## COVID-19

## PRACTICAL TIPS Engaging people during Covid-19

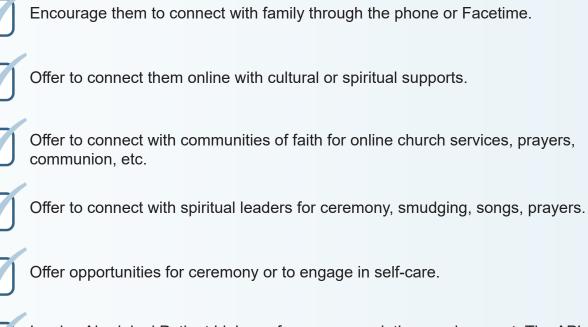


- Greet everyone warmly.
- Introduce yourself. Let people know your name, occupation, and what you do in health care.
- Remember health care is a partnership.
- **Show kindness:** People may be feeling anxious, frightened, isolated from family and friends, and powerless.
- Take time to listen.
- Reassure 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.



**INDIGENOUS HEALTH** 

## Consider options like:



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:

- Thinking about Cultural Safety during COVID-19 fact sheet
- <u>Cultural Safety booklet</u>
- <u>Cultural Safety animated video</u>
- <u>Cultural Safety poster series</u>
- Aboriginal Patient Liaisons regional brochure
- <u>Care in crisis: 8 Things to remember when supporting families with</u>
  <u>Indigenous backgrounds</u>
- <u>Culturally respectful relationships: Some terms and issues</u>

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