

PRACTICAL TIPS

Engaging people during Covid-19



- **Greet everyone warmly.**
- **Introduce yourself.** Let people know your name, occupation, and what you do in health care.
- **Remember health care is a partnership.**
- **Show kindness:** People may be feeling anxious, frightened, isolated from family and friends, and powerless.
- **Take time to listen.**
- **Reassure them that you will do what you can to assist them.**
- **Ask:** Is there anything I can offer that might assist you to feel more comfortable?
- **Ask:** Is there anything you would like me to know about your past, culture, or traditions while providing care for you?
- **Use clear language:** Simple non-medical terminology.
- **Self-reflect:** Do I have any biases or assumptions that may be getting in the way of providing non-judgemental care? In other words: “what are my blind spots?”
- **Practice self-care:** Patients can pick up nonverbal cues such as tiredness and frustration and misinterpret these cues.

Consider options like:

- Encourage them to connect with family through the phone or Facetime.
- Offer to connect them online with cultural or spiritual supports.
- Offer to connect with communities of faith for online church services, prayers, communion, etc.
- Offer to connect with spiritual leaders for ceremony, smudging, songs, prayers.
- Offer opportunities for ceremony or to engage in self-care.
- Involve Aboriginal Patient Liaisons for recommendations and support. The APLs can help you access other APLs in different health care facilities if the patient is transferred.

Helpful resources:

- Advance Care Planning During COVID-19 document
- Supporting Care During COVID-19 fact sheet
- Committed to Cultural Safety During COVID-19 fact sheet
- Cultural Safety booklet
- Cultural Safety animated video
- Cultural Safety poster series
- One page Cultural Safety resource sheet
- Aboriginal Patient Liaisons regional brochure
- Indigenous/Aboriginal Health Improvement Committee Community Guides resource sheet

