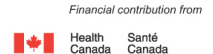


Culturally Adapted CBT For Canadians of South Asian Origin

Chapter 2: Assessment & Engagement



Chapter 2: Assessment & Engagement

Module 1 Initiating Engagement

Establishing Rapport

Confidentiality, Safety and Privacy

Learning Activity – Role-play

Module 2 Family and Caregiver Involvement

Family Engagement & Techniques

Considerations for LGBTQ+ Clients

Learning Activity – Case Study

Module 1: Initiating Engagement

03

LEARNING OBJECTIVE

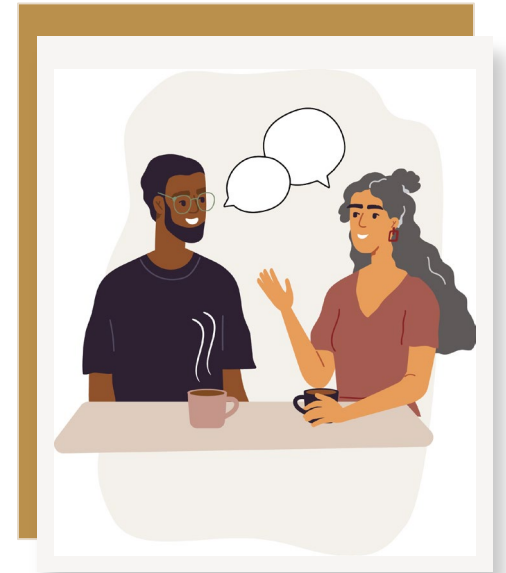
Recall how to initiate culturally appropriate engagement with South Asian clients during CBT

Establishing Rapport

Establishing Rapport

Tips for Building Rapport in your **First Five Minutes**

1. **Personalization** – connect to the client
2. **Experience vs. Evidence** – if true to the presenting issue, give client some hope using experiences related to past clients you had.
3. Ask if they have done **therapy in the past**
4. Attending to the **non-verbal cues** which may indicate level of comfort, gender, social status etc.
5. **Focus on symptoms** that concern the client



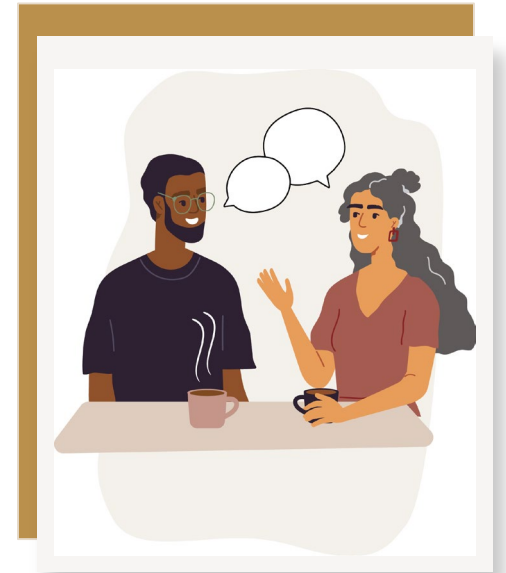
Establishing Rapport

Common feedback from clients during first session:

- “I was not sure what to prepare”
- “I don’t want to take medication, so I am hoping this works”

Remember:

- Building rapport is an ongoing process
- We cannot ignore the role of gender, culture, stigma and presumed authority of therapy
- Take things slow



Confidentiality, Safety & Privacy

LEARNING ACTIVITY

Establishing Rapport, Privacy & Confidentiality



LEARNING ACTIVITY

The following learning activity will show the interaction between a therapist and client during the first session.

After watching the interaction, reflect on what the therapist did well and what could be improved in the context of culturally adapted CBT techniques reviewed in this module.

Case Study – Jiya’s Story

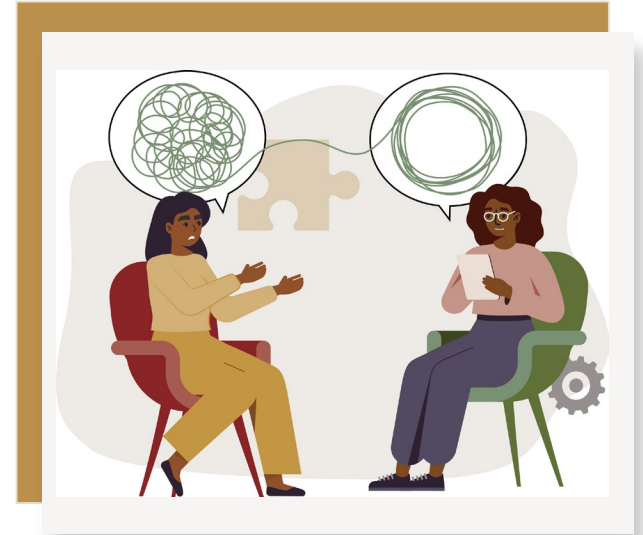
Jiya is a 33 year-old single female who works at a hospital. She immigrated to Canada as a skilled immigrant one year ago.

She is seeking therapy because she feels isolated and burnt out with the volume of her work.

She is falling behind at work, missing deadlines and has difficulty concentrating on tasks

Jiya misses her family and friends back home, and she finds it difficult to find the time to make new friends

She is not interested in medications and wants to try counselling/therapy.



Watch Role-play: Jiya's Story



LEARNING ACTIVITY

In the context of culturally adapted CBT techniques discussed in this module:

What are two things that the therapist did well?

What are three things that could be improved?

What are the two things therapist did well?

Disclosure

The therapist's disclosure about his relative living in the same neighborhood as the client can have a positive impact on engagement. The client might feel more comfortable knowing that the therapist has something in common with them.

Stigma

The therapist responded well to the client's possible fear of facing the therapist in the community by reassuring her that he will not approach her. Accessing mental health support is stigmatized in many cultures; the therapist's comments provide reassurance for the client's understanding of privacy and confidentiality.

Name three relevant cultural adaptations that the therapist could incorporate to improve engagement:

- The therapist could add culturally-relevant elements to the confidentiality statement to communicate his understanding of client's possible concerns e.g. clearly mentioning keeping information safe from client's family and members of her community.
- To improve rapport, the therapist could speak to his previous experience of working with clients who share similar backgrounds and challenges as Jiya, to instill hope in the therapeutic process.
- The therapist should also slow down and ensure that client is understanding what they are saying. In the first session, the client may feel uncomfortable with the amount of information and may not be comfortable asking questions.



Establishing culturally appropriate rapport is a key component of CaCBT. Building trust early on will help the client feel safe, especially when considering confidentiality and privacy concerns.
