



POLICY: CULTURAL COMPETENCY AND DIVERSITY	
Section: Governance, PR, and Planning	Applies to: Entire Organization
Date: 6/2015 5/17/18 Reviewed	

PHILOSOPHY, PURPOSE OR STATEMENT ON INTENT

It is the intent of CCAR Industries that its employees behave in a manner representative of its ethical and/or moral commitment to provide quality services to its consumers and their families.

POLICY

It is the policy of CCAR Industries to maintain a written Cultural Competency and Diversity Plan that describes how the linguistic and cultural needs of our consumers are met. It is our policy to effectively provide services to consumers, personnel and other stakeholders of all cultures, age, races, gender, sexual orientation, socio-economic status, languages, ethnic backgrounds, spiritual beliefs and religions in a manner that recognizes, values, affirms, and respects the worth of the individuals and protects and preserves the dignity of each person. CCAR Industries understands that improving Cultural Competency is a process involving sustained effort over time. CCAR Industries adheres to the equal employment opportunity policy and non discrimination practices.

PROCEDURE

A. Self Assessment Template

In 2014 CCAR Industries completed a self assessment template provided by the State. The assessment tool was a four factor analysis for Limited English Proficiency (LEP).

- Factor 1. The number or proportion of eligible LEP customers.
- Factor 2. The frequency of contact with LEP customers.
- Factor 3. The importance or impact of the contact upon the lives of the person (s) served, and
- Factor 4. The resources available to the organization.

After reviewing this data CCAR Industries determined at this time we have been able to meet the LEP needs for consumers and families of our service area with the resources currently in place.

B. Development and Implementation of Cultural competency and Diversity Plan.

Cultural Competency and Diversity Plan

Cultural competence is an integral part of CCAR Industries. Those employed by CCAR Industries who are in direct contact with consumers and families will demonstrate the following:

- Recognize, value, affirm and respect the worth of each individual consumer and family and protect and preserve the dignity of each.
- Assess consumer and family linguistics needs in order to match families with appropriate community based resources.
- Utilize appropriate resources to ensure linguistic needs of the consumer and family are met.
- 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.

CCAR Industries ensures non-discriminatory and respectful services to consumers and families by utilizing both internal and external cultural competency practices. These include but are not limited to online training provided through Relias. Ongoing improvement and widespread dissemination of these efforts evidences CCAR Industries commitment to the provision of culturally appropriate services and care, as it accommodates, facilitates and assists CCAR Industries with a wide variety of disabilities.

All employees, recipients, and families have access to the CCAR Industries Cultural Competency and Diversity Plan, as the essential plan elements are included in employee materials and on our website at www.ccarindustries.org. It is also available separately upon request.

Internal/External Cultural Competency and Diversity Practices

CCAR Industries staff members are committed to their community, make every effort to ensure a representation of a variety of cultural backgrounds. Discrimination is not tolerated and employees will conduct services in a manner that recognizes, values, affirms and respects the worth of the individual and protects and preserves the dignity of each person.

When necessary and requested, translation services to consumers will be provided. The interpreter will assist with translating any intake, treatment plans, evaluation, or other documents shared with family. If a consumer is in need of interpretive services that CCAR Industries can provide internally then an outside service will be contacted and arrangements made to provide the needed service. Resources available are through the Department of Rehabilitation Services, Prairieland Service Coordination and Child and Family Connections. In addition, there is a language and communication services available 24/7 at <https://languagelive.com>.

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.ccarindustries.org or from the Human Resources Department.

CCAR Industries will provide initial training for employees which include the following characteristics:

- Acceptance and Respect for Differences
- Careful Attention to Dynamics of Differences
- Continuous Expansion of Cultural Knowledge and Resources
- Cultural Diversity Training Available through Relias Online Training

Additional training will be provided as needs are identified. CCAR Industries is committed to utilizing information all gathered that is relevant to cultural competency and diversity plan for the purpose of organizational responsiveness to the changing needs and expectations of the consumers and our stakeholders, in conjunction with changing business needs of our organization

This will be reviewed annually for relevancy and updated as needed.