



Cultural Norms & Home Practices – Navigate the Space with Care & Transparency

Scenario

Ana, a clinician working in a multicultural community, visits a home where hospitality is deeply valued. Upon arrival, she is greeted with a cheek kiss and offered a home-cooked meal. Ana appreciates the gesture but feels unsure about how to navigate the situation while maintaining her professional boundaries.

How to Handle It

- Ask questions instead of assuming—clarify client expectations around cultural practices.
- Express gratitude when declining, so clients don't feel rejected.
- Normalize differences and remain neutral in your responses.
- Set clear but kind boundaries around physical touch or hospitality customs.
- Reflect on your own biases and cultural assumptions.

Sample Scripts for Clinicians

- If asked to remove shoes: 'Would you like me to take my shoes off before coming in?'
- If offered food but declining: 'Thank you so much for offering! I just ate, but I really appreciate the thoughtfulness.'
- If a physical greeting makes you uncomfortable: 'It's so nice to see you! I usually do handshakes—would that be okay with you?'

Reflection Questions

- How do my own cultural norms influence my expectations in a client's home?
- What strategies can I use to balance cultural respect with professional boundaries?
- How can I communicate my own boundaries in a way that maintains rapport?