



Culture, Values and Attitudes
Webinar Series

Personal

space and time



Multicultural
Aged Care

Vicki Kanakaris
Partners in Culturally Appropriate Care (PICAC) SA

Kurna Acknowledgement

Adelaide and its surrounds are nestled within the lands traditionally owned and protected by the Kurna people and their forebears for many thousands of years.

Throughout the Adelaide Plains, the Kurna people have performed age-old ceremonies of celebration, initiation and renewal.

In convening this meeting, we take the opportunity to acknowledge and honour the Kurna people's traditional ownership of this land, their living culture and the unique role they have played in the life of this region.



Objectives

- Anticipate the CALD concepts and meanings of culturally appropriate services
- Acquire CALD understandings about culturally appropriate care
- Apply evidence- and resource-based strategies to improve better practice CALD models of culturally appropriate care planning and provision
- Improve awareness and understandings of CQ, cultural competency, culturally appropriate care
- Develop processes and better practice processes for culturally appropriate care delivery



Outcomes

- Improved capacity to deliver culturally appropriate care targeting CALD specific needs, expectations and understandings of aged care
- Improved access to information and resources on CQ, cultural competency, culturally appropriate care and CALD perspectives



Why?

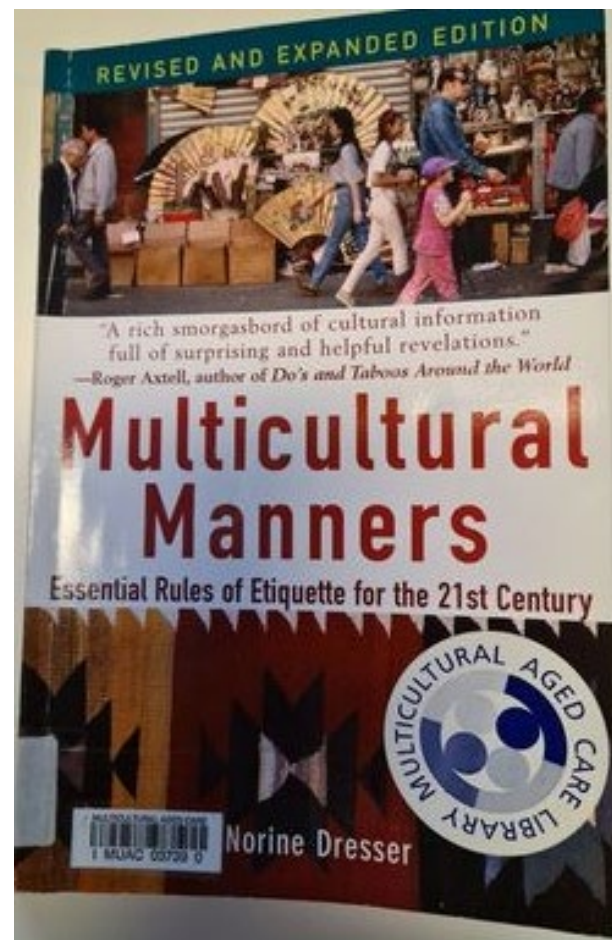
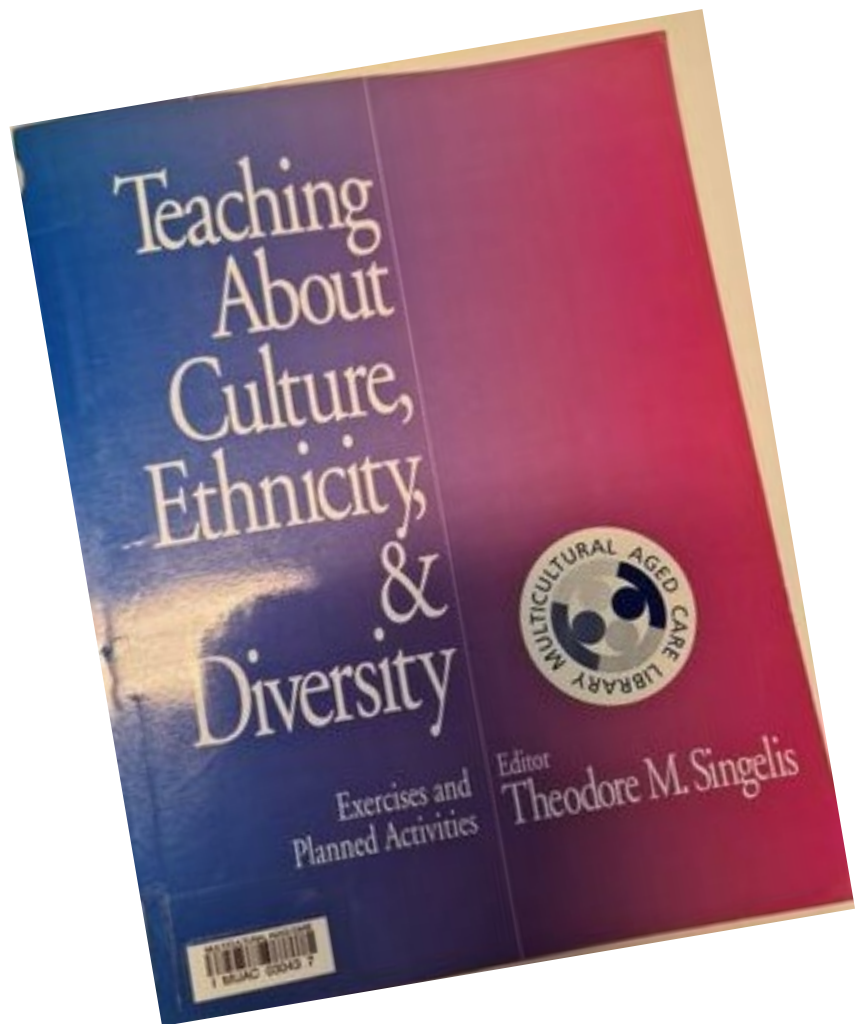
Best practice
Quality of life



How?

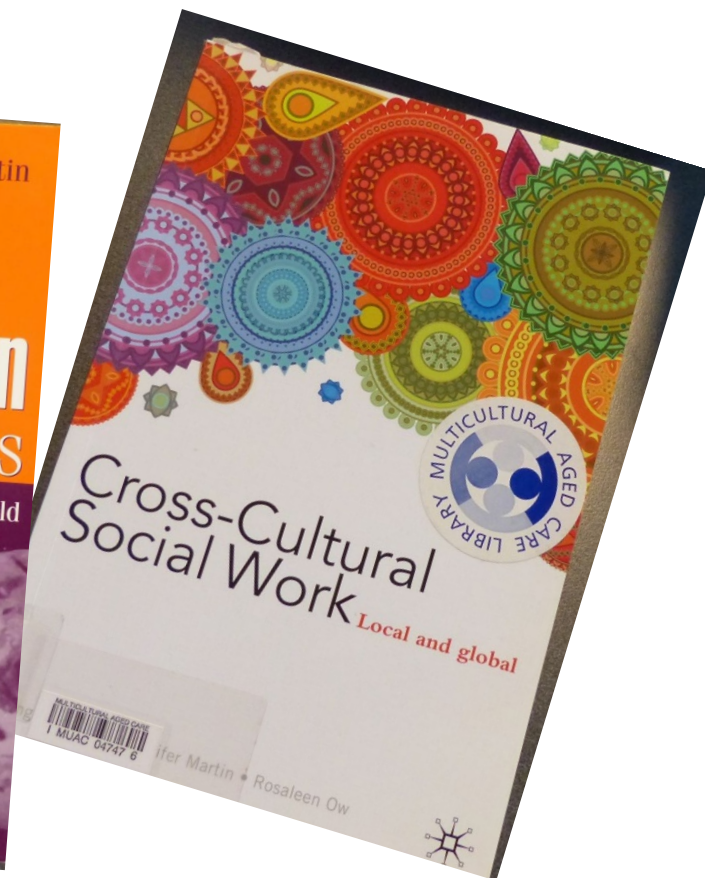
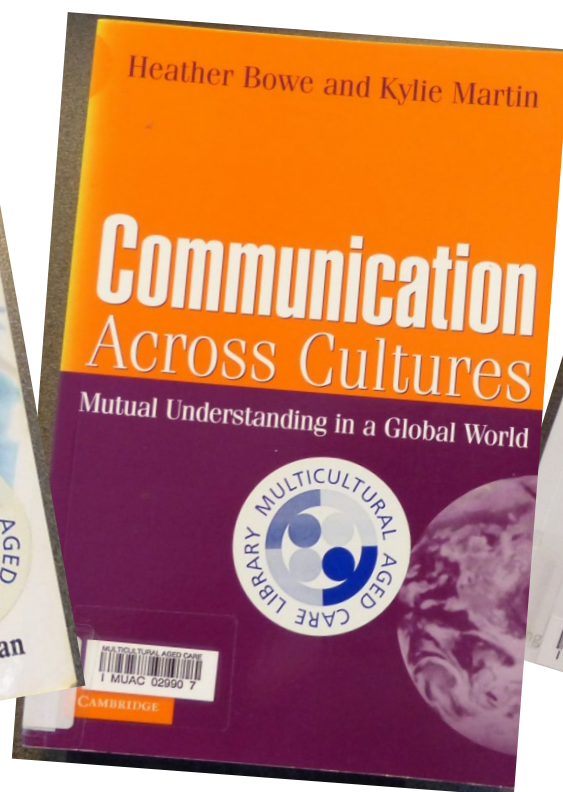
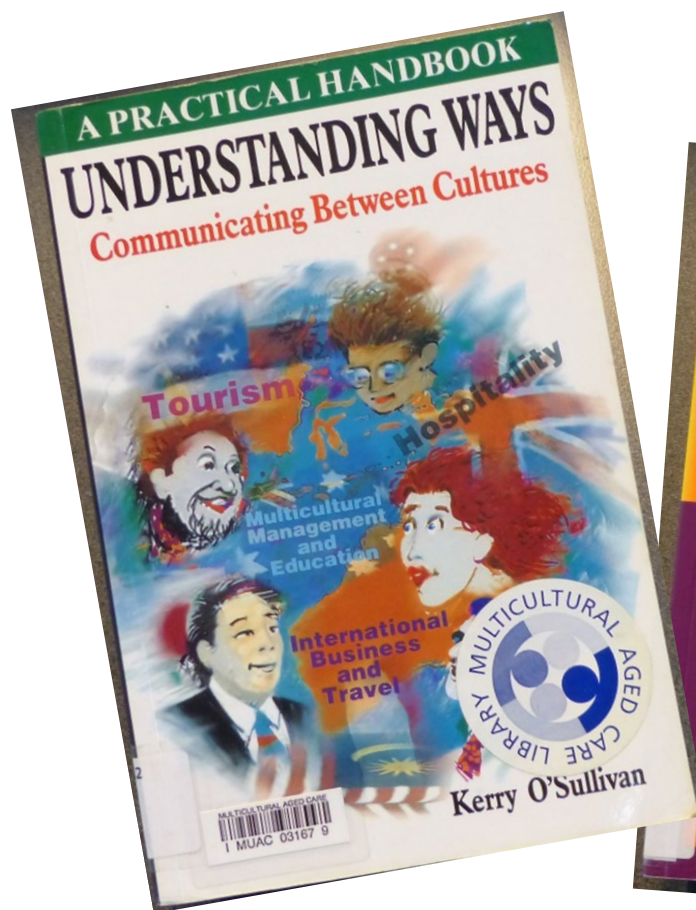
Cultural Intelligence (CQ)

Culture, Values and Attitudes



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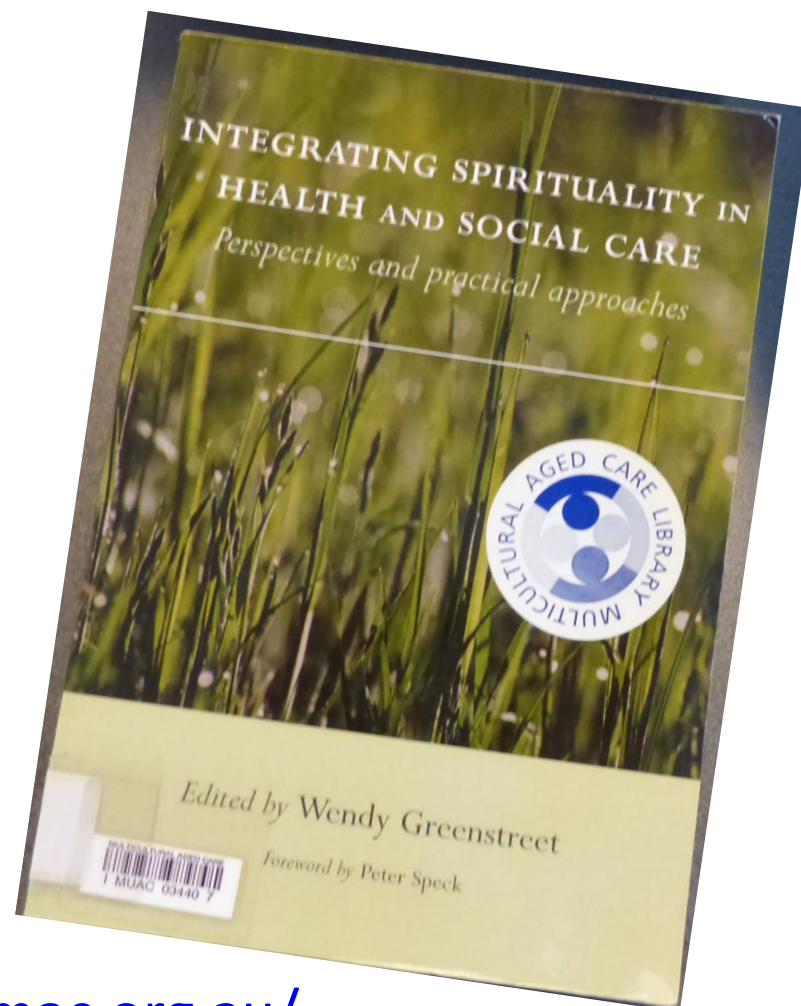
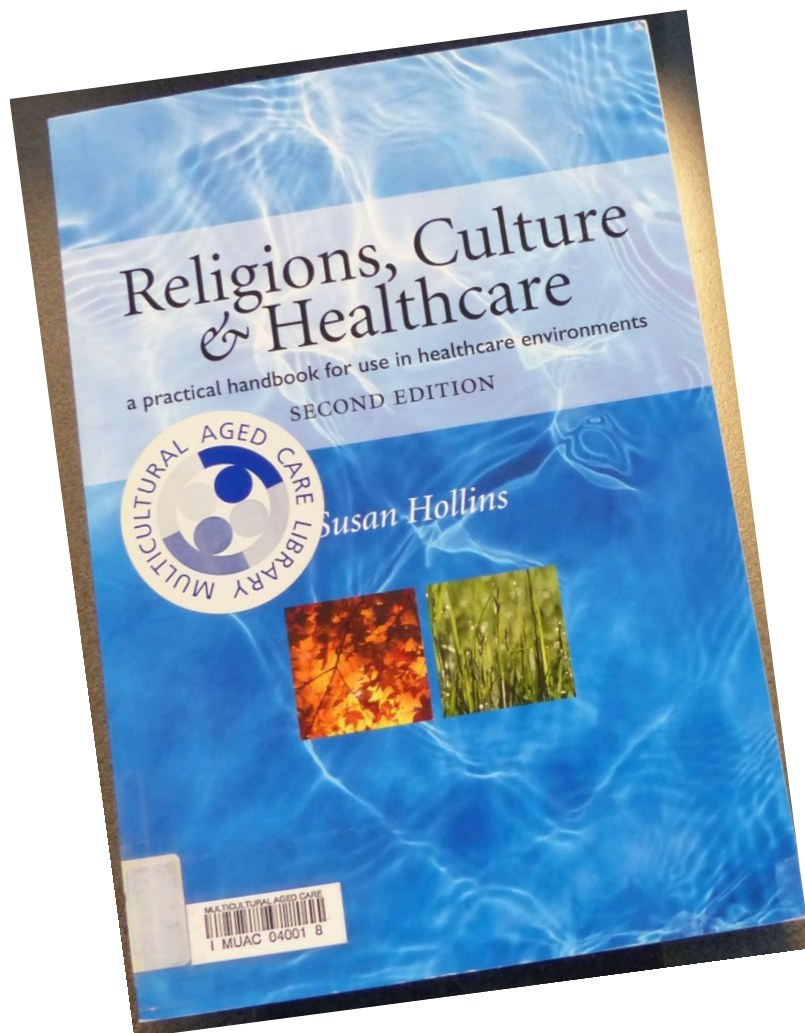


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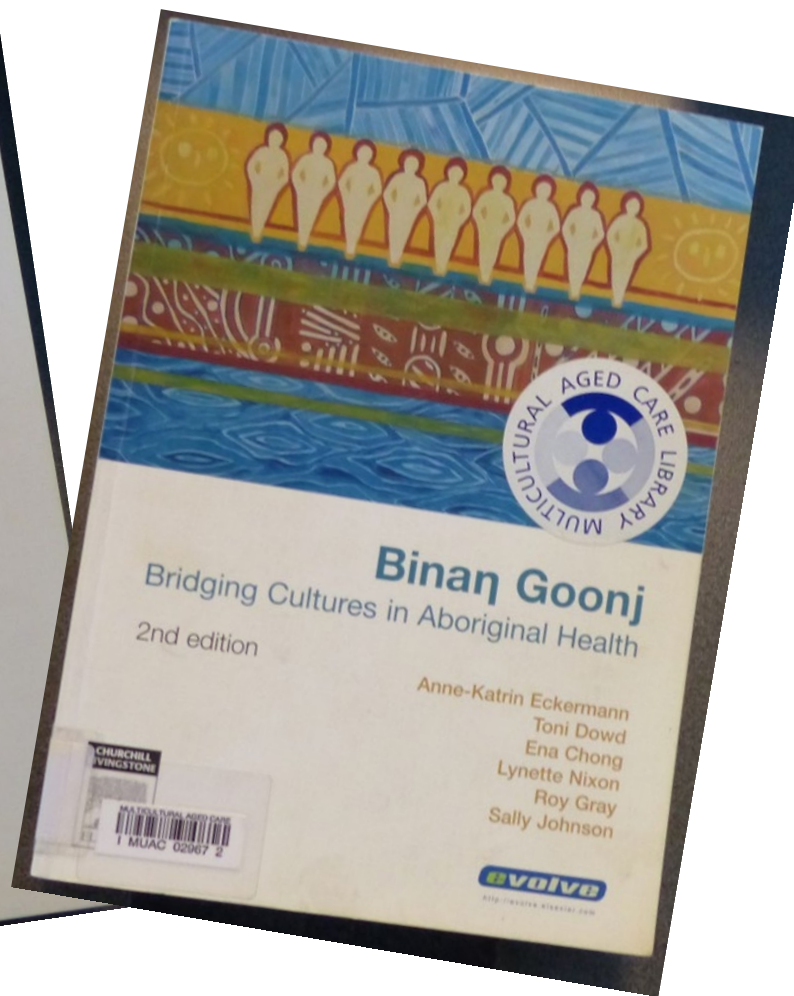
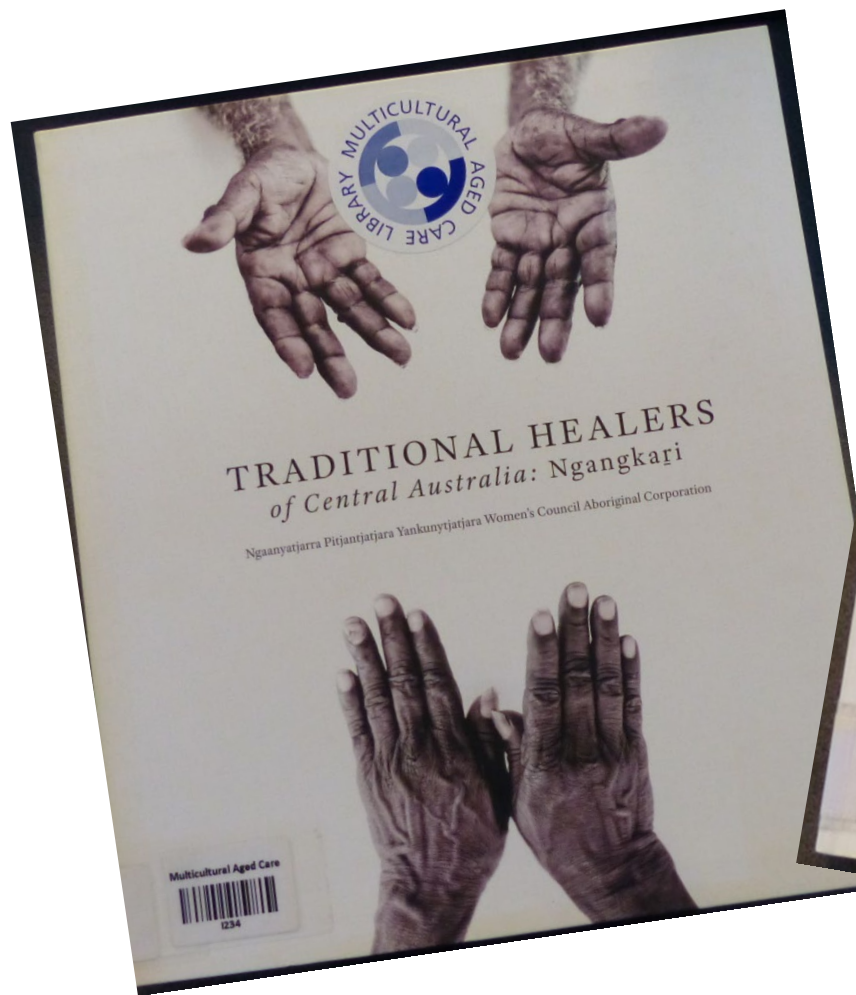
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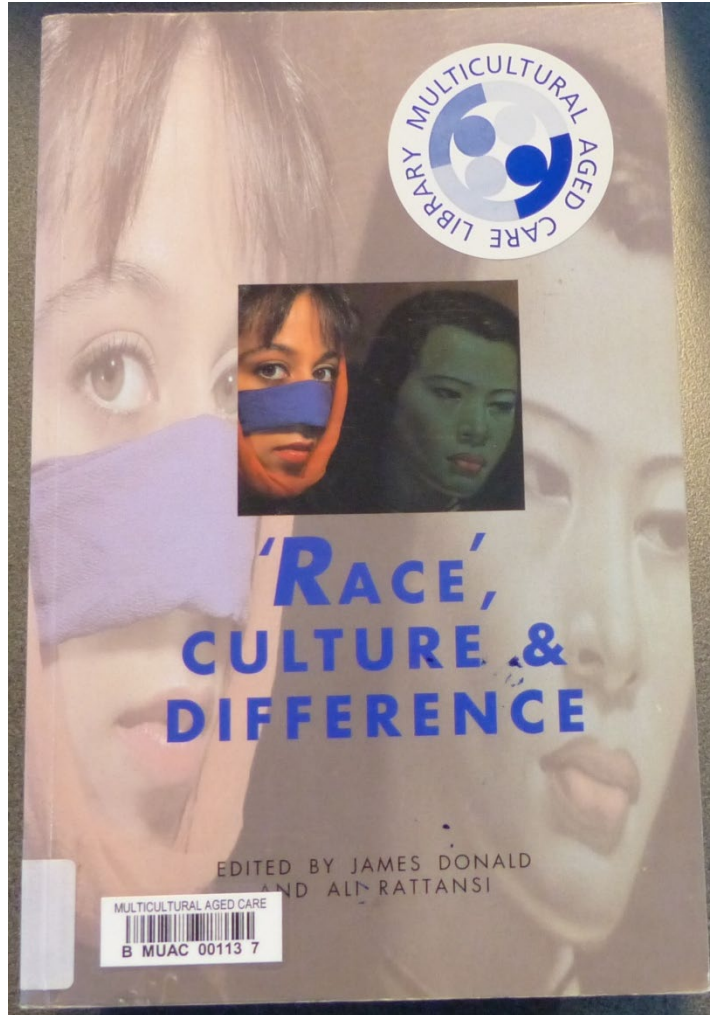
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Culture

... determines us
outwardly
(our behaviours,
reactions, responses
and adaptations)

... shapes and influences us **inwardly**
(our values, beliefs, attitudes, perceptions)



Values form the core of culture

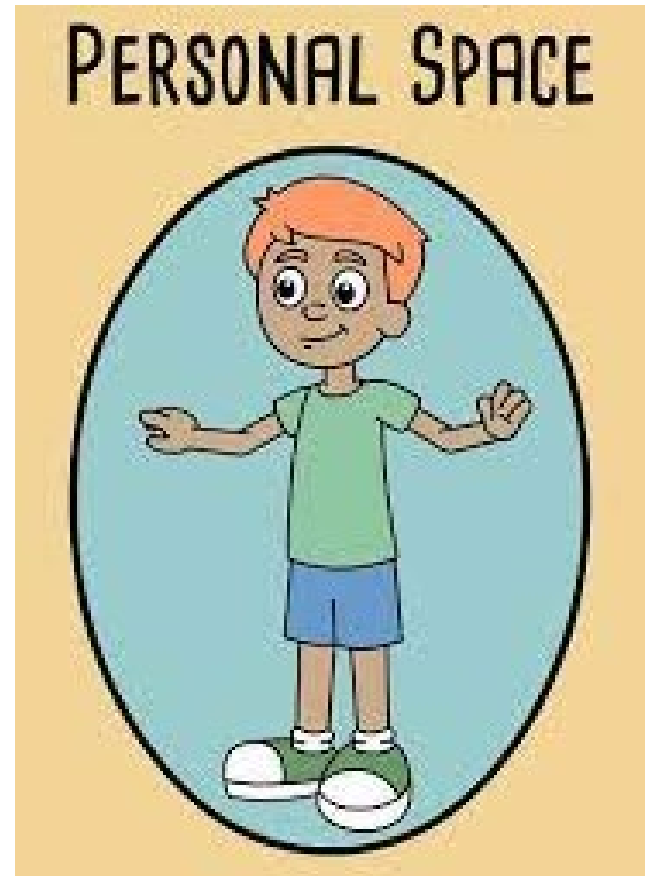
- Values are social principles, goals or standards accepted by persons in that culture.
- What is proper and improper, what is normal and abnormal behaviour is determined by one's culture.

(Thiederman, 1991)

What is personal space?

Physical distance between two people in a work environment, social and family.

It protects us!



General guidelines for social and professional etiquette

- Limit physical touch
- Be aware how close you stand to someone you don't know
- Watch for cues – if a person leans away from you or takes a step back, avoid stepping any closer
- Don't lean over someone's shoulder to read something unless invited



General guidelines for social and professional etiquette

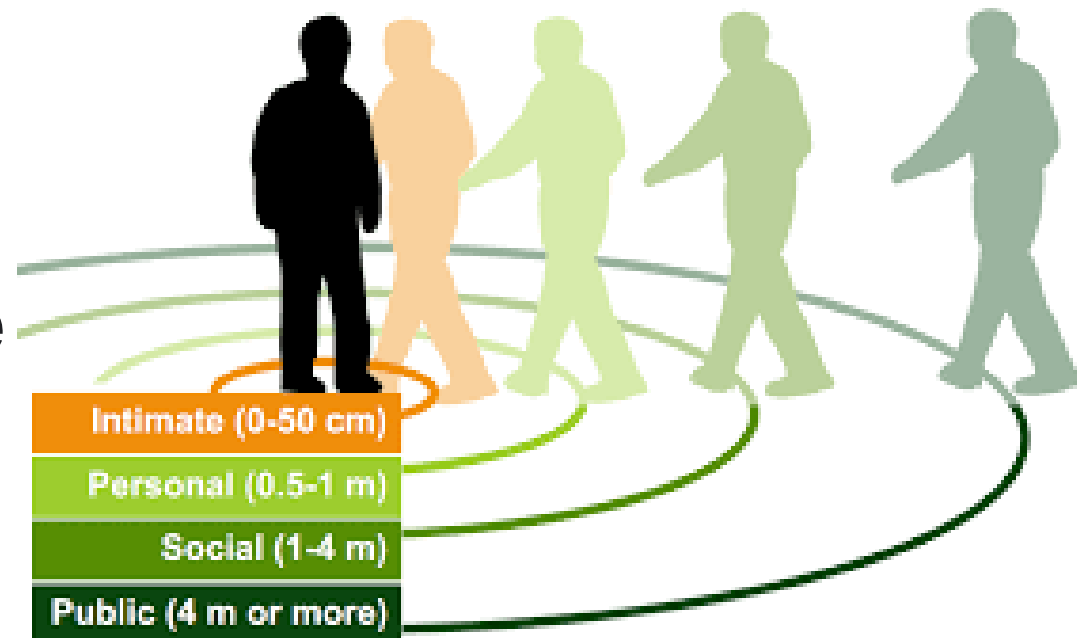


- Don't place your arm around someone's shoulder unless you know them well
- Don't slap someone on the back unless you know them well
- Don't enter someone's room or office without knocking first
- Do not go through someone else's belongings

Proxemics

Anthropologist **Edward Hall** created this word in the early 1960s and classified 4 major proxemic zones:

1. intimate space
2. personal space
3. social space
4. public space



Intimate space (0-.5m)

- Close family members
- Intimate relationships



Personal space (.5-1m)

- Good rapport



Social space (1-4m)

Professional zone:

- Business conversations
- Group discussions
- Newly formed groups
- New acquaintances



Public space (4m or more)

- Members of the public
- Strangers



Differences in culture

The boundaries are NOT fixed – they are fluid and flexible, varying between different people and different cultures.

It is important to be observant





Time

Time Value

- time perceptions include:

- *Punctuality

- *Willingness to wait

- *Approaches to face-to-face interactions

- *Reactions to time pressure



Time

Different Cultures can be seen as:

- Monochronic cultures
 - They value order and a sense of appropriate time and place for everything
- Polychronic cultures
 - Like to do multiple things at the same time

Time

How important is time?

- In a monochronic culture time is very valuable, because everything has a time and place. Punctuality is virtue and commitment to a job and timelines are a good thing.
- In a polychronic culture, traditions and relationships matter most.

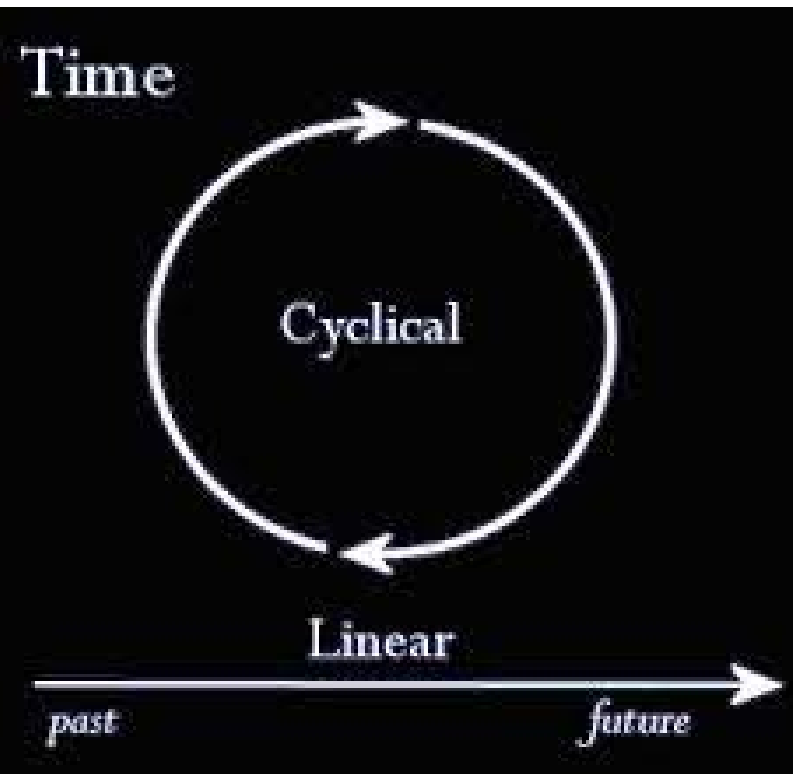




Time

Western cultures tend to view time as linear with a clear beginning and end and limited in supply. People structure their lives by milestones and deadlines.

Other cultures perceive time as cylindrical and endless. These people have a strong involvement with people and less on keeping to schedules.



Time

Cultural backgrounds affect the concept of time:

- What is early
- What is late
- What is appropriate



Time

What can you do?

- Plan events
- Social times
- Ageing
- New experiences





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Thank you for attending
Let us keep in touch

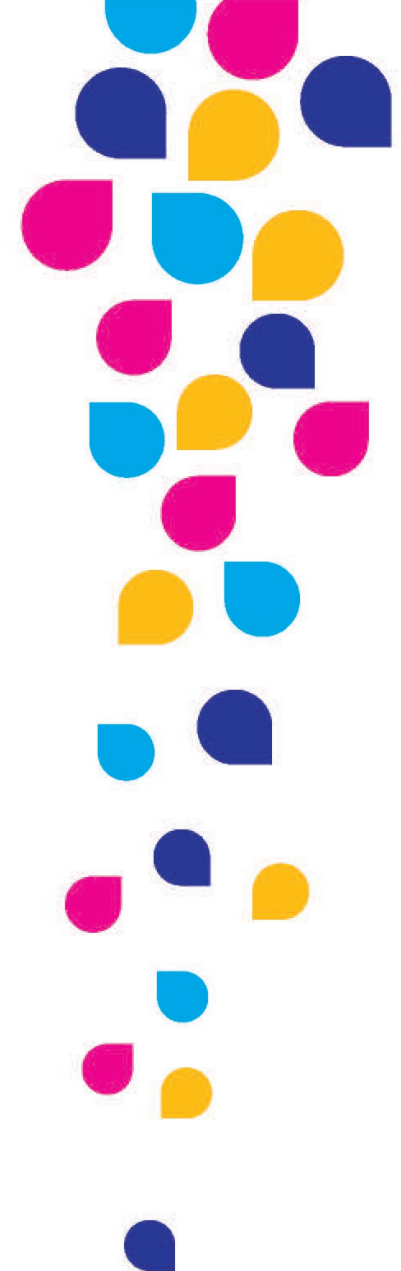
Come back for more

<https://www.mac.org.au/contact-us/>



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Vicki Kanakaris
Partners in Culturally Appropriate Care (PICAC) SA



For any further information
please contact:
Multicultural Aged Care Inc.

PICAC SA

on tel. no: **+61 (08) 8241 9900**
or by e-mail: **macsa@mac.org.au**



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