture-Specific

Culture-Generic

➤ **Skills**

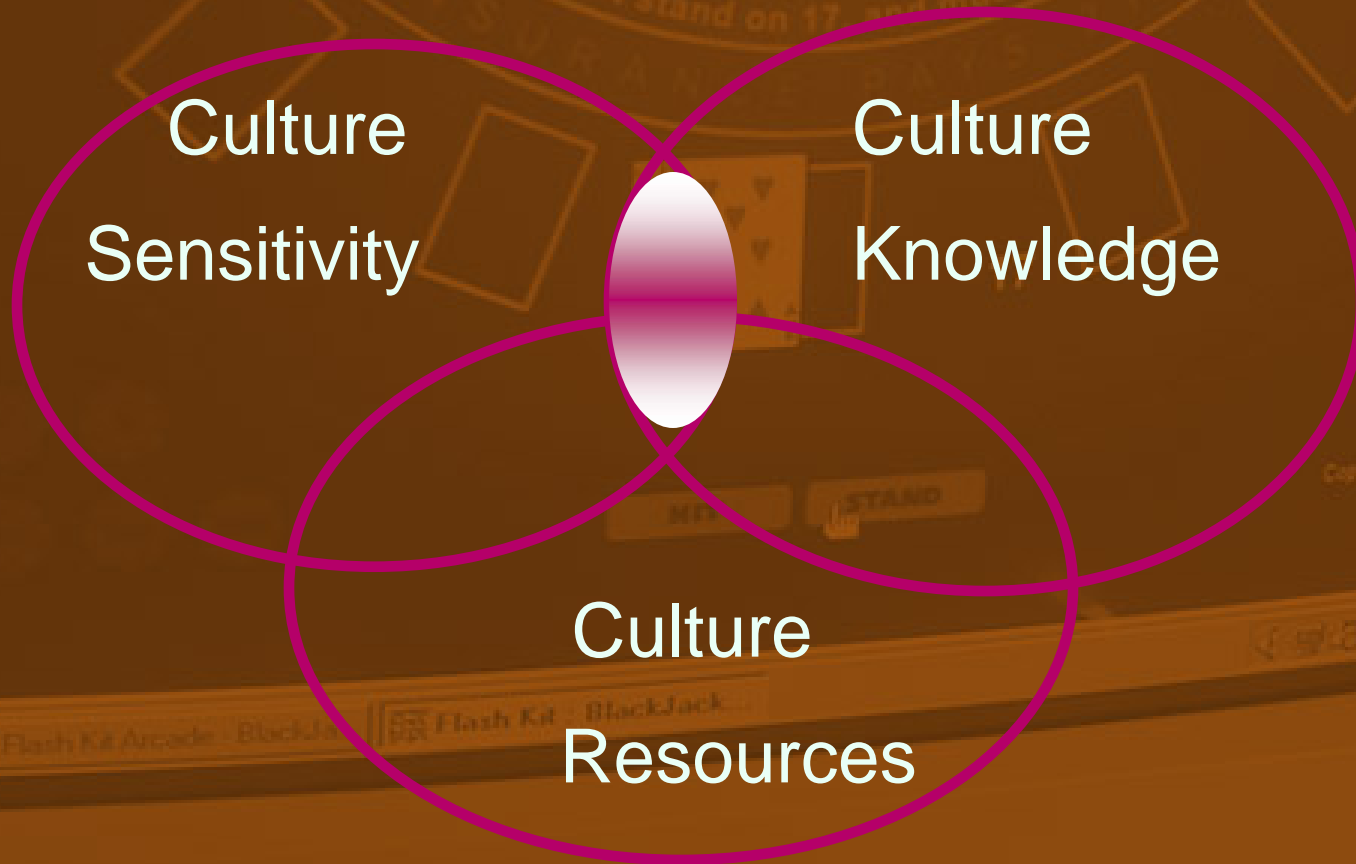
Knowing "HOW"

➤ **Power Issues/Relationship**

Client-Therapist dyad (micro level)

Client-System (macro level)

Dimensions of Culture Care



Culture Sensitivity

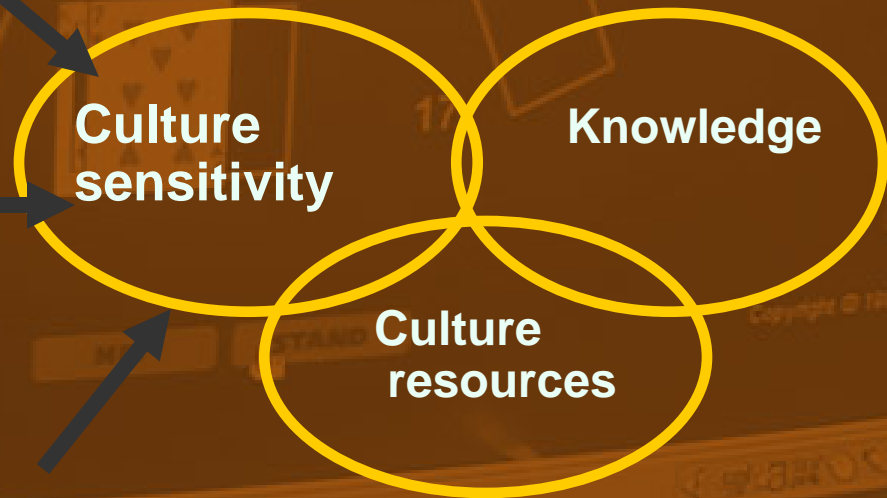
Understanding
of Professional,
Organizational
Culture

Understanding OWN
Culture

- biases/prejudices
Culture
- values/beliefs
- CULTURE

Understanding of Issues

- POWER
- TRUST
- EQUITY



Culture Knowledge



Meaning of illness

Ways of healing

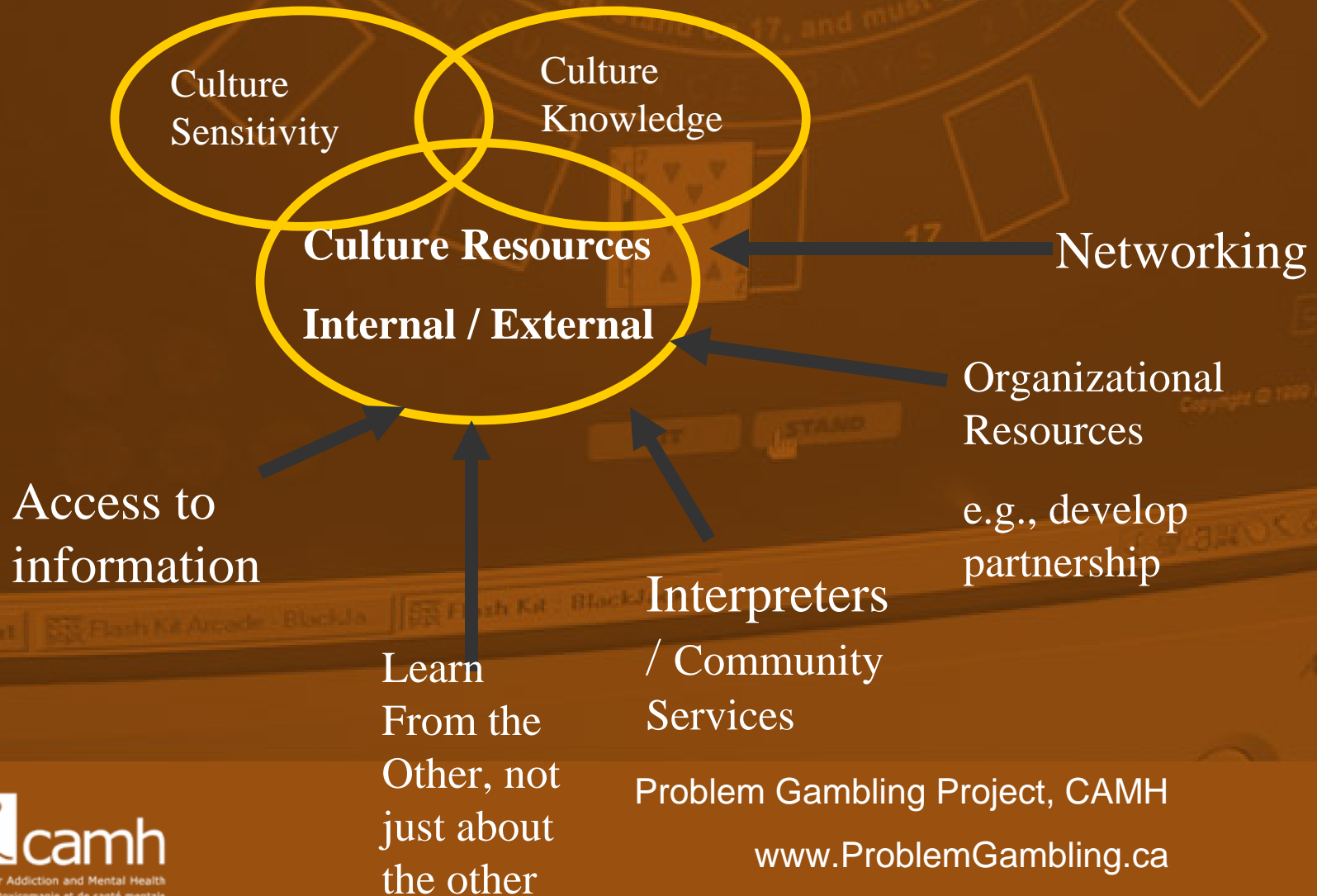
Values related to care, care providers, illness

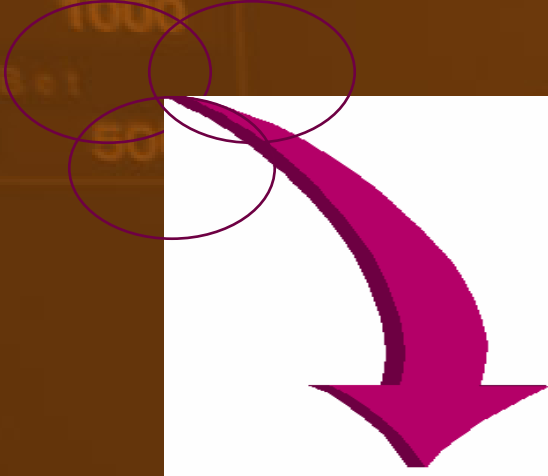
Impact of Life Events - immigration / settlement / racism

Family involvement

Generic or Specific Cultural Knowledge

Culture Resources



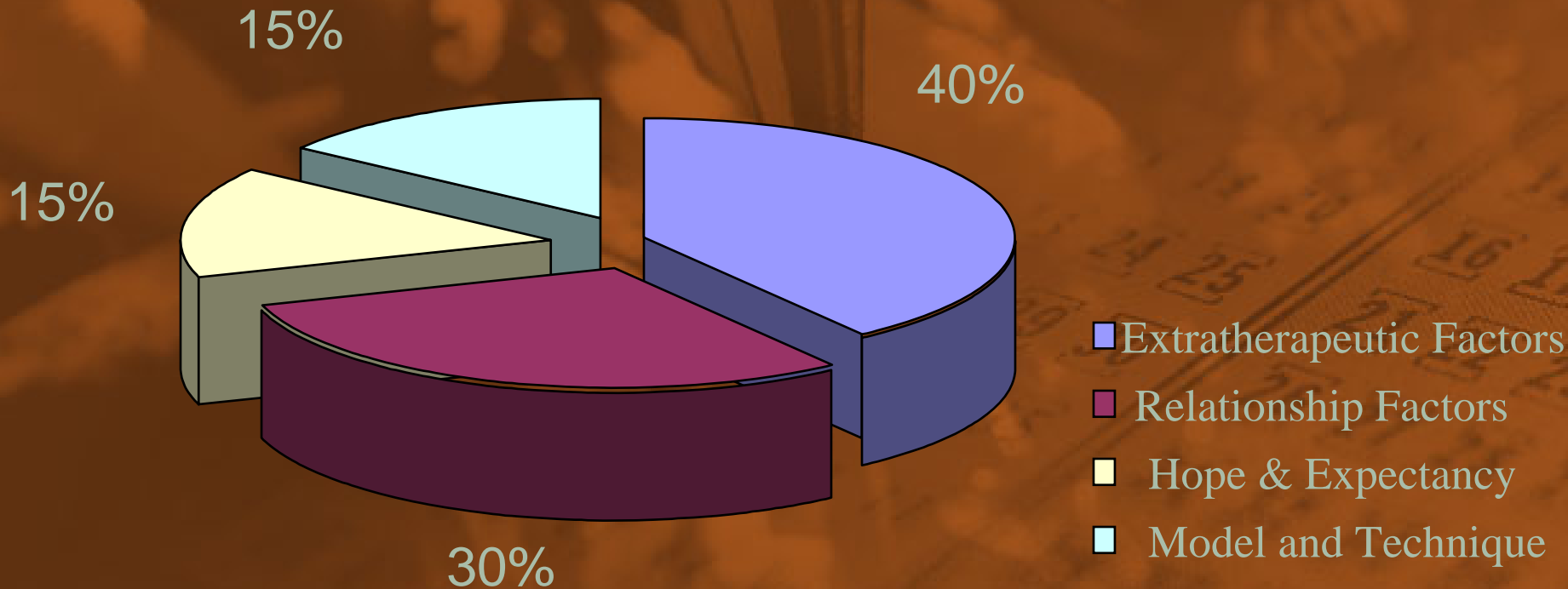


Culturally Congruent Care

**Preserves / Validates
KEY values & beliefs**

“What Works” in Therapy:

Scott D. Miller, Ph.D. (1997)



Therapeutic Alliance

How Do You Establish Rapport?

Role of the Family in Care

- Involve the family or anyone else?
- Family values?
- How problems are handled?
- Are there hierarchical structures?
- Stigma?
- Generational or intergenerational conflicts?
- Anything else?

Counsellor and Agency Roles & Guidelines

- Explain what counselling is, what to expect
- Agency's role and responsibilities including your limitations
- Explain therapeutic approaches
- Negotiate agreements and how power is shared
- Discuss anonymity and confidentiality
- Reassurance

L-E-A-R-N MODEL of Cross-CULTURAL ENCOUNTERS (Handout)

- Listen & Ask
- Exchange Information
- Acknowledge
- Reword/Reframe
- Negotiate

Communication Tips

- Different Styles
- No Assumptions
- Ask Questions
- Clarify
- Listen Carefully
- Nothing Fancy

Communication Tips more.....

- Note non-verbal communication styles. Watch the person's face and body language.
- Do not make assumptions, ask if you don't understand. For example, in some Middle Eastern and African cultures, making direct eye contact is considered being disrespectful, so they don't make direct eye contact as sign of respect. But not making direct eye contact in Western countries might be interpreted differently.

Communication Tips more...

- Ask if they understand what you are saying, talk slowly, ask if they need clarification: might be needed due to language barrier.
- Repeat if necessary just make sure the other person has understood what you said.
- Speak slowly & be very respectful, patient and courteous especially with the older generation.
- Use simple language, nothing fancy.
- Make the session as interactive as possible. Allow them to talk and tell their story.
- Show respect. Be aware of power dynamics and differentials between you.

Communication Tips more...

- Do not worry about correctness of English usage-conversation is not an English lesson.
- Listen carefully to what the client is saying. Try to avoid interrupting by completing sentencing.
- Be humble-remember that the client probably has the ability to speak about four languages and has significant exposure to other cultures. Do not place any value of superiority because you speak “Canadian” English.
- Provide interpretation free of charge if possible and necessary.

Cultural Assessment Guidelines (Handout)

Section I

- Model Questions
- Cultural Identity & Social Context
- Treatment Relationship

Section II

- Guidelines for working with
Cultural Interpreters and Clients

Ethnicity/Culture and Gambling

Goals

- Actively explore connections
- Enhance awareness of relapse risks
- Enhance knowledge of culturally-appropriate supports for RP

Thank You

Feel free to contact us for any follow-up:

Negar_Sadeghi@camh.net

416-535-8501, ext. 3921

Chantal_Dubois@camh.net

416-535-8501, ext. 3923