

## Cultural Competency and Diversity Plan

### Introduction:

Cultural competency is a set of congruent behaviours, attitudes, and policies that come together in a system, agency or among professionals and enables that system, agency or those professionals to work effectively in cross-cultural situations.

### Cultural Competency as defined by CARF:

*“Cultural competency is an organization’s ability to recognize, respect and address the unique needs, worth, thoughts, communications, actions, customs, beliefs and values that reflect an individual’s racial, ethnic, religious, and/or social groups or sexual orientation.”*

### Purpose:

To establish strategies and objectives needed to be a culturally competent non-profit organization that treats all people with:

- dignity,
- respect,
- sensitivity

as evidenced by:

- the physical environment;
- communication;
- staff knowledge, skills and abilities

### Review and Communication:

The Cultural Competency and Diversity Plan will be:

- Shared with stakeholders via employee orientations and Society website
- Reviewed and revised (as necessary) on an annual basis by The Continuous Quality Improvement Committee

Objective	Strategy
The service and supports provided by ConneXions will reflect and celebrate the culture and diversity of each individual	Information on ethnicity will be gathered at intake and documented via ShareVision
	Person Centered Plan process follows a holistic approach (inclusive of Culture, Age, Gender, Sexual Orientation, Spiritual Beliefs, Socioeconomic Status and Language)
	ConneXions Mission, Vision, Policies , Best Practice Standards, Code of Ethics, and Our Values, Beliefs and Future Directions promote understanding, acceptance and inclusion
	Communication with individuals and families will be reflective of their diverse needs (e.g. plain language, access to translation or interpretation services)
	Provide opportunities for individuals to have choices (e.g. food, activities, clothing, social networks, music)
ConneXions employees, contractors and volunteers reflect the diverse population of the community	Hiring practices and policies are reflective of an inclusive environment
Employees, contractors and volunteers are supported to celebrate their individual culture and diversity	Maintain an employment culture within the Society of openness, inclusion and respect
	The collective agreement, society policies, employee education and practices are reflective of an inclusive environment (e.g. opportunities to share and celebrate diversity, no mandatory retirement age, opportunities for employees to attend religious or cultural activities)