

Recommendation #3: Cultural Competence

To help ensure equitable processes and outcomes, advocates would benefit from engaging in non-stigmatizing, cultural-competence training that emphasizes cultural humility (i.e., consistent self-reflection and assessment for equitable behavior). The proactive pursuit of cultural humility ensures input from affected communities will be consciously prioritized. Specific activities might include, without limitation:

- Promoting implicit bias testing. Encouraging personnel involved in public-facing engagements with the dementia community to take implicit bias assessments.
- Promoting listening sessions. Before developing campaigns, entities conducting outreach should engage dementia community members to gauge impressions on aging services and healthcare experienced by its culturally diverse and marginalized members.
- Promoting development and use of culturally competent 'toolkits' as a resource to support entities providing awareness and outreach campaigns for the dementia community; and
- Employing 'Choice Point Thinking' that requires the deliberate consideration of impacts on marginalized communities at all points of major decision making.

These activities align with the understanding that person- and relationship-centered care involves non-stigmatizing, customized outreach approaches to address a multicultural population (i.e., reflecting differences in ability, generation, ethnicity/race, and sexual orientation/gender identity, as well as all their potential intersections). Adopting this approach has been shown to increase a person's receptiveness to outreach efforts, improve the quality of their care and minimize their experienced health disparities.

Indicators:

- 1) Monitor number of created, adopted, and disseminated cultural-competence training programs and toolkits, including progress and implementation of Nevada SB 364 and SB 470 (2019).
- 2) Monitor number of service providers that report having participated in cultural-competence training.

Potential Funding:

- Grants, gifts and donations
- Specific sources may include:
 - National Resource Center on LGBT Aging
 - US Department of Health and Human Services (US DHHS) Office of Minority Health
 - Nevada Department of Health and Human Services (NV DHHS) – ADSD Collaboration with different cultural and ethnic focused organizations