

## **Interculturalisation Public Pharmacies**

European EQUAL-project The Netherlands: (2006-2007)

### **1. Rationale**

The Volver Foundation (Stichting Volver<sup>1</sup>) and the Foundation Business Fund for Pharmacies (Stichting Bedrijfsfonds Apotheken/SBA) have taken the initiative to start this project for several reasons:

- a) Higher unemployment of the non-western migrants in comparison with the Dutch autochthonous population;
- b) Because of demographic development increasing need for pharmacies to hire migrant workers and lack of competences of the pharmacies to deal with this ethnic differences;
- c) Increasing number of migrant-clients of the pharmacies. This asks intercultural competence for the workers in the pharmacy;
- d) Increasing number of migrant students inside the education for pharmacy-assistants;
- e) Low number of migrant-men working in the pharmacies and attending the school for pharmacy-assistant;
- f) Insufficient competence of migrant-students and workers to work in a dominant white pharmacy.

### **2. The participants**

The participants in this project are:

- Volver: a migrant-organisation
- SBA: the branch-organisation of the public pharmacies
- The colleges for assistant-pharmacists of:
  - the Regional community college Horizon College in Alkmaar
  - the Regional community college Midden-Nederland in Utrecht
  - the Regional community college Nijmegen in Nijmegen

The academic support of the project is put into care of Fontys University for Applied Sciences, Social Studies.

### **3. The aims of the project?**

1. The increase and endurance of male and female migrant participation within the pharmacy service sector.
2. The improvement of the pharmaceutical care for a multi-ethnic client population.

### **4. How to realize the aims of the project?**

1. The Interculturalisation<sup>2</sup> of the education system of the participating regional community colleges.

---

<sup>1</sup> Stichting Volver is an organisation of volunteers, working for an improvement of the position of migrants

<sup>2</sup> Interculturalisation is the ongoing process of quality-care to tune in the policy, the structure, the culture, the management(-style), the workprocesses and the services of an organisation to a multi-ethnic personnel- and clients file.

2. The Interculturalisation of the public pharmacies
3. The enhancement of the participation of migrant men within the regional community colleges and the pharmacies.

## **5. Projectactivities**

1. Research
2. Apprenticeship and empowerment migrant-students: make them competent to work in pharmacies with a dominant 'Dutch' culture
3. Interculturalisation of the educational system
  - Interculturalising curriculum
  - Vocational training for teachers: intercultural coaching, communication, teaching style and Interculturalisation curriculum
  - Facilities: e.g. language-support and tutoring students
  - Interculturalisation of the culture: recognising cultural, ethnic and religious diversity; religious celebrations, dress code and behaviour code (no exclusion of other people)
4. Interculturalisation of the pharmacies as employer and as apprenticeship-organisation:
  - Tools: such as an apprenticeship-protocol, checklists, non-discrimination code, manuals for intercultural personnel- and apprenticeship policy
  - Workshops for personnel managers and supervisors for the apprenticeship
  - Vocational training for the personnel: intercultural competence for cooperation and pharmaceutical care
4. Research how to increase the number of male-students at the regional community colleges (to become pharmacy-assistant) and the number of male pharmacy-assistants within the pharmacies.

## **6. Results to be reached**

1. 20% less drop-out of migrant student pharmacy-assistant
2. 10% increase of migrant women within the pharmacies
3. Ten interculturalised pharmacies
4. Interculturalised courses-pharmacy-assistant at the participating regional community colleges
5. 20% increase of the inflow of migrant men within courses-pharmacy-assistant
6. An infrastructure on policy level that implements the project results broadly within the pharmacy-branch in The Netherlands

## **7. Products**

1. Manuals for Interculturalisation colleges assistant-pharmacists and the public pharmacies
2. Methodology description in order to recruit migrant youngsters
3. Methodology description for intercultural pharmaceutical care
4. Training intercultural communication, coaching, co-operation and care.

5. Interculturalised instruments for trainees and personnel as a trainee protocol, recruitment, selection, capacity profiles, functionary interviews and labour meetings; an anti-discrimination code and a checklist how to behave towards multicultural clients.