



Ethically and Culturally Responsive Resilience Practices in Rehabilitation Counseling

Disability Summit
National Rehabilitation Association

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Concerns

COMMITMENT TO CULTURAL DIVERSITY

“Rehabilitation counselors are aware that all individuals exist in a variety of contexts and understand the influence of these contexts on an individual’s behavior. Rehabilitation counselors are aware of the continuing evolution of the field, changes in society at large, and the different needs of individuals in social, political, historical, environmental and economic contexts. The commitment involves providing respectful and timely communication, taking appropriate action when cultural diversity issues occur, and being accountable for the outcomes as they affect people of all races, ethnicities, genders, national origins, religions, sexual orientations, or other cultural group identities” (CRCC, 2017, p. 5).

Mission

Promote cultural diversity and disability through advocacy for excellence and equity in rehabilitation research, education, and practice

Objective:

To enrich the capacity of the larger rehabilitation community to better meet the needs of individuals with disabilities from culturally diverse populations through education, training, and awareness.



**National
Association of
Multicultural
Rehabilitation**



A Division of the National Rehabilitation Association

PARTICIPANTS WILL IMPROVE THEIR CAPACITY TO:

Connect

The CRCC Code of Ethics (A.2.a., A.4, B.1.d) and resilience research and practices as a method to increase cultural responsiveness.

Articulate

Two current research findings that identify resilience practices of Black, Indigenous, People of Color with disabilities

Practice

Utilizing resilience-based counseling skills by applying the CRCC Code of Ethics (A.2.a, A.4, B.1.d.).

RESILIENCY SKILLS- REHABILITATION PROCESS RANK ORDER OF IMPORTANCE

- Self-enhancement: overly positive or unrealistic self-serving biases
- Hardiness: committed to finding meaningful purpose in life
- Sense of Humor: ability to laugh
- Emotion Regulation: recognize and own somatic sensations
- Internal Locus of Control: perceives behavioral influences on situations
- Familial/Community Support: accept and support, positive reassurance
- Resources: material goods and services and general health/wellbeing

(Buse N., & Burkner, E., 2013; Hall & Theron, 2016; Terrill et al., 2016; White, Driver, Warren, 2016)

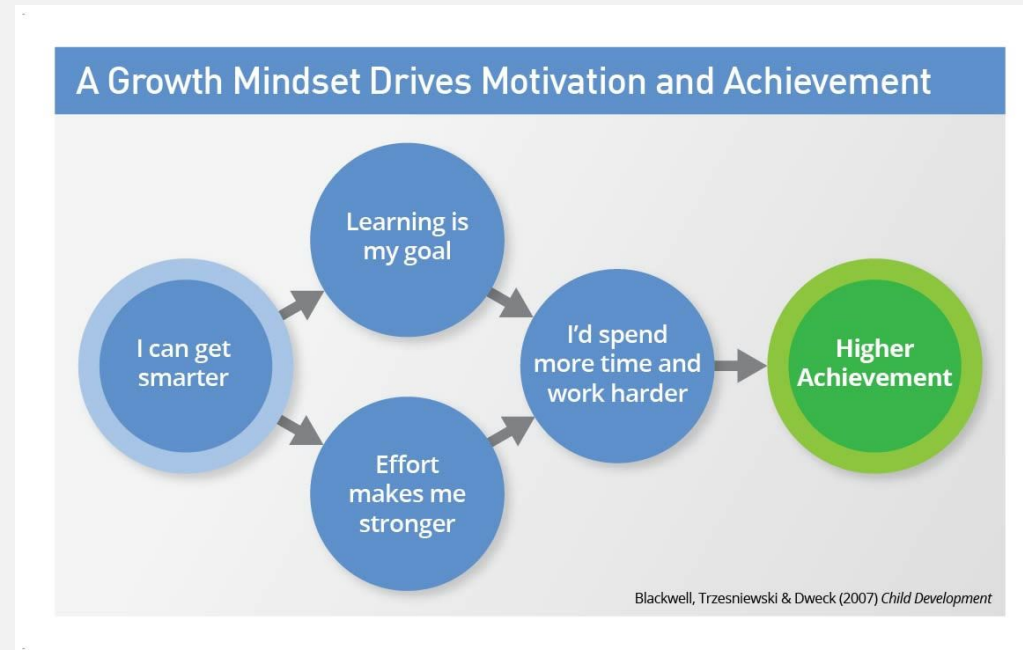


Ethics represents values and principles

moral principles that govern a person's
behavior or the conducting of an activity.

Handelsman, M.M, Gottlieb, M.C., & Knapp, S. (2005). Training ethical psychologists: An acculturation model. *Professional Psychology: Research and Practice*, 36(1), 59-65. doi: 10.1037/0735-7028.36.1.59

WHAT IS A RESILIENCY MINDSET?



Dweck, 2015; Dweck & Yeager, 2019; Yeager & Dweck, 2012;

CODE OF ETHICS RESPECTING DIVERSITY BY RESPECTING CULTURE (A.4)



... demonstrate respect for the diversity of clients and seek training in areas in which they are at risk of imposing their values onto clients, especially when the rehabilitation counselor's values are inconsistent with the client's goals or are discriminatory in nature.

DEFINING RESILIENCE FROM MULTIPLE PERSPECTIVES

“Capable of withstanding **shock** without permanent deformation, **relatively mild and short-lived disruptions** and a **stable** trajectory of **healthy** functioning **across time** (Bonanno, 2005, p. 136)”.

RESILIENCY

A process of reintegration of self that includes a conscious effort to move forward in an insightful integrated positive manner as a result of lessons learned from an adverse experience, (Yebuha as cited in Southwich et al. 2014).”

RESILIENCY

“A phenomenon or process reflecting relatively **positive adaptation** despite experiences of **significant adversity or trauma** (Luthar, 2006, pg. 742).

RESILIENCY

A process to harness resources to sustain well-being (Panter-Brick & Leckman, 2013).

RESILIENCY

“The capacity of a dynamic system to adapt successfully to disturbances that threaten the viability, the function, or the development of that system (Masten 2014a, 2014b).”

RESILIENCY

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A	“Capable of withstanding shock without permanent deformation, relatively mild and short-lived disruptions and a stable trajectory of healthy functioning across time (Bonanno, 2005, p. 136)”.
B	A process of reintegration of self that includes a conscious effort to move forward in an insightful integrated positive manner as a result of lessons learned from an adverse experience, (Yebuha as cited in Southwich et al. 2014).”
C	“A phenomenon or process reflecting relatively positive adaptation despite experiences of significant adversity or trauma (Luthar, 2006, pg. 742).
D	A process to harness resources to sustain well-being (Panter-Brick & Leckman, 2013).
E	“The capacity of a dynamic system to adapt successfully to disturbances that threaten the viability, the function, or the development of that system (Masten 2014a, 2014b).”

MEET LISA

Lisa is a 55-year-old African American woman who has one adult child and two grandchildren. Her husband died 10 years ago. They were married for 25 years. She worked for 15 years in retail as a store manager. In the past three years, her diabetes has gotten progressively worse and uncontrollable resulting in at least two hospitalizations. While on extended leave, her doctor advised she change jobs to permit her to work consistent hours, eat regularly, and take breaks to manage her condition. Lisa talked with Human Resources and the Employee Accommodations representative, who stated that such positions would require more education. After talking with her pastor about the situation, he suggested she contact rehabilitation services. Lisa came to the first several appointments, eager to start a new job. She states, "I just need you to find me a job that I can do. I am too old to return to school"

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CODE OF ETHICS RESPECTING DIVERSITY BY RESPECTING CULTURE (A.2)



... demonstrate respect for the cultural identity of clients in developing and implementing rehabilitation and treatment plans and providing and adapting interventions.



Tajfel and Turner (1986), social identity theory explains that part of a person's concept of self comes from the groups to which that person belongs. An individual does not just have a personal selfhood, but multiple selves and identities associated with their affiliated groups.

CULTURAL IDENTITY OF CLIENTS: TRIOS MODEL

- Time: Present orientation
- Rhythm: Harmonious connection between internal and external states.
- Improvisation: Expressiveness and invention in language, relationships, and action
- Orality: Content of expression, typically, language as a means of control using privileged meanings and neologisms
- Spirituality: belief in nonmaterial power in human life.

(Jones, 2003)

STRESS – A SOCIAL IDENTITY



Normative



Single discrete events



Continuous stressors

Chronic
Daily hassles

Framework for Counseling with Americans of African Descent (Lee, 2004)

Development of rapport

Pacing of the counseling process

Counselor self-disclosure

Spirituality

Racism-sensitive counseling

Psychoeducational counseling

Foster Resiliency from Clients Perspective

Cultivate a sense of competence

- “What has worked for you?” compared to “What is wrong with you?”
- What coping tools have you learned from your ____ ____ (fill in: cultural history, spiritual practices, and athletic pursuits, etc.)?
- What are some of the creative ways that you deal or have dealt with challenges in life or painful feelings?

Avoid These Potential Issues :

- Being overly authoritative when interacting the clients
- Using a confrontational approach
- Challenging or discounting reports of racism/discrimination, abuse, or other traumatic events
- Labeling patient behavior/feelings as pathological
- Being unaware that the client’s traumatic history significantly affects his or her life

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CODE OF ETHICS CULTURAL DIVERSITY CONSIDERATION



.... work to develop and maintain awareness of the cultural meanings of confidentiality and privacy. Rehabilitation counselors hold ongoing discussions with clients as to how, when, and with whom information is to be shared.

COMPARING PRIVACY AND CONFIDENTIALITY

BASIS FOR COMPARISON	PRIVACY	CONFIDENTIALITY
Meaning	The state of being secluded is known as Privacy.	Confidentiality refers to the situation when it is expected from someone that he will not divulge the information to any other person.
What is it?	It is the right to be let alone.	It is an agreement between the persons standing in fiduciary to maintain the secrecy of sensitive information and documents.
Concept	Limits the access of the public.	Prevents information and documents from unauthorized access.
Applies to	Individual	Information
Obligatory	No, it is the personal choice of an individual	Yes, when the information is professional and legal.
Disallowed	Everyone is disallowed from involving the personal affairs of an individual.	Only unauthorized persons are disallowed from using the information.

PRIVACY OR CONFIDENTIALITY CULTURAL IMPLICATIONS AND RESILIENCE

- Power distance: relation to authority
- Uncertainty Avoidance: primary dilemmas or conflicts and ways of dealing with them, include the control of aggression and the expression versus the inhibition of effect
- Individual vs. Collectivism: conception of self
- Masculinity and femininity: traditional family structure and flexible family structure (Ego and money oriented versus relationship oriented and quality of life)
- Long vs. short term orientation: value actions and attitude that affect the future (persistence/perseverance, thrift/shame; respect hierarchy of status) vs value actions that are affected by the past or the present orientation (immediate stability, protecting one's own face; respect for tradition)

Lisa is a 55-year-old African American woman who has one adult child and two grandchildren. Her husband died 10 years ago. They were married for 25 years. She worked for 15 years in retail as a store manager. In the past three years, her diabetes has gotten progressively worse and uncontrollable resulting in at least two hospitalizations. While on extended leave, her doctor advised she change jobs to permit her to work consistent hours, eat regularly, and take breaks to manage her condition. Lisa talked with Human Resources and the Employee Accommodations representative, who stated that such positions would require more education. After talking with her pastor about the situation, he suggested she contact rehabilitation services. Lisa came to the first several appointments, eager to start a new job. She states, "I just need you

LISA CONFIDENTIALITY OR PRIVACY?

- Lisa's adult child attends appointments.
- Lisa signs a release of information for adult child to have access to communication and participate in all meetings/phone calls.
- Lisa explained that if she cannot find a job, she has agreed to move-in with her adult child whom she loves but would prefer to maintain her independence. She asks that you help her manage the tension surrounding the above issue, while allowing her child to participate in the rehabilitation counseling process.

OVERVIEW OF REHABILITATION PROCESS

- Application and Eligibility
- Plan Development and Implementation
- Employment and Closure

- Promote positive social connections
- Nurture a sense of humor, positive qualities, such as empathy, optimism, or forgiveness
- Notice and reinforce qualities that are key to emotional intelligence.
- Encourage problem-solving and decision making about behaviors
- Encourage racial/cultural identity exploration (transition-aged youth)
- Foster feelings of competence and self-efficacy toward healthy living
- Exercising regularly
- Reduce stress.

RESILIENCY PRACTICES IN APPLICATION AND ELIGIBILITY

(Buse N., & Burkner, E., 2013; Hall & Theron, 2016; Terrill et al., 2016; White, Driver, Warren, 2016)

RESILIENCY SKILLS – PLAN DEVELOPMENT AND IMPLEMENTATION

- Interpersonal and communication skills
- Making healthy choices
- Build Positive Relationships
- Focus on enhancing adolescent assets and resources

(Buse N., & Burkner, E., 2013; Hall & Theron, 2016; Terrill et al., 2016; White, Driver, Warren, 2016)

- Promote positive social connections
- Nurture positive qualities, such as empathy, optimism, or forgiveness, and give a chance to use them.
- Notice and reinforce qualities that are key to resilience.
- Avoid focusing on failure or negative behaviors.
- Foster feelings of competence and self-efficacy.
- Set high expectations ; teach them to set realistic, achievable goals, and also how to reach out for help when needed.

RESILIENCY PRACTICES IN PLAN DEVELOPMENT

(Buse N., & Burkner, E., 2013; Hall & Theron, 2016; Terrill et al., 2016; White, Driver, Warren, 2016)

- Build strong, positive relationship
- Opportunities of accomplishment and purpose
- Self-reflection and personal growth
- Past, Present, and Future Perspectives
- Self-care
- Proactive behaviors
- Capacity to care for family

RESILIENCY PRACTICES IN EMPLOYMENT

(Buse N., & Burkner, E., 2013; Hall & Theron, 2016; Terrill et al., 2016)

RESILIENCY SKILLS – EMPLOYMENT AND PRE-CLOSURE

- Sense of personal mastery and control
- Problem solving skills
- Parental and Spousal relations
- Parent-child relations

(Buse N., & Burkner, E., 2013; Hall & Theron, 2016; Terrill et al., 2016; White, Driver, Warren, 2016)

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Thank
you!



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