

CARE IN CRISIS:



8 THINGS TO REMEMBER WHEN SUPPORTING FAMILIES WITH INDIGENOUS BACKGROUNDS

1. WELCOME

Offer a warm welcome and ensure your words and manner project acceptance and caring.

2. RESPECT

Remember that many people experience poverty and social status different from ours; the words we use can sometimes be perceived as biased or discriminatory.

3. SERVICE

Remember, we are here to serve. People need and deserve the best we can give them.

4. CARE & CAUTION

Be mindful of the trauma people are experiencing now, as well as the trauma they may have experienced in the past. Our words can be helpful, not harmful, if we pay attention to what we say and how we say it.

5. INTEREST

Show your interest and support as individuals share their issues and concerns.

6. IMMEDIATE

Be present with the person in front of you knowing that each person brings a history and a context.

7. SAFETY

Be the safe person that an Indigenous person will feel able to talk to, ask questions and seek support from.

8. INDIGENOUS CULTURE

Be aware that Indigenous cultures have different understandings of well being and of communication. If you don't know, or you are unsure about something ask.