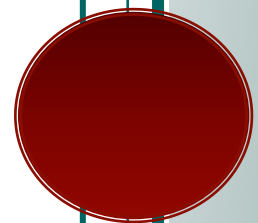




inclusion POWELL RIVER SOCIETY
"fostering a safe, inclusive community where everyone belongs and lives a good life"

inclusion Powell River Cultural Competency and Diversity Plan 2016-17



Cultural Competency and Diversity Plan 2016-17

OVERVIEW:

Inclusion Powell River is always seeking to improve the quality of life for all staff, persons served, their families, and the citizens of Powell River and the surrounding area. Our focus on cultural competency and diversity will enable us to improve our ability to provide culturally sensitive services to the individuals we serve. The plan will be updated annually.

We expect to achieve this goal by increasing the cultural competency of our employees and increase our employees' acceptance of diversity in our workplaces. Ensuring that our human resources practices are designed to encourage a diverse workforce, further contributing to a workplace that embraces all, resulting in increased organizational capacity to interact positively with others who are different than ourselves. Embracing diversity in the workplace will contribute to a more innovative, tolerant and accepting environment where decisions can be made with the needs of a diverse workforce in mind including culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language.

DEFINITION: Cultural competence refers to an ability to interact effectively with people of different cultures.

Cultural competence comprises four components:

- Awareness of one's own cultural worldview,
- Attitude towards cultural differences,
- Knowledge of different cultural practices and worldviews, and
- Cross-cultural skills. Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures

STATEMENT OF DIVERSITY:

Powell River Association for Community Living acknowledges and respects the value of a diverse community. This recognition includes culture, gender, age, disabilities, sexual orientation, spiritual beliefs, socio-economic status and language. Our mandate is to maintain an environment that is supportive of these elements by promoting inclusion within the organization and the communities we serve.

We commit to:

- Providing services that are respectful of the persons served.
- Promoting awareness of the value of a diverse community
- Creating a worksite that is respectful of individual differences
- Reflecting the diversity of our community, specifically of the people that we serve, throughout the organization. This includes staff, volunteers and members of the Board of Directors.

Cultural Competency and Diversity Plan 2016-17

- Supervisors support ongoing and open discussions regarding cultural differences and diversity at staff meetings which are documented in staff meeting minutes and/or supervision notes.
- Supervisors mentor line workers to develop goals, activities and personal networks that reflect the cultural origins and interests of the persons served. Client's goals will be respectful of their cultural origins and of the cultural diversity of the community.

CONTINUOUS IMPROVEMENT:

As we continue to develop and improve our Cultural Competency and Diversity Plan, we will make sure that the following are always incorporated:

- assistance of individuals from a culturally diverse group and/or recognized professionals who have cultural expertise,
- principles of non-discrimination,
- review and comparison of demographics to inform our decision making of where to focus improvements, and
- Feedback from persons served, volunteers and employees through surveys and the complaint process.

CONCLUSION:

The goal of this Cultural Diversity Plan is to raise the consciousness of the organization and increase our cultural competence, and create a process where diversity is recognized as an important value that will be given ongoing attention. We believe it is important that there is open dialogue, information available and input from all staff and persons served in order to maintain a positive workplace, free from discrimination and that is culturally aware and sensitive. This will guarantee that the people we serve are treated with dignity and respect.

Cultural Competency and Diversity Plan 2016-17

ORGANIZATIONAL VALUES

GOAL	INDICATORS	ACTIVITIES	TIMELINE	WHO'S RESPONSIBLE	STATUS
Individual differences are recognized in Person Centered Plans created for the individuals we support.	Person Centered Plans formally address and document cultural variables inclusive of Culture, Age, Gender, Sexual Orientation, Spiritual beliefs, Socioeconomic status, and Language	Cultural issues are routinely addressed in the ISP, assessments and other services delivery, with treatment amended as needed	Ongoing as needed	Program Directors/ Managers/Coordinators	
Worksites are free of harassment and discrimination.	No complaints.	Investigate all complaints.	Annual review of staff education needed.	COO and Program Directors	

GOAL	INDICATORS	ACTIVITIES	TIMELINE	WHO'S RESPONSIBLE	STATUS
To provide Respectful Workplace Training to all staff.	Staff participate in discussion and training in area of diversity	Respectful Workplace Training took place on Dec. /16 Scheduled for Jan. 26, 2017 and again in April 2017	Annual	COO and Management Team	
To offer opportunities to the people we serve to learn about a diverse community	Employees take clients to a diverse no. of community events	Supervisors to encourage staff to take clients to the annual Cultural Diversity Festival.	Dec 31, 2017	Program Directors/ Managers/ Coordinators	
To continually improve and update the employee training content for cultural competency	Evidence of cultural competency training in the training plan	Mandatory training is provided.	April 2017	COO	
Success of the cultural competency training program	Assessment of effectiveness of Cultural Competency training content based on reduction in number of complaints.		Dec 2017	Program Directors/ Managers/Coordinators; Human Resources	

Cultural Competency and Diversity Plan 2016-17

COMMUNICATION

GOAL	INDICATORS	ACTIVITIES	TIMELINE	WHO'S RESPONSIBLE	STATUS
All communication is respectful of everyone we interact with.	Reduction in complaints	Review complaints	November 2017	COO	
To improve communication with employees who have limited English proficiency	Increase in no. of employees with diverse backgrounds working for inclusion Powell River	Employee orientation	As needed	COO together with Program Directors/Managers/Coordinators	