



Knowing Families and Their Cultures

Directions: Build the cultural competence of your staff by getting to know the cultures of program families. Examine the strategies below and think about how you can use the strategies during staff training. Record how you will customize and implement the strategies in your program staff.

Strategy	Our Plan
Provide time during program orientation meetings for families to get to know one another and connect with staff.	Ex. We will hold a meet and greet session in conjunction with the school's open house. Mr. Vega will plan the event.
Learn about parents' expectations regarding school.	Ex. Our current family survey helps us address this topic.
Clarify expectations for the academic aspect of your program.	
Create a policy for any cultural misunderstandings that might occur.	
Set aside program space for families to use to meet, talk, and support one another.	
Learn about families by talking to program youth.	
Plan projects that encourage youth to talk with family members about their culture, upbringing, and dreams for the future.	
Visit the neighborhoods, popular meeting places, and other important locations of your program families.	
Create a welcoming environment for families that is safe, friendly and engaging.	
Make families feel comfortable visiting and helping out with the program by consistently providing opportunities for them to do so.	
Learn about and honor the cultures of program families and youth.	
Do home visits if possible.	
Go to sporting events and music- and art-related performances for program youth.	
Create or improve your parent/family handbook.	
Gather information and feedback on your engagement efforts to revise accordingly.	
Find big (family nights, program orientation, etc.) and small (phone calls, chatting with families when they pick up youth, etc.) ways to better know and understand families.	
Determine families' preferred method(s) of communication. Align communication policies to reflect the preferred methods.	
Learn and teach words in other languages spoken by program families.	
Find translators and use translated materials whenever necessary.	
Other:	