

Published 2006 by:
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#### Polish Culture Profile

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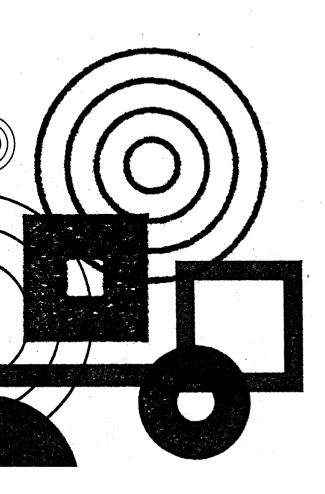
... and to all those persons who have provided comment about this directory.

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## INTRODUCTION

This profile of the Polish cultural community is just one of the many projects undertaken by the Queensland Partners in Culturally Appropriate Care (PICAC).

The Queensland PICAC Project aims to facilitate the development of partnerships between ethnic community groups and residential aged care service providers to implement "best practice" strategies of care for older people from diverse backgrounds. The project is about ensuring the needs of older people from a Polish cultural background are met.

Funded by the Commonwealth Department of Health & Ageing, the project in Queensland is managed by Diversicare under the auspice of the Ethnic Communities Council of Qld.

Population trends within Australia are increasingly characterised by a diversity of people, languages and culture. Coupled with this trend is an ageing population, also with a rich diversity of languages and cultures.

It's not surprising then, that residential aged care service providers are faced with increasing demands for culturally responsive facilities and care.

This profile aims to assist by enhancing:

 staff knowledge of the cultural and linguistically diverse needs of persons from a Polish background. It also seeks to facilitate the professional competence and development of staff in the provision of culturally inclusive care; and

 the organisation's compliance with the Residential Care Standards and National Aged Care Standards as they pertain to the issue of cultural and linguistic needs.

The profile provides useful information about a range of topics, resources including books, articles, audio-video aids, services, and so on.



This symbol is used to indicate a 'tip', which YOU, as the caregiver of a person who was born in Poland, may find useful in your day-to-day support of that person.

In an effort to maintain the accuracy of this profile and improve its contents, for all stakeholders, we encourage readers to complete the feedback form on the last page to inform us of any inaccuracies or other resources available. It is considered that this feedback will assist us maintain a user relevant and quality resource.

Yours Sincerely

Margaret Hess Director Elizabeth Zajac PICAC Project Officer

## **BACKGROUND**

The Republic of Poland (or 'Polska') with Warsaw as its capital, covers 312.685 sq kilometres. It's divided into sixteen provinces (or 'wojewodztwo') - Dolnoslaskie, Kujawsko-Pomorskie, Lodzkie, Lubelskie, Lubuskie, Malopolskie, Mazowieckie, Opolskie, Podkarpackie, Podlaskie, Pomorskie, Slaskie,

Swietokrzyskie, Warminsko-Mazurskie, Wielkopolskie and Zachodniopomorskie.

Located in Central Europe, sharing borders with Germany, Czech Republic, Slovakia, Ukraine, Lithuania, Russia and Belarus, Poland is mostly flat plain with mountains along its southern border.



### Migration experience

Many Polish refugees came to Australia after World War II

From 1957-1966 emigration occurred following relaxation of emigration laws by the government of Poland.

The emergence of the Solidarity trade union movement and declaration of martial law in Poland at the end of 1981 resulted in a third wave of emigration to Australia.

During the period 1980 – 1991 Australia granted permanent entry to more than 25 000 Poland-born people, many arriving as refugees.

The improvement in living conditions in Poland and more stringent migration criteria has significantly reduced the levels of Poland-born migration to Australia. (Source: Polish Community Information Summary, DIMIA 2003)

### Australian statistics

As at 2001 Census, 58,070 Poland-born persons have settled in all Australian States, with 5,240 Poland-born people resident in Queensland.

Of the total Poland-born population in Australia (2001 Census):

- 38.4% are aged over 65 years;
- 54.3% have either a trade or tertiary qualification;
- 57.2% were employed in a skilled occupation, 25.9 % in semi-skilled and 16.9% in unskilled jobs; and
- females comprised 53.1% and males 46.9%; and

• their ancestry includes Polish (85.2%), Jewish (1.8%) and German (1.2%) (Source: *Polish Community Information Summary,* DIMIA 2001)

Within Queensland, individuals born in Poland and aged 60+ years represent some 779 individuals.

Due to the length of time in Australia, Poland-born persons have a well-established network of services and activities (eg Polish Clubs) in most States of Australia and key regional centres in each State.



The above data means the Polandborn person you are caring for is most likely to have been well educated, have worked in a skilled job outside the home and been part of established social and recreational links to other Poland-born persons.

## Customs in everyday life

Formal manners are important to Polandborn aged persons.

**Greetings.** People from Poland, can be quite formal with strangers with politeness at the initial contact being greatly valued.

A handshake is the most common form of greeting upon meeting or leaving and applies almost every time they meet. In mixed company, a women's hand is shaken before the males', with an older women's hand shaken before a younger woman's hand. The aged Poland-born grew up in a time when it was also customary for a man to kiss the lady's hand.

Poland-born people enjoy greeting each other, sometimes exchanging embraces or a 'kissed' greeting which is a delicate touching of cheeks. This indicates familiarity rather than love, with touch being the display of caring common among family members and friends.

Referring to others. You shouldn't use first names with people you don't know or only know a little. Most Poland-born people prefer the use of titles 'Mrs' (or 'Pani') and 'Mr' (or 'Pani') followed by the Christian name or surname. Even worse is to call someone only by his or her surname.

The dropping of titles such as Doctor, Professor is also taken as impolite behaviour

The appropriate use of the person's name and appropriate titles is particularly important where the person has dementia and may have reverted to their culture of origin naming protocols.

**Gestures.** It is considered an insult to point your index finger to one's forehead.

**Entering a room.** It is courteous to stand when a women or the host enters a room. It is also considered good etiquette for males to open a door for females to let them enter first.

**Attire.** Sloppy or overly casual clothing is considered inappropriate in public.

**Taboos.** It is not good etiquette to ask females about their age (eg. 'how old are you?'). Also tact is needed when discussing World War II and political issues related to the 1945 -1950s.



The above customs are from a time in which the older generation lived and were raised. They may not be evident in the younger generations today – especially those people born after 1960's.

### Cultural stereotypes

Poland-born people are seen as easy going, helpful and very friendly. They are an exceptionally hospitable nation with an old adage of 'a guest in the home, God in the home', meaning a guest is to be offered all the best things available. A guest in a Polish home is warmly welcomed and may be overwhelmed by the outpouring of generosity.

For some Poland-born people, alcohol serves a culturally important function, particularly during social occasions, such as name day, birthday, and New Year celebrations. Non- Poland-born people may see the amount and strength of drinks consumed at such occasions as excessive.

Punctuality is also important to Polandborn people with lateness being a sign of bad manners. Depending on the status of the person for whom they are waiting, Poland-born people may be intolerant of lateness in others. Even in social situations, people are expected to arrive on time.

Poland-born people as a group tend to share thoughts and ideas freely and have a keen sense of humour. Most Poland-born people enjoy a robust conversation, talking of their jobs, politics, health problems and misfortunes in the same way as Australians talk about such things as football.

Polish heritage is also associated with high culture in terms of theatre, literature, art. concerts, and opera.

Whilst identifying as Polish, each person also has a strong sense of regional cultural identity. There are diverse cultural and social differences between the 16 provinces of Poland. The region in which the person lived will impact on the person's preferences related to such things as festivals, food, drink, music, dance, clothing and language dialect etc.



It should be remembered this is just one view of Polish culture and does not apply to every Poland-born person. This reality means YOU should establish each Poland-born person's preferences.

### For more information

The Poland-born community, Community Information Summary, Department of Immigration and Multicultural and Indigenous Affairs (DIMIA), 2006. Available as a PDF

http://www.immi.gov.au/statistics/stat info /comm summ/textversi.

## **FAMILY**

### Family structure

A successful family life is a very important to Poland-born people. The father is generally the head of the family where often both parents work. The most popular family model is the 2 + 2 formula (mother. father and two children).

Traditional family values and loyalty are strong in most Polish households. The elderly play an active role in helping adult children in their daily routine with families. The extended family is also very important, however many aged Polandborn persons do not have extended family.

### Attitudes to residential care

Residential care is seen by elderly Polandborn people as the last option and other in-home support programs will be accessed to prolong independence for as long as possible. For many older Poland-born people leaving home and moving into communal living arrangements is equivalent to losing their independence.

It is traditionally expected that children will look after their parents' needs. However, Poland-born background people who have lived in Australia for a number of years may no longer have an expectation of family involvement in his/her care.

However, as with any community. individual attitudes may vary, and some elderly may expect their offspring to take care of them and therefore be unwilling to accept placement in residential care.



If you need help to provide culturally appropriate care, the assistance of the PICAC Project Officer is available free of charge to your agency or the resident. This service is restricted to greater metropolitan Brisbane and Townsville For more information on PICAC contact Diversicare on (07) 3846 1099.

# PERSONAL HYGIENE

The routines and preferences surrounding the following personal hygiene activities greatly impact on the person's sense of self, pride, dignity and confidence.

### Bathing

Whilst there are no specific norms in bathing, most Poland-born persons want a shower daily, with some even preferring to shower twice a day.

### Dress

There are cultural norms surrounding dress whereby sloppy or overly casual dress in public is seen as inappropriate. Clothing also needs to be in good repair and ironed.

What is considered 'appropriate' dress is determined by the individual and will be influenced by the region in which he/she lived

## Grooming

Poland-born men and women look after their personal appearance and are concerned about how they look. Women will prefer to wear makeup, jewellery, nail polish, perfume and have neat, well groomed hair. Men tend to use cologne/after shave, clipping nasal and ear hair and trimming nails etc.



It is important each person's preferences related to their dress, bathing, grooming etc are established as part of their care plan.

## **PENSIONS**

People who lived and paid taxes in other countries are often eligible for a partial pension payment from that country.

Australia **doesn't have** a reciprocal arrangement in place with Poland regarding the payment of pensions.

If you receive any foreign pension, Centrelink must be informed and your Australian supplement will be reduced according to the increased amount from Poland. Failure to notify Centrelink can result in a debt and fine being imposed.

A Poland-born person can check his/her eligibility for any pension from Poland by contacting the Embassy:



### **Economic and Commercial Office**

Polish Embassy 10 Trelawney Street Sydney NSW 2025 Ph (02) 9363 9821 Fax (02) 9327 2216 brhsydney@bigpond.com.au

#### General Information

Embassy of Poland 7 Turrana Street Canberra/Yarralumla ACT 2600 Ph (02) 6273 1208 E-mail: ambpol@clover.com.au

Check your local telephone directory for your local Centrelink office.

# I FISURE AND **RECREATION**

Theatre, cinema and musical festivals are favourite forms of leisure for the Polish. with visits to art galleries and museums also being popular.

Soccer is extremely popular both as a spectator and participant sport with athletics and boxing also being popular spectator sports. Cycling is a traditional leisure and sport pastime, as is walking the dog.

Another popular "activity" is watching television (on average 4 hours a day) with visiting shopping centres also becoming very popular in Australia with ageing Poland-born persons. Poland-born persons also enjoy drinks with colleagues and friends plus sing songs etc.

Many Poland-born people, even those who have lived in cities, had an allotment of land and enjoyed growing vegetables and flowers in their leisure time. Even a box or some boxes in which to grow vegetables can be very fulfilling to older Poland-born people. It is also common to have pot plant and potted flowers inside the house (eg geraniums, marigolds, African violets etc).

Older women often like to make preserves, jams, compotes, cakes and pastries.



The above information can assist in developing diversional therapy activities eg tending potted flowers that are kept in the person's room and/or a small box of vegetables kept in a communal area, and/or cooking cakes or pastries, etc. However, you need to check with each individual his or her preferences in regard to recreational activities

### **Daily Routines**

Older Poland-born persons like a routine (eg when she/he rises of retires, bathes, has meals etc) and generally have a structured pattern to the day, and likes sticking to these times.



You need to establish with each individual his/her preferences related to his/her daily routine and timings.

## Social groups

The Polish clubs in Brisbane and Queensland exist to provide community functions, arts, information, welfare and support. Contact details are:



# 'Polonia' Polish Associationn of Old

President: Mr Leszek Wikariusz Ph (07) 3389 0000 Manager: Ms Grazyna Kornel 10 Marie Street, Milton Q 4064 Ph (07) 3369 2747 Mobile 0412 122 209

#### Polish Seniors Club

President: Pawel Swiecicki Ph (07) 3392 7290



### Kosciuszko Polish Assn of Darra

23 Station Avenue, Darra Q 4076 President: Ela Aleksiuk Ph (07) 3282 5611

#### Polish Ex-Servicemen's Assn

44 Holland Cr, Capalaba Q 4157 President: Witold Kuczynski Ph (07) 3823 1738

### Australian Polish Assn and Seniors

PO Box 527, Pacific Fair Q 4218 President: Mr Leon Skiba Ph (07) 5502 0919 Vice-President: Mrs Viesia Harlace Ph (07) 5554 5765

### Television

The SBS television network is available in major cities in Queensland. SBS provides Polish-speaking movies, programs or news. Polish news is available on Sunday 9.30am and Monday 12.30 noon.

SBS television programming can be downloaded from their website by going to the following address: www.sbs.com.au/whatson/index.php3-then choose what you are interested in from the listed menu.

In greater metropolitan Brisbane, also check Briz31 programs, which can be downloaded from their website by going to the following address: http://briz31.tv/news.asp



Check your TV program guide or the websites for local viewing time as they may change in rural areas or across time zones.

### Movies

Sometimes Polish language DVDs are available at large Department stores (eg. Big W). It is important you check on the back of the DVD for the list of languages in which it is available.

It is also possible to purchase Polishlanguage movies from the website by doing a search, eg: http://multilingualbooks.com/ foreignvids.html

-then go to *show Google cache* than go to *Quick Link* and press Polish.

You can search the Brisbane City Council library catalogue via its language collection by going to the following website and choosing the preferred language which will then take you to a screen where you choose your category of interest (eg movies, books, music, DVDs):

www.brisbane.qld.gov.au/uhtbin/cgisirsi/7UzA31L2U/44230061/1/1246/X

### Radio

Broadcasting in Polish language occurs on SBS – radio 1107AM Sydney

Mondays
 Wednesdays
 Fridays
 Sundays
 1.00pm - 2.00pm
 1.00pm - 2.00pm
 1.00pm - 2.00pm
 2.00pm

In greater metropolitan Brisbane, it is also possible to tune into 4EB (Fm 98.1) and their program guide can be downloaded from their website at the following address:

http://www.4eb.org.au/progguide.htm

Broadcasting in Polish language occurs on 4FB FM98.1:

Tuesday 6.00pm - 6.45pm
 Thursday 6.00pm - 7.00pm
 Sunday 7.30am - 8.30am



Check the radio program guide or the website for local listening times as they may change in rural areas or across time zones. For more, specific information you can contact Radio 4EBFM – Polish Section:

Ph (07) 3240 8600 Fax (07) 3240 8633

### **Newspapers**

As mentioned earlier, the province in which the person lived in Poland can affect his/her preferred newspaper. There are at least six sources to acquire a newspaper:

- 1) A Polish language newspaper is available in Brisbane from Creek Street Newsagent (Cnr Creek and Elizabeth Streets, City) Ph (07) 3229 2888
- 2) Go to the following web address: http://www.pressdisplay.com/pressdisplay/ viewer.aspx and access a copy of following

and access a copy of following newspapers:

- Fakt
- Gazeta Wyborcza and
- INFO nurt 2
- 3) You can search on the web using the name of the publication. For example, the following are available free from the websites:
- Dziennik Polski www.dziennik.krakow.pl/public
- Gazeta Krakowska www.gk.pl/
- Zycie Warszawy www.zw.com.pl/apps/index.jsp

- 4) The following web address gives you access to another 11 Polish newspapers which vou can download: http://www.mediatico.com/en/newspapers/ europe/poland/
- 5) You can contact "Krakus" in Sydney to order some Polish magazines: Krakus - Shop 2, 7 Willan Dr Cartwright Phone/Fax (02) 9607 5394
- 6) Tygodnik Polski Ph (03) 9362 0128 Fax (03) 9362 0108 Email: polishweek@optusnet.com.au Redactor: Jozefa Jarosz



YOU can access the internet, load If the person can't use a computer, these newspapers and print all or some pages which can then be given to the person to read at their leisure.

### Books

Regardless of your location in Queensland it's possible to arrange to have Polishlanguage books sent to your local library for a small fee from the State Library of Queensland. The State Library of Old also has available Talking books in Polish.

You can search State Library of Queensland on: http://www.slq.qld.gov.au choose catalogues then public library services catalogue, then search by 'any words' - then write in Polish (You also can look for Polish movies and music DVDs.)

You can also search the Brisbane City Council library catalogue via its language collection by going to the following website and choosing the preferred language which will then take you to a screen where you choose your category of interest (eg movies, books, music, DVDs): www.brisbane.qld.gov.au/uhtbin/cgisirsi/7U 2zA3lL2U/44230061/1/1246/X

ONLY for those persons who are visually impaired and a member of the Old Blind Foundation, it is possible to borrow from its talking book library which has some Polish-language taped books. You will need to complete an application form, and if approved, borrowing rights then apply. Contact 1300 654 656 to obtain a referral form

### Music

Music is very important to Poland-born persons regardless of gender. It's a strong cultural expression of who that person is and the region he/she lived in.

The key thing to remember with music is a likely personal preference for music of the era in which they were teenagers or in their twenties.

You can find some Polish music CDs, at music stores at (eg Big W, Myers etc). The larger speciality music stores can also order Polish music or you can purchase from their websites eg. Sanity's web address allows you to search for Polishlanguage music and CDs. Their web address is: http://www.sanity.com.au

You can search the Brisbane City Council library catalogue via its language collection by going to the following website and choosing the preferred language which will then take you to a screen where you choose your category of interest (eg movies, books, music, DVDs): www.brisbane.qld.gov.au/uhtbin/cgisirsi/7U2zA3lL2U/44230061/1/1246/X (Please note, a fee may apply for organising inter-library loans.)



Be sensitive to cultural and individual differences by establishing each individual's preferences. Also check whether family members can assist in finding Polish language books, videos, DVDs CDs etc.

### **RELIGION**

### Profile

Of the total Poland-born population in Australia the major religions are:

- Roman Catholics (75.0%)
- Judaism (6.6%)
- · Lutheran (1.0%) and
- 5.7% stated "No Religion"
  (Polish Community Information Summary, DIMIA, 2003)

The daily life of Poland-born people is closely linked with the Catholic Church, which has been strongly maintained in Australia. Most Poland-born people belong to a church, even if they may in practice not be regular attendees.

In Brisbane, the Church of Our Lady of Victories is a spiritual and educational centre, as well as a meeting place for generations of Polish-Australians.

Sunday Mass is, for many Poland-born elderly, a strict ritual. The Polish Mass is celebrated on a regular basis in the Brisbane area:

- Bowen Hills Catholic Centre every Saturday 6.00pm and every Sunday 10.00am
- Darra Catholic Centre every Sunday 7.45am
- Woodridge Saint Paul every Saturday 7.30pm
- A Polish mass at Gold Coast area is celebrating in Stella Maris Church at 10.30am – every Sunday
- A Polish mass at Sunshine Coast area is celebrating also in Stella Maris Church at Maroochydore – once per month 12.00.



Churches where Poland-born people can attend Polish Mass are:

### Our Lady of Victories

1 Roche Avenue, Bowen Hills O 4006 Parish Priests: Father Stan Wrona. Father Andrzej Kolaczkowski Ph (07) 3252 2200

#### Stella Maris

268 Hedges Avenue Broadbeach Q 4218 Father: Zbigniew Pajdak Ph (07) 5504 6297

#### Stella Maris

37 Baden Powell Street Maroochydore Q 4558 Father: Bernard Ph (07) 5475 4693

Polish Catholic priests and Sisters visit those residential facilities that care for people from a Polish background. Contact the above churches notifying the Church of any Poland-born residents and visits will be arranged.

Remember there can also be a difference between nominating a particular religion to practicing that religion in ones' everyday life (or whether all or only some rituals/practices within that religion are observed).

Equally, just because a person when young did not practice or observe their religion doesn't mean as the person ages he/she might now wish to practice.



You need to establish each person's religious preferences and link him/her into a local minister of that religion.

### **Important Days**

The following listing is not intended to be exhaustive: rather it lists the major shared 'special days'. You should check with the person or his/her family if there are other special days, which are important to that person.

Festivity	Month / Date	Customary practices
Lent	Lent lasts for 40 days and finishes on Good Friday	A time of preparation for Easter. People may choose to fast or not eat meat. People attend Mass regularly and chasten themselves.
Easter (Vielkanoc)	Commences on Palm Sunday – the Sunday before Easter	Twigs of willow brunches are consecrated in church and kept at home to protect against harm.
Good Friday (Wielki Piatek)	Friday before Easter	Day of fasting – confession and communion are extremely important. No meat but hearings are eaten. People prepare for Easter (eg house cleaning, food preparation etc).
	Easter Saturday	Continuing preparation for Easter celebration. Children paint eggs. A little basket of food is taken to church to be blessed (traditional Swiecenie – "sh-vee-en-tse-nee"). The traditional Easter symbols include a small lamb made of sugar, butter, pastry or chocolate bunny and small pieces of the green parts of the green box plant.
	Easter Sunday	Celebrated with candles, flowers and ringing of Church bells. People attend the special Easter Mass. After Mass the family eat a meal comprising traditional eggs, yeast cakes (or "babka"), poppy seed cake, ham, vegetable salad, horseradish etc.
	Easter Monday	People sprinkle each other with water in amounts that range from a few drops to a bucket-full.
Pentecost or Holy Spirit	40 days after Easter Sunday	Poland-born people attend church, celebrating a special Mass.

Festivity	Month / Date	Customary practices
Corpus Christi – Boze Cialo	60 days after Easter (usually Thursday)	This is a big holiday to Poland-born people. There is a Mass followed by a procession from outside the church. The elements of the procession are "stations"/altars - usually 4 altars are built, symbolising the 4 corners of the earth.  Homes are decorated with the green branches taken from the procession and kept at home as "holy branches" bringing people happiness/luck and protection.
All Saint's Day	1st November	This is a time of remembrance and prayers for the dead. Families will travel long distances to visit the graves of relatives leaving flowers, wreaths and candles.
St Nicholas Day	6th December	Giving of a small gift with a note on which is written "From Santa".
Christmas (Boze Narodzenie)	Celebrated on 24 & 25 December	Festivities begin on Christmas Eve, which is a time of family gathering and reconciliation. Families decorate the Christmas tree and put family gifts under the tree.  It is also customary to share a church-blessed wafer (oplatek), and wishes of happiness and prosperity before the evening meal (fish, hearings, beetroot or fish soup and/or dumplings with mushroom & sauerkraut). After supper, Christmas gifts are opened and carols sung. At midnight, the whole family attends a special Mass ('Pasterka').
	25th December	The family share a meal during breakfast containing ham sausages and duck, goose or turkey. Dessert usually consists of poppy seed cake and gingerbread.
New Year's Eve (Silvester)	31st December	Parties are held and at midnight church bells ring and toasts are made to the new year ('Szesliwego Nowego Roku').

### **FOOD AND DIET**

Polish cuisine is rich and very filling, consisting of soups, sauces and savoury meats that can be relatively high in fat. The typical Polish dietary staples are bread, potatoes, sausages, vegetables, fruit and milk products.

Favoured ingredients that give Polish food a distinctive taste include marjoram, dill, leaf parsley, wild mushrooms, sauerkraut, beetroot, cucumbers (dill cucumbers or gherkins) mushroom, eggs and caraway seeds etc.

Traditional Polish meal times (which differ from the Australian timings) has evolved from different working hours in Poland (7am – 3pm).

### Meals

**Breakfast** Usually includes bread rolls, or bread, butter, scrambled or boiled eggs, cheese, sliced ham or sausage.

**Second breakfast** Served around morning tea time, it is usually sandwiches made from rye bread topped with a variety of fillings (eg: cheese, sausages, and hearings – with tomatoes, lettuce etc. plus black tea or coffee.

**Lunch** This is the main meal and is called "Obiad", which is eaten early in the afternoon (usually 2-3pm). A normal Obiad would consist of soup, the main course and also dessert.

**Supper** Can consist of open sandwiches or hot food like soup (especially in winter), dumplings or sandwiches with cold meats.



On Fridays meat isn't eaten instead it is replaced with fish.

Poland-born people are happy to eat soups (eg. beetroot soup, barley soup, dill soup, pork tripe, chicken soup or vegetable soup). Very popular are also dumplings with meat, white cheese apples, strawberries or plums. Other favourite dishes include buckwheat groats, potato pancakes (which can be served for afternoon tea).

Some traditional Polish dishes include:

- bigos (a rich sauerkraut and meat based dish)
- golabki (cabbage rolls with rice and mince meat)
- barszcz (beetroot soup), flaczki (tripe soup)
- *mizeria* (cucumber, dill and cream salad)
- nalesniki (pancakes)
- dried or stewed fruit compote
- a variety of yeast cakes and pastries

A variety of Polish recipes can be found by typing the phrase 'Polish food' into an Internet search engine.

It is important to establish each person's food preferences, cooking style (eg fried versus poached), quantity and timing of meals and recorded as part of their care plan.

Bread	Cheeses	Vegetables	Meat / Fish	Fruit	Drinks
rye sour dough wholemeal and crusty bread rolls	a variety of yellow cheeses and white cottage cheese	potato cabbage red cabbage beetroot beans cauliflower brussel sprouts spinach  Poland-born people like their vegetables well cooked.	sausages, breaded pork cutlet, meatloaf, roasted lamb, beef cutlets, crumb or battered fish	apples, mandarins oranges bananas	tea coffee herbal tea mineral water fruit juice  For special occasions wine or beer, or for some, small glass of vodka.

### Food sources

Below is a list of known suppliers of Polish foods in South-East Qld. For those persons outside of Brisbane, you could phone and see if they can organize a delivery to your local area. There would obviously be additional costs.

### Continental Food Warehouse

19-21 Balaclava Street Woolloongabba Q 4102 Ph (07) 3891 5068

### Adam's Continental Smallgoods

206 Cobalt Street, Carole park Q 4300 Ph (07) 3271 3044

### Charlie's Bakery

40 South Pine Road, Alderley Q 4051 Ph (07) 3356 9521

### Krystyna Oko

Ph (07) 3300 2188 Sells Polish products and food at Polish Club – 10 Marie Street, Milton (every two weeks)

### "U Elzbiety"

Ela Gasiewicz
Ph (07) 3209 5436
Sells Polish food at Polish Club –
10 Marie Street, Milton (every two weeks)
You can order food for Christening,
weddings, birthdays etc.

#### Krakus

Shop 2, 7 Willan Drive, Cartwright, Sydney Ph (02) 9607 5394 Fax (02) 9607 5394 (You can order the sausages, other meat products and other Polish food)

Shop workers sell food at the Polish Club (every two weeks) 10 Marie Street, Milton Q.

### For more information contact

Ms Grazyna Kornel – Polish Club Manager on: (07) 3369 2747 or Mobile: 0412 122 209.

### **HEALTH**

### Trauma situations

World War II is a subject that needs to be handled with tact and understanding. It should not be forgotten that Poland-born aged persons have lived through a very traumatic time arising from not just the war experience but also the years post-war when times were very tough.

From 1945-1953 a "people's democracy" arose based on the Soviet model (effectively under communist control) which eased somewhat in 1953 when Stalin died. From 1970 - 1981 outbreaks of strikes, demonstrations and civil unrest led to dire food shortages.

During these years from 1970-1981, Poland-born people were imprisoned as political prisoners and large numbers of the younger educated people left Poland. Many families were split up and dislocated to countries that gave asylum. Older people may have lived through these times and consequently suffered trauma, so tact is also required to uncover whether there are any persistent problems.

## Attitudes to illness and pain

Poland-born people can at times display stoicism towards pain and may 'suffer' in silence; however others will seek treatment as soon as symptoms develop. Some Catholic Poland-born people also believe pain comes from God giving the person another chance to pay/atone for previous bad behaviours.

Pain-relieving drugs are generally accepted, but some people try to use distraction as a means of coping with pain prior to using medication. Poland-born persons desire to learn as much as possible about the side effects of various medications

Complementary medicine is also seen to have an integral role in the health of Poland-born persons, alongside western medicine and often without informing medical practitioners. Some will use homeopathic remedies in combination with changes in lifestyle and eating habits. (Some herbal medicine and pharmaceuticals are sometimes privately imported from Poland.) Word-of-mouth medication recommendations also carry a lot of weight with elderly Poland-born persons.

Poland-born people also typically follow medical orders carefully and submit to various kinds of medical treatment, including tests, operations and medication.

# Perception of health professionals

Going to health professionals is usual and Poland-born persons are used to the medical hierarchy (ie. General Practitioners for overall health with referral to Specialists as needed for more in-depth treatment).

Traditionally, doctors and other health professionals are given great authority in various aspects of life and are well respected within the Polish community. Poland-born people are polite to authority figures and therefore aged Poland-born people may not ask a doctor for clarification fearing doing so may offend the Doctor.

Due to language barriers aged Poland-born people prefer Polish speaking medical practitioners.



This may mean YOU shouldn't perceive a Poland-born person who questions a doctor or health professional as being difficult. Nor should you consider the person as 'being difficult' should he/she wants a second opinion or to access complementary medicines of some type.

## DEATH AND DYING

### Palliative Care

Palliative care was not provided in Poland until after 1990. It is likely that Polandborn elderly persons will be unaware that such services exist or what it entails.

Traditionally, the diagnosis of a terminal illness would not be communicated to the person concerned but rather to their families who then decide when and how (if at all) to convey it to the patient.

Occasionally families, relatives and friends may wish to "protect" the person from diagnosis and prognosis of a terminal illness. Very often family members believe that if the prognosis is communicated to the patient he or she may lose the will to live and therefore don't appreciate such a direct approach.



In light of a possible cultural preference not to deal with this subject directly, you many need to discuss this issue with the relevant family member. Try to check what the family knows about palliative care and if fragmented provide information, documenting any stated preferences on the person's care plan.

Family members and friends stay with the dying person so that he/she doesn't feel abandoned.

### Death

For Poland-born Catholics, religious rituals include the administration of Holy Communion and the Last Rites.

Funeral customs are determined by the Church and the wishes of the family. After burial, mourners are invited for a wake or 'stypa' where drinks and food are served in memory of the person. Most Poland-born people have a stoic acceptance of death as part of the life process, and a strong sense of loyalty and respect for their loves ones.

Relatives also wear black clothing on the day of the burial. The spouse may choose to wear black clothes for up to 1 year (the year of mourning). Graves of loved ones are visited for years to come, particularly on All Saint Day – 1st November, when flowers and candles are placed on the graves.



Cremation or burial will be a personal choice based more on religious beliefs than cultural norms. It is important to establish each person's wishes in the event of palliative care or death and recorded as part of their care plan.

### LANGUAGE

The official language is Polish with each region having its own dialect, which can be more pronounced, in rural areas. Because many of the elderly Poland-born persons have been in Australia for many years, they also speak English.



YOU need to be aware that just because they once could speak English, this does not mean:

- a) they necessarily spoke it fluently or extensively OR
- b) they have retained these skills as he/she aged OR
- c) that it is their preferred language as speaking English can be tiring to the elderly as they are engaging in a translation-type of process.

#### For more Information

A variety of language guides targeted at health and everyday activities is available at a cost from:

HENDRIKA (**HE**alth a**ND** Rapport Interactive **K**ommunication **A**id)

PO Box 326, Beaudesert Qld 4285 or via website address: www.hendrika.com.au

# **PHRASE CARDS**

Following are phrase cards, originally produced by the Multicultural Access Unit, Health Department of Western Australian (reproduced with the permission of the Department of Health Library, Perth, Western Australia).

The cards are arranged under five headings, in the following order:

- Greetings
- Food
- Personal Care
- Pain
- Requests



These cards are available from Diversicare's PICAC Project Officer by contacting:

Ph (07) 3846 1099.

# **Nursing Home Phrase Cards**

These cards are designed to assist communication between carers and residents for everyday situations when there is no interpreter present.

Do no hesitate to use them - they have been made for staff who do not speak polish.

Remember you efforts to speak a resident's language will usually be seen as an excellent way of building rapport.

The cards are arranged under five headings, in the following order:

Greetings

Food

Personal

Pain

Requests

For situations where an interpreter is needed (see page 22 of Nursing Home and Hostel Care: A Multicultural Resource Kit for guidelines), telephone the Translating and Interpreting Service (TIS) on 131 450 (24 hours).

Turn over for guidelines on using these phrase cards.

Multicultural Access Unit Department of Health (08) 9400 9511

# **How to Use These Phrase Cards**

There are two ways to use these cards.

- If the resident can read, you can point to the appropriate phrase in Polish on the card.
- Otherwise you should read the phrase aloud. Follow the phonetic pronunciation on the bottom line. Remember to speak clearly - don't hurry -- and don't worry if you have to repeat phrase.

### KEY TO PRONUNCIATION

[A:] LONG VOWEL 'A' AS IN ENGLISH ASK, CLASS

[O:] LONG VOWEL 'O' AS IN ENGLISH ALL, SAUCE

[E:] LONG VOWEL 'E' AS IN ENGLISH DIRT, EARN

[I:] SHORT VOWEL 'T' AS IN ENGLISH IT, TIN

[U:] SHORT VOWEL 'U' AS IN ENGLISH CUP, GUN

(Please note that stressed syllables are underlined)

Multicultural Access Unit Department of Health (08) 9400 9511

"YES"

"NO"

"TAK"

"NIE"

TUCK

N-YE:





"GOOD MORNING"

"DZIEN DOBRY"

\*JEINE DO:BRI

"TIME TO GET UP"

"PORA WSTAĊ"

\*PO:RA: VSTUTCH

"HOW ARE YOU?"

"JAK SIĘ PAN / PANI CZUJE?

(MALE) 1 (FEMALE)

\*YUCK SHIEW PA:N / PA:NEE TCHOOYE:? (MALE) / (FEMALE)

"IT IS OKAY, DO NOT WORRY"

"DOBRZE, PROSZĘ SIĘ NIE MARTWIĆ

\*DO:BZHE: , PRO:SHEW SIJIEW N-YE; MA:RTVEETCH

00-DE

(top line) (mlddle line) English Polish

(bottom line)

# GREETINGS



"YES"

"NO"

"TAK

"NIE"

TUCK

N-YE:

"GOOD NIGHT AND REST WELL."

### "DOBRANOC I PRZJEMNEGO WYPOCZYNKU"

\*DO:BRA:NO:TZ EE PSHIYE:MNE:GO VIPO:TCHINKO

"VERY GOOD"

### "BARDZO DOBRZE"

\*BA:RDZO: DO:BZHE:

"THANK YOU"

"DZIĘKUJĘ"

\*JEINEKOOYEW

00-0H

(top line) (middle line) English Polish

(bottom line)

"YES"

"NO"

"TAK"

"NIE"

TUCK

N-YE:



"ARE YOU HUNGRY"

CZY JEST PAN GWODNY (MALLY) / CZY JEST PANI GWODNA (FEMALE)

\*TCHI YE:ST PA:N GWO:DNIGMALE)

\*TCHI YE.ST PA:NEE GWO:DNA: (FEMALE)?)

"TIME TO EAT"

"PORA JEŚĆ

\*PO:RA: YE:SHTCH

"TIME FOR BREAKFAST"

"PORA NA SNIADANIE"

\*PO:RA: NA: SHNYADUNYE:

"MIDDAY MEAL" (LUNCH)

"OBIAD"

\*Q:BIYUD

00-DE

(top line) (middle line) English Polish

(bottom line)

# FOOD



"YES"

"NO"

"TAK"

"NIE"

TUCK

N-YE:

"EVENING MEAL" (Dinner)

"KOLACJA"

\*KO:LA:TZYA:

"DO YOU WANT A DRINK?"

"CZY CHCE PAN PIC?" (MILE) -CZY CHCE PANI PIC?" (FEMALE)

\*TCHI HTZE: PA:N PEETCH ?(MALE)

\*TCHI HTZE: PA:NEE PEETCH? (FUMILE)

"WOULD YOU LIKE TEA OR COFFEE"

"CZY PODAĆHERBATĘ CZY KAWĘ?"

\*CHI PO:DA:TCH HE:RBA:TEW TCHI KA:VEW?

"TEA"

"COFFEE"

"SUGAR"

"MILK"

"HERBATE,"

"KAWE"

"CUKIER"

"MLEKO"

\*HE:RBA:TEW

\* KA:VEW

\*1Z00KYE:R

\*MLE:KO:

U

(top line) (middle line) English Polish

(bottom line)

"YES"

"NO"

"TAK"

"NIE"

TUCK

N-YE:



"ARE YOU COMFORT ABILE?"

### "CZY JEST PANU/ PANI WYGODNIE?"

(MALE) (FEMALE)

\*TCHI YE:ST PA:NOO / PA:NEE VIGO:DNIE:?
(MAI.E) (FEMALE)

"WOULD YOU LIKE TO LIE DOWN"

# "CZY CHCIAWBY PAN SIĘ POWOŻYĆ?" (MALE)

\*TCHI HTCHIA: WBI PA:N SHIEW PO:WO:ZHITCH? (MALE)

## "CZY CHCIAŁABY PANI SIĘ POŁOŻYĆ?" (FEMALE)

\*TCHI HTCHIA: WA: BI PA: NEE SHIEW PO: WO: ZHITCH? (FEMALE)

"ARE YOU TOO WARM?" (IS IT TOO HOT?)

### "CZY JEST ZA GORĄCO?"

\*TCHI YE:ST ZA: GO:RONTZO: ?

"ARE YOU TOO COLD?" (IS IT TOO COLD?)

### "CZY JEST ZA ZIMNO?"

\*TCHI YE:ST ZA: ZHEE MNO:?

00-DE

(top line) (middle line) (bottom line) English Polish

# PERSONAL CARE



"YES"

"NO"

"TAK"

"NIE"

TUCK

N-YE:

"DO YOU WANT TO GO TO THE TOILET?"

"CZY CHCE PAN / PANI ISC DO UBIKACJI?"

(MALE) (FEMALE)

\*TCHI HTZE: PA:N / PA:NEE EESHTCH DO: OOBEEKA:TZYEE?

"TRY TO USE YOUR BOWELS NOW".

"PROSZE SIĘ POSTARAĆ WYPRÓŻNIĆ"

\*PRO:SHEW SHIEW PO:STA:RATCH VIPROOZHNEETCH

"IT IS TIME FOR A SHOWER NOW"

"PORA WZIĄĆ PRYSZNIC"

\*PO:RA: VZIONTCH PRISHNEETZ

"I WOULD LIKE TO CLEAN YOUR TEETH"

"CHCE UMYC PANU/PANI ZEBY"

(MALE) (FEMALE)

\*HTZEW OOMYTCH PA:NOO / PA:NEE ZEMBI

GD-DH

(top line) (middle line)

English Polish

(bottom line)

PERSONAL CARE

"YES" "NO"

"TAK" "NIE"

TUCK N-YE:



"WOULD YOU LIKE YOUR NAILS CUT?"

"CZY OBCIĄĆ PANU/PANI PAZNOKCIE?"

(MALE) (FEMALE)

\*TCHI Q:BTSIYONTCH PA:NOO / PA:NEE PA:ZNQ:KTSIE:?

"WOULD YOU LIKE YOUR TOE NAILS CUTY"

"CZY OBCIĄĆPANU/PANI PAZNOKCIE U NOG?"

(MALE) (FEMALE)

\*TCHI Q:BTSIYONTCH PA:NOO / PA:NEE PA:ZNQ:KTSIE: QQ NOQG?

"WOULD YOU LIKE YOUR HAIR CUT?"

"CZY OBCIĄĆ PANU / PANI WŁOSY?"

(MALE) (FEMALE)

\*TCHI O:BTSIYONTCH PA:NOO / PA:NEE VWO:SI ?

"WE WOULD LIKE TO WEIGH YOU"

"CHCEMY PANA / PANIA, ZWAŻYĆ"

(MALE) / (FEMALE)

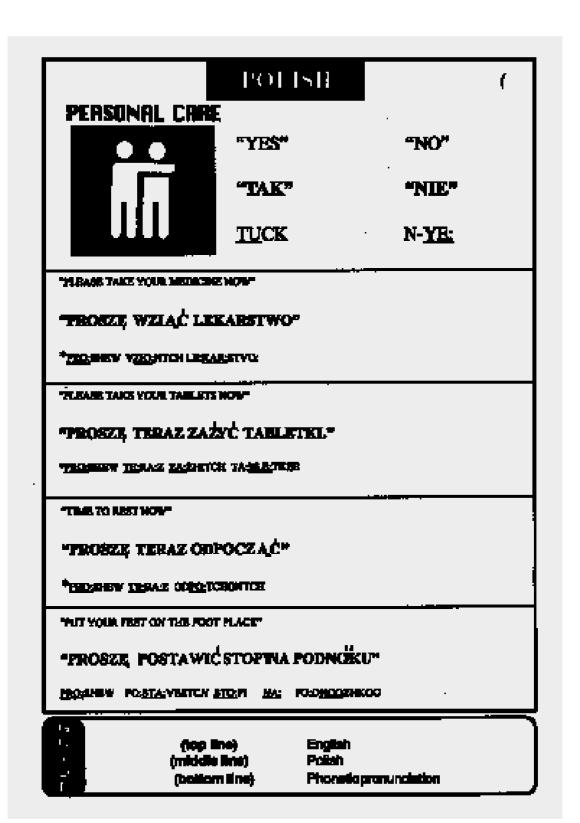
\*HTSE:MI PA:NA / PA:NYOW ZVA:ZHITCH

00-DW

(top line) (middle line)

English Polish

(bottom line)



"YES"

"NO"

"TAK"

"NIE"

TUCK

N-YE:



"ARE YOU COMFORTABLE?"

### "CZY JEST PANU/ PANI WYGODNIE?"

MALE) (FEMALE)

\*TCHI YE:ST PA:NOO / PA:NEE VIGO:DNIE:?
(MALE) (FEMALE)

"ARE YOU IN PAIN NOW?"

### "CZY TERAZ BOLI?"

\*TCHL TE:RA:Z BO:LEE?

"SHOW ME WHERE THE PAIN IS"

## "PROSZĘ POKAZAĆ GDZIE BOLI"

\*PRO SHEW PO:KA; ZA:CH GJE. BO:LEE

"IS IT A BURNING KIND OF PAIN?"

# "CZY JEST TO PIEKĄCY BÓL?"

\*TCHI YE:ST TO: PIYEKO:NTZI BOOL?

00-DW

(top line) (middle line) English Polish

(bottom line)

# POLISH PAIN "YES"

"NO"

"TAK"

"NIE"

**TUCK** 

N-YE:

THE IT AN ACROSS END OF PADIT

\*CZY JEST TO BOL PRZEWLEKEY?\*

\*TON YEST TO: BOOK PRINCYLEEWS

THE TEA PROCESSES RANGE PARTY.

"CZY JEST TO BUL KEUJĄCY?"

"TOM YEST TO: BOOK, EMOUTOMENT

THE YOU WANT MEDICINE FOR YOUR PART

"CZY CHCE PAN / PANI LEKARSTWO NA BÚL?" party / process

"TONG HIZE: PASH / PASHER LINEAUSTVO: MA: BOOL!"
(PASH) PERSON

(top line) (middle Bre) (Softom Eng)

English Poish

"YES"

"NO"

"ΤΛΚ"

"NIE"

TUCK

N-YE:



REQUESTS

"PLEASE STAND UP"

"PROSZĘ WSTAĆ"

\*PRO:SHEW VSTA:TCH

"PLEASE SIT DOWN"

"PROSZĘ USIĄŚĆ"

\*PRO:SHEW OOSHIYONSHTCH

"TIME TO REST NOW"

"PROSZĘ TERAZ ODPOCZĄĆ"

\*PRO:SHEW TE:RAZ ODPO:TCHONTCH

"ARE YOU GOING OUT?"

"CZY PAN / PANI WYCHODZI?"

(MALE) / (FEMALE)

\*TCHI PA:N / PA:NEE VIHO:JEE ?
(BALE) / (FEMALE)



(top line) (middle line) English Polish

(bottom line)

# REQUESTS



"YES"

"NO"

"TAK"

"NIE"

<u>TU</u>CK

N-YE:

"PLEASE COME WITH ME"

"PROSZĘ IŚCZE MNĄ"

\*PRO;SHEW EESHTCH ZE: MNOW

"PLEASE LIFT UP YOUR FOOT"

"PROSZĘ PODNIEŚĆSTOPĘ"

\*PRO:SHEW PO:DNIYESHTCH STO:PE

"LEAN FORWARD"

"PROSZĘ SIĘ POCHYLIĆ"

PRO:SHEW SHIEW PO:HILITCH

"PLEASE WAIT"

"PROSZĘ ZACZEKAĆ"

PRO:SHEW ZA:TCHE:KATCH

00-DE

(top line) (middle line) (bottom line) English Polish

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## **ADDITIONAL RESOURCES**

### **Diversicare Resources**

 Cultural Diversity Resource Directory for Residential and Community Care
 Agencies, 2005. Lists all known resources under chapter headings of –
 Communication, Cultural background, Health and Personal Care, Lifestyle, Legal, Management, Resources.

Phone Director, Diversicare for this resource on (07) 3846 1099

# Useful Websites Western Australia

www.health.wa.gov.au/mau/

#### New South Wales

www.mhcs.health.nsw.gov.au/health-public-affairs/mhcs/resources/index.html#top

### Victoria

www.healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/CategoryDoc/PresentCategory?Open

### Federal Government

www.ageing.health.gov.au/publicat/multilin.htm

www.ageing.health.gov.au/publicat/publindex.htm

### Cross Cultural Health Program (USA)

www.xculture.org/resource/order/index.cfm?Category=Articles

# Centre for Culture Ethnicity and Health - Video Catalogue

http://www.ceh.org.au/video catalogue.htm

#### Alzheimers Australia

www.alzheimers.org.au/content.cfm? categoryid=14

### Alzheimer's Australia NSW

www.alzheimers.org.au

### Queensland Health - Multicultural Health Publications

www.health.qld.gov.au/publications/ restopicmaster.asp?Rec=40&frmHealthTopic =MulticulturalHealth

### Queensland Transcultural Mental Health Centre

www.health.qld.gov.au/pahospital/qtmhc/multilingual resources.asp

#### Cancer Foundation

http://www.cancerindex.org/clinks13.htm

### **Nutrition Australia**

www.nutritionaustralia.org

### Information Lines

Aged and Community Care
Information Line: 1800 500 853

**Carelink:** 1800 052 222

### Libraries

# Organisations must be registered to borrow

### Diversicare

Ph (07) 3846 1099

### Blue Care

Ph (07) 3377 3327

### Queensland Transcultural Mental Health Centre

Ph (07) 3240 2833

### **HACC** Resource Unit

Ph (07) 3350 8653

# Alzheimers Association of Queensland Inc.

Ph (07) 3857 4043

# CORRECTION / ADDITION FORM

Please complete the following page if you are aware of either incorrect details or you know of additional resources that should be included.

Correction
Description of resource
(include whether Person contact, book, tool, video, article, course)
Fax Attention: Margaret Hess Diversicare Fax: (07) 3846 1107

Thank you for your assistance in keeping this document current.

49 – 51 Thomas Street West End Q 4101 PO Box 5199 West End Q 4101 Ph 07 3846 1099 Fax 3846 1107

