

CULTURAL COMPETENCY AND DIVERSITY PLAN

The purpose of the plan is to develop the capacity of the organization and its employees to effectively and respectfully interact with individuals served, families and caregivers, co-workers and other stakeholders from a wide range of cultures and backgrounds.

Policy

It is our policy to effectively provide services regardless of culture, age, race, gender, sexual orientation, socio economic status, language, ethnic background, spiritual beliefs and religion in a manner that recognizes, values, affirms, and respects the worth of each individual. U.V.A.H. adheres to the Equal Employment Opportunity Policy and non-discrimination practices. U.V.A.H.'s Philosophy Statement and Code of Ethics foster an atmosphere of respect and dignity for employees, persons served and our community.

U.V.A.H. recognizes that cultural competency is an ongoing learning process. We conduct periodic assessments of the diversity of people served, employees, stakeholders and the community in which we provide services to ensure staff training and organizational practices enhance cultural competency. The plan is reviewed annually and updated as needed.

Assessment Process

- Conduct cultural diversity and competency self- assessment of employees
- Review client characteristics
- Review identified cultural considerations of persons served
- Review community demographics

- Update organizational policies, procedures and services to align with assessment information
- Update staff training to meet identified needs
- Update cultural competency and diversity plan

Staff Training

Training of employees to increase their knowledge and ability to recognize, value, affirm and respect the cultural diversity of each individual and family member is essential to protect and promote the dignity of each person.

The key components of the training plan are:

- Develop employee awareness of internal biases and reactions to people of different cultures and backgrounds
- Conduct employee training that has participants carefully examine their own beliefs and values about cultural differences
- Increase employee knowledge of cultural differences
- Develop effective and respectful employee verbal and non-verbal communication skills

GOAL	PERSON RESPONSIBLE	TARGET DATE
Conduct cultural diversity and competency self-assessment of employees	Program Directors	5/30/17
Review client characteristics Review identified cultural considerations of persons served Review community demographics Review staff demographics	Program Directors Executive Director Business Office Manager	6/30/17
Update staff training to meet identified needs	RAP Program Director	8/30/17
Update organizational policies, procedures and services to align with assessment information	Executive Director	9/30/17

4/21/17

The key elements of our diversity plan are intended to facilitate the ability of employees to:

- Utilize appropriate resources to ensure linguistic needs of the person supported and family are met.
- Assess persons served preferences and consult their circle of support to match activities, staff, and implementations of services consistent with their beliefs and values.
- Utilize culture-specific information provided in training and/or employee orientation to assist in identifying and determining the cause of culture-based issues and miscommunication and to resolve them.

U.V.A.H. ensures non-discriminatory and respectful services to persons served by employing both internal and external cultural competency practices. Ongoing improvement and widespread dissemination of these efforts evidences U.V.A.H.'s commitment to culturally appropriate services and care.

All employees, clients, families and stakeholders have access to the U.V.A.H. Cultural Competency and Diversity Plan, as the essential plan elements are included in employee materials and on our website at www.uvah.org. It is also available separately upon request.

Internal Cultural Competency and Diversity Practices

U.V.A.H. seeks staff members that are committed to their community, represent a variety of cultural backgrounds, and are capable of communicating in cross-cultural situations. Discrimination is not tolerated and employees will conduct services in a manner that recognizes, values, affirms, promotes, and respects the cultural diversity of the individual and protects and preserves the dignity of each person.

When necessary and requested, translation services to recipients will be provided. The interpreter will assist with translating any intake, treatment plans, evaluation, or other documents shared with families or stakeholders. If a client is in need of interpretive services U.V.A.H. makes arrangements for these services. If a client is bilingual, U.V.A.H. has a professional who will assist with interpretations. U.V.A.H. has staff and interpreters we can contact to assist persons who are speech and or hearing impaired. The contact information is listed with the Administrative Manager.

U.V.A.H. provides comprehensive, behavioral and theoretical based cultural competency training via the College of Direct Support, and then annually thereafter.

Characteristics of the training include:

- Acceptance and respect for differences.
- Careful attention to dynamics of difference.
- Continuous expansion of cultural knowledge and resources.

Training is based upon the following learning techniques:

- Assessment and awareness of personal biases, values and expectations.
- Content on general culture-specific attributes (family structures, language use for various groups, and clients with a wide variety of physical and linguistic disabilities).

The National Center for Cultural Competence (NCCC) maintains a database of a wide range of resources on cultural and linguistic competence (e.g. demographic information, policies, practices, articles, books, research initiatives and findings, curricula, multimedia materials and websites, etc.) The NCCC uses specific review criteria for the inclusion of these resources. As part of the NCCC's web-based technical assistance, a selection searchable bibliography of these resources is made available online. Online resource database to be used for self-study:

<https://www4.georgetown.edu/research/gucchd/nccc/app/resources/index.cfm>

External Cultural Competency Practices

Employees are notified of their responsibilities pertaining to delivering culturally competent care and may obtain a copy of the Cultural Competency and Diversity Plan on the website: www.uvah.org.

U.V.A.H. will provide an interpreter as necessary to ensure effective communication. Interpreters will be available when technical, medical, or service plan information is to be discussed or when use of a family member or support provider is inappropriate.

U.V.A.H. utilizes and has relationships with a wide variety of traditional and non-traditional organizations to enhance service delivery. These include:

- Redwood Coast Regional Center
- Ukiah Unified School District
- Adult Protective Services
- Dept. of Rehabilitation
- Mendocino Probation Department
- Mendocino Special Olympics

- Ukiah Rotary
- Kiwanis Club of Ukiah
- Mendocino Works