



Our Mission is to assist the Developmentally Disabled and the Elderly Disabled to achieve community inclusion that enhances personal potential, employment opportunities, and / or

## Cultural Competency, Diversity, & Inclusion Plan

### I. Plan: Policy:

It is the policy of Arkay Inc. to address the treatment and psychosocial needs of consumers effectively and efficiently, families, personnel, & other stakeholders with diverse values, beliefs, and sexual orientations, in addition to backgrounds that vary by race, ethnicity, religion, abilities, and language.

Arkay respects the diversity of all individuals with whom the organization interacts with: persons served, personnel, families/caregivers, and any & all stakeholders. Arkay values diversity in persons served, employees, families, and other stakeholders. Arkay seeks to fully serve the community and the diversity it represents. Arkay will incorporate cultural diversity through accommodations, training, and collaboration with other agencies / groups. It is the goal of Arkay to serve all people with the understanding of their own uniqueness, history, background, experiences, and culture.

Arkay will obtain accurate and updated information regarding the population it serves and the community through official census data, surveys, and other sources. Arkay documents the unique needs, requests, information, and accommodations listed below. This documentation can be found in individual support plans, employment requests or other means obtained (surveys, direct communication, suggestion box, etc.).

**Culture** – Arkay considers each person’s cultural background and recognizes the values and obstacles it may present. It is the goal to incorporate cultural values and differences respectfully in all aspects of the agency.

**Age** – Arkay hires people of all ages and seeks input from stakeholders of all ages. The agency considers the generational background of everyone as a part of developing their person-centered plan and support needs.

**Gender** – Arkay provides services and employment based on need and qualifications, without regard to gender. Gender includes both gender identity and gender expression.

**Sexual Orientation / Identification** – Arkay provides service coordination to and employs all individuals without consideration to their sexual orientation or identification. The agency respects the individual’s right to privacy and their ability to express themselves in a manner of their choosing.

**Spiritual Beliefs** – Arkay recognizes the right for all people to practice their faith or spiritual beliefs. The agency makes every effort to ensure that services, employment, and input received are accommodated regarding the person’s beliefs, practices, and traditions.

**Socioeconomic Status** – Arkay serves a community with a vast variety of household incomes and economic status. It is the value of the agency to support all people with developmental disabilities and their family members.

**Language** – Arkay provides language accommodation (as available). The agency will always make a good-faith effort to accommodate a person’s language needs. Interpreters, translators, and documents in the language spoken/understood are such options the agency would utilize.

Arkay responds to cultural competency & diversity through its ongoing training of personnel which enhances one’s knowledge, skills, and behaviors. This enables personnel to be effective in working cross culturally by understanding, appreciating, & respecting differences and similarities in beliefs, values, & practices within & between cultures. This is an ongoing learning process that fosters inclusion, tolerance, & respect for diversity in all forms.

This is accomplished by Arkay staff, board members and network providers understanding that cultural competence goes beyond race or language identifiers. Cultural competence encompasses understanding one’s own culture and that there are diversities within each culture. In compliance with its Cultural Competency and Diversity Plan, Arkay shall:

- Maintain a respectful service delivery network, free of offensive practices and conditions.
- Recognize everyone’s unique value, contribution, and potential.
- Develop approaches/programs/services to meet identified needs of a culturally diverse population; and
- Orient/train Arkay staff in the cultural diversity of its service population.
- Identify cultural and language needs of the community through annual needs/gaps assessment to ensure that culturally diverse multi-lingual persons have access to services as needed.
- Recruit staff to address service gaps/needs; to ensure the workforce reflects the diversity of the community it serves.
- Provide cultural awareness training for all Arkay staff at orientation and as a part of the annual appraisal evaluation for existing staff.
- Expand and promote cultural diversity activities to increase awareness in serving the growing, culturally diverse population.
- Research availability of emerging and effective Best Practice Standards for culturally diverse populations and communicate findings to staff via training or quarterly meetings.
- Ensure that cultural competency is embedded in Systems of Care and Person-Centered Planning processes.
- Encourage other network of providers to identify resources for cultural engagement and interaction within their communities.

## **II. Definitions:**

1. Diversity is the range of human differences, including but not limited to race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability, or attributes, religious or ethical values system, national origin, and political beliefs. Diversity is composed of differing elements & variety; especially the inclusion of different types of people in an organization with programs intended to promote diversity. Diversity of thought allows the fact that there are many different ideas or opinions about something.
2. Inclusion is involvement and empowerment, where the inherent worth and dignity of all people are recognized. An inclusive university promotes and sustains a sense of belonging; it values and practices respect for the talents, beliefs, backgrounds, and ways of living of its members.
3. Equity refers to fair and just practices that ensure access, resources, and opportunities are provided for all to succeed and grow.

4. Cultural Competency is the ongoing process by which individuals and systems respond respectfully and effectively to all people in a manner that recognizes, affirms, and values the worth of individuals, families, and communities and protects and preserves the dignity of each.

Belonging is feeling valued, respected, supported, and empowered in your professional, educational, and personal endeavors.

### **III. Plan: Procedures:**

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

1. Recognize value, affirm, and respect the worth of each individual recipient and family and protect and preserve the dignity of each.
2. Utilize appropriate resources to ensure linguistic needs of the recipient and family are met.
3. Assess recipient and family acculturation to aid in matching families with appropriate community-based resources.
4. 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.
5. Arkay ensures non-discriminatory and respectful services to recipients and families by employing both internal and external cultural competency practices. Ongoing improvement and widespread dissemination of these efforts evidence Arkay's commitment to the provision of culturally appropriate services and care.
6. All employees, recipients, and families have access to the Arkay Cultural Competency, Diversity & Inclusion Plan, as the essential plan elements are included in employee materials and on our website. It is also available separately upon request.
7. Internal Cultural Competency and Diversity Practices
  - a. Arkay seeks staff members that are committed to their community, represent a variety of cultural backgrounds, and can communicate in cross-cultural situations. 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.
  - b. When necessary and requested, translation services to recipients will be provided. The interpreter will assist with translating any intake, treatment plans, evaluation, or other documents shared with family. If a client needs interpretive services, Arkay calls on staff that are trained in these services. If a client is bilingual, Arkay has a volunteer professional who will assist with interpretations. Arkay has volunteer interpreters we can contact to assist in the areas of speech and hearing impaired.
  - c. Arkay provides cultural competency training and education & employees are notified of their responsibilities pertaining to delivering culturally competent care. A copy of the Cultural Competency Diversity, and Inclusion Plan is on the website: [www.miarkay.org](http://www.miarkay.org)
  - d. Arkay shall promote awareness of cultural differences and concerns, develop knowledge of cultural issues, develop skills to work well with differences, and seek cultural experiences among all levels within Arkay.
  - e. Arkay will incorporate a management strategy to address culturally and linguistically appropriate services, to incorporate community and consumer involvement in the design and execution of service delivery. All hiring and recruitment practices will be implemented in a manner that demonstrates diversity & culturally competent practices.
  - f. Ensure training of all new employees during orientation and annually thereafter for all employees regarding core Cultural Competency, Diversity, and Inclusion Plan (policies and procedures). Cultural competency is more than awareness of diversity. It

is an ability to honor and respect others' beliefs, interpersonal styles, and behaviors that lead to an ability to respond well to the challenges and opportunities of social and cultural diversity.

- g.** Training will also include an overview of the Limited English Proficiency Policy.
- h.** Person-Centered Plans shall be relevant to their culture and life experiences and should show evidence of cultural issues and values.
- i.** Culturally and linguistically competent literature is made available on prevalent psychiatric disorders, medical treatment options, and pharmacological interventions. Oral interpretation services will be available free of charge for material that is unavailable.
- j.** Any person receiving services from Arkay who believes that he or she has been excluded from the participation in, denied the benefits of, or subjected to discrimination under any program or activity may file a Recipient Rights Complaint with the Office of Recipient Rights.
- k.** Outreach efforts to ethnic/racial groups will be made to enhance the awareness of the services available through Arkay. These efforts can include participation in community events, fairs, training and through public speaking at community group meetings.
- l.** Arkay will assure that the physical environment reflects cultural diversity through artwork, photographs, colors, and/or decorations. Notices of interpreter services will be posted in all communal areas.
- m.** Arkay will monitor compliance no less than annually, assessing the current makeup and cultural needs of such persons, whether staff is knowledgeable about the Cultural Competency policies and procedures and how to implement them, and whether sources for arrangements for assistance are still current and available.

#### **IV. Oversight & Review:**

This plan is based on the consideration of the following areas: culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language. It also includes a variety of performance areas including Human Resources, Organizational Values, Governance, Planning and Monitoring, Evaluation, Communication, Staff Development, Organizational Infrastructure, and Services & Interventions.

The Human Resources Officer will monitor the Plan. A Committee that includes a variety of stakeholders (such as: persons served, family members, staff representing all program areas and varied job categories, volunteers, and others) will provide input and oversight. The Board of Directors reviews & approves the plan. A summary of the Plan will be included in the annual report and posted to Arkay's website. Further, Arkay will:

1. Conduct regular evaluations to ensure that hiring and recruitment practices reflect culturally competent practices. Reports given to the CEO and are reflected in the Human Resource tracking system.
2. Ensures all employees receive Cultural Competency & Diversity training upon hire, and annually thereafter. Updates are done monthly & reflected in the Human Resource tracking system.
3. Demonstrate culturally competent practices through outreach efforts and a culturally competent environment.
4. Monitor and assess Cultural Competency & Diversity practices no less than annually. Develop and implement corrective actions when necessary. Report given to the CEO.

**V. References:**

- Limited English Proficiency Policy
- Reasonable Accommodation Policy
- Accessibility Plan

<b>Policy and Procedure: Cultural Competency, Diversity, &amp; Inclusion Plan</b>	
Category: <b>Human Resources</b>	
Section: <b>4000</b>	Document: <b>4930</b>
Original Date of Issue (mo/day/year): <b>07/17/2006</b>	
Revision Dates (mo/day/year): <b>07/31/2012, 6/15/2015, 6/12/17, 6/11/18, 12/15/2023.1/2/2024</b>	
Reviewed on: <b>06/13/2013; 06/10/2014; 06/15/2015; 06/13/2016; 06/12/2017; 06/11/2018,6/11/2019, 6/11/2020, 6/10/2021, 6/10/2022, 6/10.2023, 6/9/2023, 6/9/2023, 12/15/2023. 1/2/2024</b>	
Approved by the Board (mo/day/year): <b>06/30/2011, 1/28/2024</b>	