



Kootenay Society for Community Living

Cultural Competency and Diversity Plan 2019

Cultural competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency or among professionals and enable that system, agency or those professions to work effectively in cross-**cultural** situations.



Kootenay Society for Community Living (KSCL) strives to improve upon the quality of life for all staff, persons served, their families/caregivers, and community members. Our aim is to provide culturally sensitive services to the people we serve by developing a plan that recognizes diversity and is culturally competent. This plan will be reviewed biannually and updated annually.

In 2019, the Kootenay Society for Community Living (KSCL) will continue to work on the goal of increasing the cultural competency of our society by appreciating and celebrating diversity. Embracing diversity will contribute to a more innovative, tolerant and accepting environment where decisions can be made with the needs of all KSCL stakeholders in mind, including culture, age, gender, sexual orientation, gender identity, race, spiritual beliefs, socioeconomic status and language.

We will begin this process by looking at the diversity of our communities, internal and external stakeholders and potential changes in demographics to be proactive in education, training and service delivery. We will look at our recruitment efforts for employees, modifications of educational materials for person served and family/support systems, support for training and education of personnel, or incorporation of spiritual beliefs into service delivery options in order to meet four components of cultural competency:

- Awareness of one's own cultural worldview

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

KSCL recognizes and respects the value of a diverse community including culture, gender, age, disabilities, sexual orientation, gender identity, race, spiritual beliefs, socio-economic status and language. We are committed to:

- Providing respectful service delivery to the people we serve.
- Encouraging and promoting an appreciation for a diverse community.
- Maintaining a respectful and tolerant working environment for all.
- Modeling the diversity of our community, especially regarding staffing, volunteers, practicum students and the Board of Directors.

The following pages outline goals and opportunities that KSCL can address cultural competency and diversity, as well as to make continuous improvements upon our plan:

PERSON SERVED

Goal	Indicators	Activities	Timeline	Who's Responsible	Status
Individual differences are recognized in person centred planning	ISP's formally address and document cultural variables inclusive of culture, age, gender, sexual orientation, gender identity, race, spiritual beliefs, socioeconomic status, and language	Cultural differences and preferences are identified during intake or throughout service delivery. All efforts are made to support these preferences	At intake, during ISP's and ongoing	Program Coordinators/ SRCWs	
Seek out opportunities for people to learn about our diverse community	Social and recreational plans will include activities that bring awareness to culture, age, gender, sexual orientation, gender identity, race, spiritual beliefs, socioeconomic status and language.	1. Participate in Community events or community groups that increase cultural awareness 2. Plan celebrations related to different cultures and diverse perspectives	ongoing	All KSCL staff	

PERSONNEL

Goal	Indicators	Activities	Timeline	Who's Responsible	Status
Worksites are free of harassment and discrimination	No complaints	Investigate all complaints and address concerns accordingly.	ongoing	Human Relations Coordinator/Executive Director	
To provide respectful workplace orientation to all staff upon hire	All new hires will review KSCL's Cultural Competency and Diversity Plan during orientation.	Opportunity to provide Diversity Training through Open Future Learning to those who could benefit.	As needed	Human Relations Coordinator/Program Coordinators	
To increase communication with employees who have limited English proficiency	Increase in number of employees with diverse backgrounds working for Kootenay Society for Community Living	Employee interview and orientation	As needed	Executive Director, HR Coordinator and Program Coordinators	
Create worksites where diverse perspectives are valued.	Functioning Teams that focus on appreciation each members contribution.	Team building exercises.	As needed	HR Coordinator, Program Coordinators	

STAKEHOLDERS

Goal	Indicators	Activities	Timeline	Who's Responsible	Status
All communication is respectful of everyone we interact with.	Reduction in complaints.	Review Complaints	January 2019	Executive Director	

In order to ensure our Cultural Competency and Diversity Plan continuously evolves; KSCL will always support and encourage:

- Open discussions regarding cultural differences and diversity at staff meetings. Cultural Competency and Diversity is a category on staff meeting agendas and discussions that are had are documented in staff meeting minutes.
- The development of goals for person's served that reflect their cultural origin, gender, age, ability, sexual orientation, gender identity, race, spiritual beliefs, socio-economic status and language.
- Feedback from all KSCL stakeholders through surveys and the complaint process.
- A plan to review a revise this plan on a bi-annual basis through feedback from site Senior Residential Care Workers, Human Relations Coordinator, Program Coordinators and the Executive Director.
- Transparency of this plan by providing a copy on the KSCL website.