



# Kootenay Society for Community Living

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## Cultural Competency, Diversity and Inclusion Plan 2024

**Cultural competency** 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. **Cultural competence** is the ability to understand, communicate with and effectively interact with people across **cultures**. **Cultural competence** encompasses, being aware of one's own world view, developing positive attitudes towards **cultural** differences, gaining knowledge of different **cultural** practices and world views. KSCL's Cultural Competency Diversity and Inclusion Plan outlines the behaviours, attitudes and policies that allow us 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, inclusion and is culturally competent. This plan will be reviewed biannually and updated annually.

In 2024, 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 and inclusion. Embracing diversity will contribute to a more innovative and accepting environment where decisions can be made with the needs of all KSCL stakeholders in mind, including culture, age, gender, sexual orientation, 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 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. We are committed to the people we serve by:

- Providing unbiased, respectful, and meaningful service delivery
- Celebrating and honouring the cultural traditions, values, and beliefs.
- Encouraging and promoting an appreciation for a diverse community.
- Maintaining a respectful working environment.
- 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, diversity, and inclusion, 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, 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 Managers/ SRCWs	Ongoing
Seek out opportunities for people to learn	Social and recreational plans will include activities that bring awareness to culture, age, gender, sexual orientation, identity, race,	1. Participate in Community events or community groups that	ongoing	All KSCL staff	Ongoing

about our diverse community	spiritual beliefs, socioeconomic status, and language.	<p>increase cultural awareness</p> <p>2. Plan celebrations related to different cultures and diverse perspectives</p> <p>3. Provide educational opportunities for cultural diversity awareness</p>			
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**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	OH&S Committee, Human Resources Manager/Executive Director	ongoing
To provide respectful workplace	All new hires will review KSCL's Cultural Competency Diversity and Inclusion Plan during orientation.	Opportunity to provide Diversity Training through Open Future Learning	As needed	Human Resources Managers/Program Managers	ongoing

orientation to all staff upon hire					
To ensure a diverse workforce that is reflective of the communities we serve.	Increase in number of employees with diverse backgrounds working for Kootenay Society for Community Living	Employee interview and orientation Training upon hiring and yearly Land acknowledgement is stated at the beginning of all KSCL staff meetings.	ongoing	Executive Director, HR Managers and Program Managers	ongoing
To ensure effective communication with employees from all language and cultural backgrounds	Employees feel supported.	Open door policy and regular check ins.	As needed.	All KSCL employees	ongoing
Create worksites where diverse perspectives are valued.	Functioning Teams that focus on appreciation each members contribution.	all teams to review CLBC's New Cultural Safety Guide for Service Providers, staff	As needed	HR Managers, Program Managers	ongoing

		appreciation system is discussed and implemented at each site, team building exercises are implemented.			
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**STAKEHOLDERS**

<b>Goal</b>	<b>Indicators</b>	<b>Activities</b>	<b>Timeline</b>	<b>Who's Responsible</b>	<b>Status</b>
All communication is respectful and professional.	Reduction in complaints.	Review Complaints	2023	Executive Director	Complete. There were 0 complaints in 2023 related to Cultural competency

To ensure our Cultural Competency, Diversity, and Inclusion Plan continuously evolves; KSCL will always support and encourage:

- Open discussions regarding cultural differences and diversity at staff meetings. Cultural Competency, Diversity and Inclusion is a category on staff meeting agendas and discussions that are had are documented in staff meeting minutes.
- The development of goals for persons served that reflect their cultural origin, gender, age, ability, sexual orientation, 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 Resources Managers, Program Managers, and the Executive Director.
- Transparency of this plan by providing a copy on the KSCL website and Sharevision.