



# Cultural Sensitivity & Group Integration Policy

## Document history

Process	Date
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Trustee Approval	16 March 2025
Next review due	16 March 2026

**Policy statement:** Sew Positive is committed to creating a welcoming and inclusive space for all participants, regardless of their background, particularly through our [Equality, Diversity and Inclusion policy](#). We aim to foster inclusive environments.

To achieve this, we will

- Discuss issues around cultural sensitivity at staff and volunteer training days to ensure they are aware of different customs, languages, and cultural practices
- Use interpreters or bilingual staff when necessary to facilitate communication and understanding between participants from different backgrounds
- Foster an environment of mutual respect and open dialogue where participants can express their thoughts, concerns and ideas.

### **Proactive conflict resolution**

To pre-empt and manage any potential cultural tensions in mixed groups, we will

- Implement a clear Participant Code of Conduct, shared with all participants, outlining expectations for respectful behaviour and zero tolerance for discrimination, racism, or prejudice
- Facilitate regular check-ins with volunteers to address any emerging issues early, ensuring open lines of communication between staff, volunteers, and participants
- Provide conflict resolution training for key volunteers, enabling them to de-escalate tensions and mediate any disputes effectively.

### **Encouraging refugee and non-refugee engagement**

To ensure that refugees and non-refugees engage with one another in a meaningful and positive way, we will

- Design activities that encourage teamwork and collaboration, allowing participants to share skills, stories and experiences
- Offer ice-breaker activities and discussion sessions to build trust and rapport within the group, highlighting common goals and shared interests
- Create small, diverse working groups to foster interaction and collaboration between individuals of different backgrounds.

### **Safe and supportive spaces**

Ensuring safety – both emotional and physical – is paramount. To make sure that Sew Positive's mixed groups are safe for everyone, we will

- Conduct risk assessments for all activities to identify any potential safety concerns, including interpersonal tensions
- Have a volunteer to represent safeguarding present at all group sessions to monitor interactions and provide support to anyone feeling uncomfortable or unsafe
- Ensure staff and volunteers are trained in safeguarding vulnerable adults, including refugees who may have experienced trauma, and that they know how to handle disclosures of abuse or distress sensitively.

## **Monitoring and feedback**

To continuously improve our approach, we will

- Gather feedback from participants to identify areas for improvement in group dynamics and safety
- Conduct regular reviews of our policies and practices to ensure they are effective in promoting inclusivity and preventing tensions
- Collaborate with other organisations, for example those experienced in refugee support, to adapt best practices and ensure our approach remains relevant and effective.