
MULTICULTURAL HEALTH BROKERS COOP EDMONTON, ALBERTA



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Intercultural Insights on Participatory Governance: The Multicultural Health Brokers (MCHB) Coop Experience

LAND ACKNOWLEDGEMENT

We would like to begin by acknowledging that we are on treaty land, referred to as Treaty 6 Territory and that the City of Edmonton and all the people here are beneficiaries of this treaty. Treaty 6 encompasses the lands of the Cree, Dakota, Nakota, Sauteaux (SO-TOE) and the homeland of the Métis Nation.

We are dedicated to ensuring that the spirit of Reconciliation and Treaty 6 is honoured and respected. This acknowledgement also reaffirms our relationship with one another, and we are committed to move forward in partnership with Indigenous Nations in the spirit of reconciliation and collaboration.

Our session...

- **Overview of the MCHB Coop**
- **Sharing our Experience in Participatory Governance**
- **Open Forum and Discussion**
- **Intercultural Insights on Participatory Governance**

What this session is all about...

- gain an intercultural perspective of participatory governance
- appreciate the challenges of blending diverse intercultural practice in democratic participation
- explore culturally responsive practices in participatory governance

CONTEXT AND REALITIES OF OUR COMMUNITIES

■ Pre-migration history

- We come from colonized nations
- We experienced trauma from countries at war or political turmoil

■ Inequities upon arrival

- Our prior skills and credentials are not recognized
- We experience discrimination in employment, housing and education

■ Challenges to long-term inclusion and a sense of belonging.

- It takes us ten years before we earn as much as the Canadians.
- We still need to have a voice and presence in public decision-making.

We have cultural wealth!



WHO WE ARE



- We are a workers coop that provides community-based health education, early childhood and family support services to over 30 culturally diverse communities in Edmonton and area
- We are 140 bicultural and bilingual workers called **cultural brokers**
- We work to enhance the health and well-being of families and nurture their efforts at building community so they could thrive, and actively contribute to their new homeland.

WHAT DO WE DO

Our Practice: Cultural Brokering

“the act of bridging, linking, mediating between groups of persons of differing cultural backgrounds for the purpose of reducing conflict and producing change.” (Jezewski, 1999)

Cultural Brokers

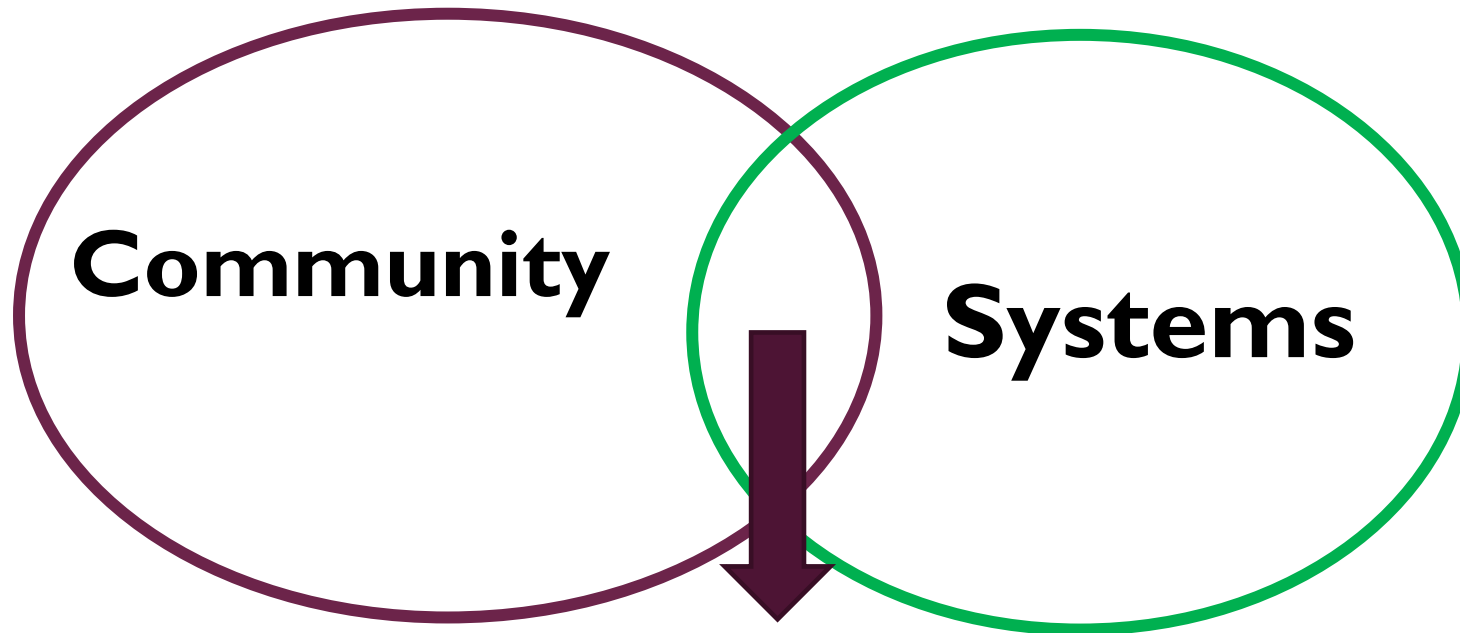
Bicultural and bilingual workers who come from the communities they serve and understands how the formal Canadian system works; in a unique position to bridge the gap between newcomer families and Canadian society.



FIVE SPHERES OF EMPOWERMENT OF THE MULTICULTURAL HEALTH BROKERING PRACTICE



WHY CULTURAL BROKERING



The Third Space
Cultural brokering and
cultural brokers

PROGRAM OVERVIEW

- **21 PROGRAMS, PROJECTS AND INITIATIVES**
- **CLOSE TO 4,000 INDIVIDUALS AND OVER A THOUSAND FAMILIES SERVED**
- **150 WORKERS WITH 90 CULTURAL BROKERS**



Our Panel

- **Norma Mora**
- **Tigist Dafla**
- **Joseph Luri**

**SHARING OUR
EXPERIENCE IN
PARTICIPATOR
Y
GOVERNANCE**



QUESTIONS and DISCUSSION



Intercultural Insights on Participatory Governance

Value Dimensions and Participatory Governance

A value dimension is an inclination to think, feel or act in a way that is culturally determined
(also called a cultural orientation).

Collectivism
We are all in this together!

Deepen the inherent relationships to strengthen ways of working together.

- Our Organizational Practices**
- Common Good
 - Participatory Decision Making
 - Relational culture

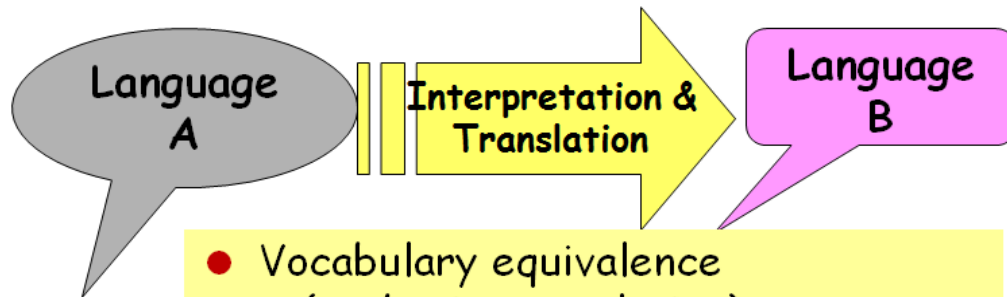
Power Distance
Loyalty and obedience to those who rule.

Overcome the top-down and hierarchical way of leadership.

- Our Leadership Values**
- Servant Leadership
 - Liberatory Leadership
 - Cooperative Leadership

Intercultural Communication and Engagement

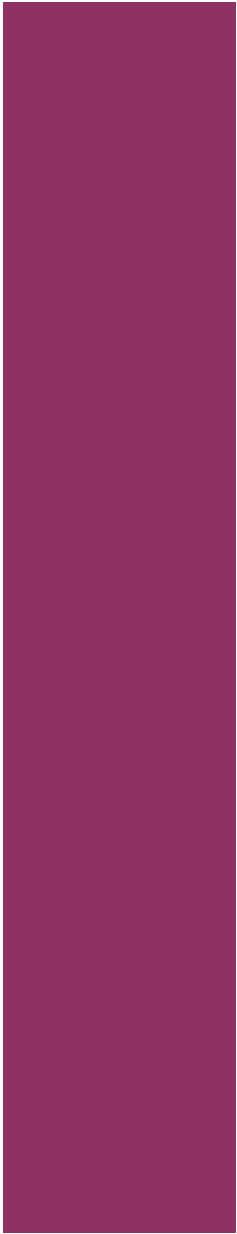
Language Across Cultures



- Vocabulary equivalence (verbatim translation)
- Experiential equivalence (different cultures have different objects and experience)
- Conceptual equivalence (refer to abstract ideas that do not exist in some cultures)

Bridging Communication Differences/Practicing Inclusive Communication

- We will take time to speak interculturally and honor different communication styles and adapt accordingly.
- We will use inclusive words and body language.
 - plain, simple English addressing verbatim, experiential and conceptual equivalencies
 - use interpretation or translation if needed
- We will be caring, mindful and attentive with our questions and answers.
- We will accept emotion, offer comfort and allow for pauses.



Questions?
Comments?
Last
thoughts??