



# **“Cultural Competency”**

## **Public Safety Personnel**

**The term cultural competency, or cultural competence, can describe the need for mental health professionals to better understand the work experiences and workplace environment of the patients or clients at high risk for exposure to potentially psychologically traumatic events while doing their jobs (e.g., military members, public safety personnel, healthcare workers).**

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# ***“Cultural Competency”***

## ***Public Safety Personnel***

***In public safety, military, and healthcare environments, cultural competence often refers to sector-specific knowledge of the workplace, work-related terminology, and the types of potentially psychologically traumatic events to which these workers are exposed.***

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# ***“Cultural Competency”***

## ***Public Safety Personnel***

***PSP define cultural competency  
as a feeling of being understood,  
that “they get us.”***

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# ***“Cultural Competency”***

## ***Health Care Providers***

***Cultural competency is the ability of health care providers to work respectfully, and more effectively, with patients and clients through understanding and challenging their own biases, and actively educating themselves on the workplace environment and culture of those they work with.***

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# Glossary of Terms

## Background

The Glossary of Terms was created to promote a shared understanding of many common terms used to describe mental health challenges arising from exposure to potentially psychologically traumatic events and other stressors.

The initial Glossary of Terms was intended to:

1. Facilitate open discourse and conversations among the many partners and stakeholders at the National Conference on PTSD held in 2019; and,
2. Assist in developing the Federal Framework on PTSD. To date, Act C-211 stands as the only federal government Act that acknowledges the importance of work-related risk factors in the development of PTSD in certain professions.



# COLLABORATING

The Glossary of Terms brings together a diverse, multi-institutional, pan-Canadian group of academics, clinicians, and policy makers. Together, we are working towards a broadly accepted set of terms for clinicians, scientists, policymakers, people with lived experience, and the general public.



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