

<b>WOODLAND CENTERS, INC. Policy Manual</b>	<b>APPROVED:</b>  <b>CONCURRED:</b>	<b>POLICY NO: WCI-G-111</b> <b>EFFECTIVE DATE: 09/2007</b> <b>REVISION DATE: 09/2007</b> <b>Page: 1 of 2</b>
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- I. SUBJECT: CULTURAL COMPETENCE AND DIVERSITY PLAN
- II. APPLICABILITY: All staff, including independent contractors and students, are responsible for the ongoing development of cultural competence and respect for cultural diversity.
- III. POLICY: Woodland Centers, Inc. defines cultural competence as “the process in which the healthcare provider continuously strives to achieve the ability to work within the cultural context of the client (individual, family, or community). This process includes delivering services that are available, accessible, affordable, and appropriate to the populations in the agency’s service area.” (Campinha-Bacote, J., *The Process of Cultural Competence in the Delivery of Healthcare Services: A Culturally Competent Model of Care*, 1998.)

To that end, WCI has developed this Cultural Competence and Diversity Plan that includes the following policies:

- o WCI-G-104 Code of Ethics
- o WCI-P-305 Employment Practices
- o WCI-P-321 Training and Development
- o WCI-P-324 Discrimination
- o WCI-P-332 Sexual Harassment
- o WCI-C-410 Accessibility, Availability, Appropriateness, and Acceptability of Services

- IV. PROCEDURES:
  - A. In addition to these policies, WCI will:
    - o Actively seek to recruit Board members who are representative of the specific cultures and populations served, including members who have experienced mental illness personally or who are family members of a person with mental illness.
    - o Actively seek to recruit staff members in leadership, management, direct service, and support positions who are representative of the specific cultures and populations served.
    - o Provide annual staff training on topics related to cultural competence and diversity.
    - o Conduct or participate in public education and other activities that promote the elimination of discrimination and stigma for persons served.

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- Conduct services to clients in a setting that promotes comfort, trust, and familiarity in the context of cultures served.
- B. The dominant culture in the region served by WCI has its roots in rural Appalachia. The percentage of other ethnic or racial groups in this area is very small. However, WCI will endeavor to:
- Identify populations served outside the dominant culture including children, adolescents, and the elderly.
  - Educate staff on cultural sensitivity and competence with regard to serving those populations.
  - Seek feedback from clients on their perceptions of the degree of respect and understanding demonstrated for their cultural differences, needs, and preferences.
- C. The objective of this plan is to integrate cultural competency at all levels of the agency as evidenced by the attached *Standards for Cultural Competence*. This plan is not intended to be an isolated guideline for staff. Cultural competency must be manifested in each area of the organizational process including service delivery, business operations, and recruitment. Promoting competency and valuing cultural differences is an ongoing process of education and awareness.
- V. Characteristics of Persons Served, Staff, and Board Members – See attached tables.

Presented to and Approved by the Board of Trustees:

\_\_\_\_\_ Date: \_\_\_\_\_  
Board Chair

\_\_\_\_\_ Date: \_\_\_\_\_  
Executive Director