



Cultural Sensitivity & Group Integration Policy

Document history

Process	Date
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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.