



Source: Arthur Gomez MD & Arleen Brown MD PhD

How to use this checklist

This purpose of this checklist is to help you **better understand the needs of a CALD consumer**.

It is not designed to be used as a formal interview, as that may make the consumer feel uncomfortable, but more of a conversation guide that adds to the information you are already collecting in an assessment or intake form.

Not every question will pertain to every consumer. Some staff will also find particular questions more relevant to the situation - i.e., clinical staff - the medical questions.

The information you gather using this checklist can:

- help you to see which staff member could be best matched with the consumer
- help you decide if you need to use interpreting services
- help you see how the consumer perceives illness, health and medical interventions
- help you understand how the consumer makes decisions and who might need to be there when financial or social decisions are being made.

Discuss with others in your organisation when and how this checklist could be used with your multilingual and multicultural community members.

Degree of Acculturation	
Where were you born and raised?	
What culture/s do you or/and your family identify with?	
How old were you when you arrived in Australia?	

<p>What is your educational level in Australia or in another country?</p> <ul style="list-style-type: none"> No secondary schooling Completed secondary schooling Tertiary qualification 	
<p>What was your occupation before arriving in Australia?</p>	
<p>What is/was your occupation in Australia?</p>	
<p>Do you adhere to any beliefs/values/practices of your identified culture? Does your family? If so, which ones?</p>	
<p>What aspects of Australian culture such as language, dress, and/or customs have you adapted to: Give examples, if any:</p>	
Language & Communication	
<p>Which language/s are you most comfortable speaking?</p>	
<p>Are you aware that you have a right to access an interpreter at no cost to you? Has anybody explained this to you? Yes No Would you like one? Yes No</p>	
<p>Can you read? in English or preferred language</p>	
<p>Do you speak more than one language? Yes No If yes, what are the other languages spoken? How fluently?</p>	
Non Verbal Communication Patterns	
<p>What do you think about direct eye contact? Is it polite, or rude?</p>	
<p>What does smiling mean to you and/or your family?</p>	
<p>Is your personal physical space wider/narrower than Australian norms?</p>	
<p>Who do you feel most comfortable touching or examining you? <ul style="list-style-type: none"> Eg doctors, nurses, paramedic Does gender matter? eg Female and/or male </p>	
<p>Are there any facial expressions and hand/body gestures that are offensive to you/in your culture?</p>	

Etiquette & Social Customs	
How do you prefer our staff to greet and address you?	
What behaviours do you expect from your guests, e.g. taking shoes off, accepting food or drink?	
Is punctuality important for you?	
Do you prefer to engage in 'small talk' before getting down to business?	
Should discussions be direct and forthright or subtle and indirect?	
What topics are not acceptable? <ul style="list-style-type: none"> • <i>emotions</i> • <i>sexual issues/sexual health</i> • <i>elimination</i> • <i>continence</i> Is it appropriate to share emotions and feelings; or discuss reproduction, sexual or elimination issues; or discuss the possibility of negative outcomes?	
Is the staff gender important to you? Would you prefer to interact with men or women?	
Religious, Cultural and Spiritual Needs	
Are there religious, cultural and spiritual practices that you wish to maintain (e.g. special prayer times or foods you don't eat)?	
Are there religious, cultural, or significant items that you like to use, wear, or keep close?	
Do you wish to access particular rites/blessings for the ill or dying? Is there a Spiritual leader/healer you would find helpful? Contact details : _____ contact directly contact through family	
Do you like going to a place of worship (e.g. temple, church, or mosque), if possible? Would you like a representative from your religion to visit you?	
What are some significant events or religious dates that you would like to celebrate and/or be acknowledged?	
Psychosocial Assessment	
Who do you consider your family? What impact does the illness have on your family?	
Who is the head of your family? Who makes decisions regarding your care?	
Who do we talk to about your care? How do you want to be cared for in your identified culture?	

How will your family members be involved in your care, if at all?	
Who helps when you are sick? How do they help you? How would you like them to help you?	
What health/support services are available through your cultural community?	
Health/Illness Issues	
What cultural beliefs, values, and practices surrounding life events (birth, ageing, death) should we be aware of?	
Are there illnesses identifiable only within your culture?	
Are there tests/procedures/treatments that may violate your cultural norms?	
What have you found helpful, offensive or confusing with the healthcare system, in the past?	
Consumer's Explanation of Health Issue	
What do you call the problem you are having? (use the consumer's term instead of 'the problem' when asking the rest of the questions)	
When and how did the problem begin? Why do you think the problem started?	
What caused the problem? What do others in your family/community think the problem is?	
Do you know someone else who has had this problem? What happened to that person? Do you think this will happen to you? What do you think will happen?	
What are the main problems this condition has caused to you? What difficulties has it brought into your life? What do you think will happen?	
What do you fear most about the problem? How serious is the problem? Do you think it is curable?	
How have you treated the problem so far? What have you done to feel better? Have you tried home remedies? If so, what are they?	
How do you/your family/community members think the problem should be treated? Who in your family/community/religious group can help you? Are you consulting other healers?	
Life Span Rituals/Practices	
What cultural beliefs, values, and practices surround life events (birth, ageing, death) should we be aware of?	

When you have a terminal illness, should we 'tell the truth' or 'maintain hope'?	
Who should convey significant health messages to you, health professional or family?	
Pain Assessment	
What does pain mean to you? Do you tend express your pain or keep it to yourself?	
Do you describe pain in quantitative or qualitative terms? Can you describe pain on a scale of 1-10?	
What is the worst pain you have ever had? How did you cope? How did you treat it? How well did it work?	
Medication Assessment	
What is your attitude toward Western medications? Do you value or distrust them?	
What is your attitude about taking pain medications? Do you use herbal or prescribed medications for pain relief?	
Do you use traditional remedies such as herbs, teas, or ointments?	
Nutrition Assessment	
What are your dietary preferences/religious restrictions (meals/snacks) and meals times?	
Are there dietary patterns that may conflict with the plan of care (e.g. fasting)?	
Is there a potential for food/drug interactions with traditional foods?	
What foods do you feel promote good health? What foods are good for sick people?	
Daily (Health) Practices & Routines	
Do you have a special morning/evening rituals/practices associated with bathing, toileting, hair/nail care?	
Are there gender/age/social class restrictions on helping persons with activities for daily living (ADL)? What activities do you enjoy?	
What do you consider appropriate clothing for staff when visiting your home?	

* Adapted from Narayan M.C. 2003 Cultural Assessment & Care Planning Home Healthcare Nurse Vol. 21 No. 9