

## *How End-of-Life Professionals Embrace Diversity*

Understanding a person's cultural perspective is a key element of quality End-of-Life care and services. Cultural influences may significantly impact the choices that you and your family make to manage this challenging time.

Today, more healthcare, comfort care and End-of-Life professionals are better prepared to support a multi-cultural approach to final decision-making.

### *Healthcare Providers*

Fostering trust is vital to a person's End-of-Life care. Final care means more than treating physical symptoms. It extends to a person's psychological and spiritual needs, which are greatly influenced by their cultural perspectives.

Responsible professionals use culturally competent ways to explain and support healthcare, comfort care and End-of-Life choices. Cultural competency refers to how patients and healthcare professionals discuss health concerns with cultural differences enhancing, not hindering the conversation. Lack of culturally sensitive discussion may compromise End-of-Life care or comfort.

Providers often use cultural assessments to learn about their patients' unique culture(s). This is an important way to honor diversity through accepted End-of-Life care and treatment.

### *Hospice*

Many hospice organizations promote awareness and sensitivity by providing cultural competency training to their staff and volunteers. Effective professionals understand that their own values may differ from their patients. They are aware of their own biases and how these may impact those they care for.

## *Funeral Service Providers*

More End-of-Life service providers than ever before are making cultural diversity a priority in the services they offer. They proudly embrace the culture of their communities and their services reflect the needs and choices of those respective traditions. Nearly all service providers incorporate multi-cultural service options. Today, whatever your beliefs or values are, you can customize a final service plan that honors and respects your own or your loved one's unique religious or spiritual culture and customs.