



# Alberta Professional Services' Cultural Competency & Diversity 2016-2019 Plan

Goal	Indicators	Activities	Timeline
<b>COMMUNICATION</b>			
<b>To continue to advocate for our clients within the macro system/ community at large, including relationships with nontraditional and other organizations with ties to the community, to ensure that clients' cultural &amp; linguistic needs are met, their benefits are maintained and APS has effectively collaborated with other providers.</b>	Positive client outcomes	Clients' needs will be met through effective case management and service provision. APS will act as an advocate for our clients' funding and provision of quality services within the community and at the state level. A list of traditional and nontraditional community resources is available on our website.	On-going
<b>APS provides information to clients and staff about translation /interpreter services and other providers who specialize in various languages in the communities that we provide services to.</b>	Increase staff competency on community resources or translation services	Provide the list of translation/interpreter companies and other providers to clients with these needs and staff personally and on the APS website.	On-going
<b>INFRASTRUCTURE</b>			
<b>APS' policy infrastructure holds cultural competency &amp; diversity as a core value as well as promotes a culturally respectful environment.</b>	Cultural competency advancements are sustained throughout the agency and is evident in agency brochures, policies, mission statement, and agency core values. Increased use of disability language and pictures on client handbook.	Policy & Procedures will be reviewed annually and updated, as needed, to reflect these core values.	On-going

<b>Cultural competency will be an on-going element of APS' CQI process and self-evaluation.</b>	Stakeholders, clients, and staff report positively about the agency's cultural competency.	APS' Cultural Competency Plan is reviewed annually and updated as needed	Reviewed at least annually for relevance and updated as needed <i>CARF Standard 2013, 2016 BH 1.A.5</i>
<b>POLCIES, PROCEDURES, AND PRACTICES</b>			
<b>APS has ratified policies in the areas of multiculturalism, anti-racism, anti-stigma, ethnic intimidation; anti-harassment; employment equity; service equity and access</b>	Staff are knowledgeable of these policies and the rights of the clients they serve in relation to harassment and discrimination.	These areas are discussed in the 2:01 Equal Employment Opportunities Policy, 5.6 Staff Conduct Policy, and the 6:02 Harassment Policy. These policies are reviewed with staff during orientation and supervision, as needed.	On-going
<b>ORGANIZATIONAL COMPOSITION AND CLIMATE</b>			
<b>APS is reflective of the community at large or the geographic community receiving services.</b>	Having diverse employees that are representative of the community at large and client's cultural and linguistic needs are being met.	Review the state's demographic information as well as our regional community and compare with current client and employee demographics.	On-going
<b>APS provides a welcoming environment for people with disabilities, LGBTQ community, different ethnic, racial, &amp; economic backgrounds, or different religious beliefs.</b>	Having the lobby welcoming when entering the facility as well as having resources available to individuals based on their needs.	Provide resources online such as referral information and in the facility as brochures, diverse magazines, and other printed materials.	On-going
<b>APS has established professional yet informal relationships with the workforce, clients, community at large or the geographic community receiving services to create a rapport that builds trust and acceptance in the service delivery system.</b>	APS staff and clients will use our website to become informed and as an on-going resource.	We use APS's blog and social media accounts (Facebook and Twitter) to communicate information and celebrate cultural diversity and practices.	On-going

**PROGRAMS & SERVICES**

<p><b>Clients’ diverse backgrounds and cultures will be taken into account when writing person centered plans, individual service plans, treatment goals, and providing services.</b></p>	<p>Services will be integrated across client’s continuum of care. A review of client’s ISP/PCP will address cultural issues if applicable</p>	<p>Service documentation will be reflective of the client’s diversity and have action plans to address any disparities this client may face when accessing and utilizing services. Clients will have voice in their treatment planning. <i>CARF Standards 2013, 2016 BH 1.K.2 e</i></p>	<p>On-going</p>
<p><b>Clients are encouraged to be culturally expressive and their diversity will be celebrated.</b></p>	<p>Positive client outcomes and increased awareness for the entire program</p>	<p>In the group homes, client’s culture and customs related to food, spiritual practices, and other activities are incorporated as much as possible into the daily life of that client, promoting a culturally competent homelike environment. Allowing clients to be themselves in their own homes.</p> <p>Program directors will be responsible for ensuring that program staff and peers (when appropriate) have awareness and sensitivity to issues of diversity, as they arise within the program setting. <i>CARF Standards 2016 BH 2.A.23.c, 2.A.22.a, 2.A.18</i></p>	<p>Reviewed when new clients are admitted and on-going.</p>

<b>SKILLS &amp; TRAINING</b>			
<p><b>Staff will increase their awareness, sensitivity, and competency regarding issues of culture and diversity</b></p>	<p>Staff will maintain and be active participants in cultural competency trainings. They will be able to discuss what has resulted from the knowledge gained.</p>	<p>Continuing professional development and clinical supervision to foster the necessary skill set to promote a cultural competent practice</p>	<p>On-going</p>
<p><b>Presence of overall investment in cultural competency inclusive of culture, ethnic heritage, age, gender, gender expression, sexual orientation, spiritual beliefs, socioeconomic status, &amp; language. CARF Standard 2013, 2016 BH 1.A.5.b.(1-7)</b></p>	<p>Written policies, brochures, website, and social media will be reflective of a culturally competent environment.</p>	<p>Communication to staff about cultural competency and diversity awareness such as beliefs, holidays, dietary regulations, preferences on clothing, attitudes toward impairments, and languages through APS's blog and social media.  <b>a)</b> Staff will complete online CDS training on cultural competency during orientation.  <b>b)</b> Staff will have on-going opportunities to increase cultural competency through in-service trainings, MCO trainings, and community trainings.</p>	<p><b>a)</b> New staff Orientation, within 90 days of hire  <b>b)</b> As needed</p> <p><i>CARF Standard 2016 BH 1.I.5.b.(4)</i></p>
<b>PERSONNEL PRACTICES</b>			
<p><b>APS will strive to recruit and retain persons who are representative of/and/or knowledgeable about the specific cultures the agency serves for all position levels. CARF Standards 2013 BH 1.A.3 a-c, &amp; 1.I.5 a-d</b></p>	<p>Cultural competent services will be provided to our clients at all levels of the agency, including executive leadership, management, direct service, and support services.</p>	<p>APS will ensure that announcements and recruitment for employment opportunities are disseminated to culturally diverse groups, through community partners, religious gathering places, social media and current employees "word of mouth."</p>	<p>On-going</p>