

CULTURAL COMPETENCY AND DIVERSITY PLAN 2018

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OVERVIEW

At the end of 2017 It's My Life Kamloops Society (IMLKS) provided service to a population of 12 people and their families who display a wide range of diverse characteristics and needs.

IMLKS has values and beliefs that act as a guiding force in all of the services it provides and in the treatment of persons served, their families and support networks, employees,

contractors, and all other stakeholders. We are committed to providing services that meet the unique needs of all people served.

Cultural competency, as relevant to the delivery of services through our organization, is an ongoing process in which the program, its providers, employees and contractors continually improve their understanding of people's needs, abilities and interests pertaining to the provisions of services. While cultural competency might begin with policies, procedures and laws it is only realized through earnest and sincere efforts to interact with respectful professionalism, understanding and acceptance.

All of the services that IMLKS provides are to adults (*19yrs or older*), but once the age criterion is met, persons served will be respectfully and appropriately provided service regardless of their:

- Race
- National or Ethnic Origin
- Colour
- Spiritual Beliefs
- Gender
- Age
- Sexual Orientation
- Marital Status
- Political Beliefs
- Mental or Physical disability
- Socio-Economic Status
- Language (including; use of alternative means of communication and literacy level).

If IMLKS is unable to provide a specialized service or support, we will make a referral to an appropriate organization.

In keeping with the interests of its members and the recognized need for constant improvement, it is the goal of this Cultural Competency and Diversity Plan to:

- Explore and expand upon the successes of IMLKS's previous efforts to provide culturally sensitive and diverse services;
- Strive to ensure our services are sensitive and relevant to the varied cultural and diversity needs presented within our daily operations;
- Ensure organizational competence is meeting relevant cultural and diversity needs including policies, procedures and management practices that are designed to ensure access to culturally appropriate services and related competency or personnel;
- Effectively meet and bridge persons served diversity and cultural needs and help build stronger communities that respect difference;
- Present and discuss IMLKS's goals for 2017 through to 2018;
- Initiate action items and methods of evaluation for the coming year.

We will proceed in our efforts toward cultural competency by;

- Have a defined set of values and principles, and demonstrate behaviours, attitudes, policies and structures that enable them to work effectively cross-culturally.
- Have the capacity to:
 - a. value diversity,
 - b. conduct self-assessment,
 - c. manage the dynamics of difference,
 - d. acquire and institutionalize cultural knowledge and,
 - e. adapt to diversity and the cultural contexts of the communities served.
- Incorporate the above in all aspects by systematically involving persons served, key stakeholders and communities and in administration, practice, service delivery and policymaking.

POLICY

Cultural Competency Policy IMLKS is committed to providing services that are appropriate and accessible to persons served, who encompass a broad range of human differences such as ability, disability, age, educational level, ethnicity, gender, geographic origin, race, religion, sexual orientation, socio-economic class, and values.

Employee Equity Policy

It's My Life Kamloops Society is committed to reflecting the diversity of Kamloops' population throughout the organization and in its workforce. An equitable workplace is best achieved through the promotion of safety, teamwork, staff empowerment, open communication, and by valuing employees as individuals and contributors, in order to attain IMLKS's strategic and program objectives.

IMLKS is committed to employment equity as an ongoing process. IMLKS will endeavor to match the diversity of the current Kamloops demographics in its workforce.

Rights and Responsibilities of People with Disabilities Policy

Employees of It's My Life Kamloops Society are expected to ensure that the above defined rights for Person Served are recognized at all times. Employees of IMLKS are also expected to advocate on behalf of the people we serve to ensure that their fundamental rights are guaranteed in society as a whole

Accessibility Policy

It is the policy and practice of It's My Life Kamloops Society (IMLKS) that all services and activities are accessible to the persons we serve as well as members of the community. No individual with a disability shall, on the basis of such a disability, be subjected to discrimination, be excluded from the participation in or denied the benefits of the services and activities, which IMLKS provides in community.

Code of Ethics Policy

I will recognize and treat each person as an individual.

I recognize that all people are unique. Every individual has gifts and limitations. Each person must be seen and treated as an individual and with respect. I will respect and be sensitive to individual differences and cultural and ethnic diversity. My support will be inclusive and non-discriminatory to the individual regardless of age, race, disability, ethnicity, gender, religion, sexual orientation, marital status, and/or socioeconomic status.

PERSONS SERVED

IMLKS is committed to creating a welcoming and inclusive community for all people it serves. We value and celebrate the diversity found within the persons serves and ensures that the cultural diversity that is, is reflected in all aspects of the service IMLKS provides; regardless of race, ethnic origin, colour, spiritual beliefs, gender, sexual orientation, marital status, political beliefs, mental or physical disability, socio-economic status or language. Diversity awareness and knowledge are demonstrated by the celebration and active acknowledgment of spiritual beliefs and practices, celebration of religious holidays, dietary practices and preferences, clothing such as traditional dress, language and the attitudes towards impairments. IMLKS appreciates and implements the importance of cross-cultural knowledge and education, demonstrating the acceptance of cultural diversity and highlights key values, respect and dignity in all it does.

Our current demographics of persons served based on the 12 people we served at the end of 2016.

Age	Number of Persons Served Receiving Service
19 - 39	5
40 - 59	3
60+	4

Gender	Number of Person Served
Male	5
Female	7

Ethnicity	Number of Person Served
Caucasian	11
First Nations	1
Metis	0
East Indian	0

Religion	Number of Person Served
Christian	2
Baptist	2
Not Identified	8

EMPLOYEES, CONTRACTORS and BOARD of DIRECTORS

IMLKS will strive to attract and maintain a culturally diverse Board of Directors and employee compliment that reflects the diversity of population in our community and of the people we serve (see Employment Equity Policy in Section I. Human Resources). All terms and conditions of IMLKS contracts or employment are made without discrimination related to race, ethnic origin, colour, spiritual beliefs, gender, sexual orientation, marital status, political beliefs, mental or physical disability, socio-economic status or language. Contractor and employment decisions are based solely on the individuals' qualifications, merit and knowledge.

IMLKS encourages employees and contractors to provide feedback on matters related to diversity and cultural competency. Competency based training and education includes understanding and awareness, and an acknowledgment of spiritual beliefs and practices, celebration of religious holidays, dietary practices and preferences, clothing such as traditional dress, language, attitudes toward impairments and the influence of diversity on service delivery and diverse member active involvement in supports offered. All training for an employee or contractor is documented in their personnel file.

Our current demographics of personnel which includes employees, contractors and the Board of Directors, based on 46 people at the end of 2017.

Age	Number of Employees, Contractors and Board of Directors
19 - 39	28
40 - 59	12
60+	6

Gender	Number of Employees, Contractors and Board of Directors
Male	10
Female	36

Ethnicity	Number of Employees, Contractors and Board of Directors
Caucasian	39
First Nations	3
Pilipino	2
East Indian	2

PLAN AND PLAN IMPLEMENTATION

Desired Outcome	Action Required	Person Responsible	Completion Date
All Persons Served feel	Survey's will be developed, handed out and	HR and Service	Annually June

respected, valued and heard.	<p>completed annually by persons served</p> <p>IMLKS encourages all the persons it servers to take external rights training. After completion of the external rights training we have asked the self-advocate(s) holding the workshop to ask participants if they feel respected, valued and heard by their staff. The feedback would then be provided to IMLKS.</p>	<p>Coordinators</p> <p>Self-Advocate(s) providing external rights training.</p>	<p>Annually when the external rights training workshops are held.</p>
All Employees and Contractors and Supported roommates are well versed in the specific needs of the person they are supporting regarding diversity.	<p>IMLKS will provide competency based training and education for employees, contractors and other stakeholders.</p>	<p>HR Coordinator, Services Coordinators, Workshop Facilitators</p>	<p>Upon hire, annually, as needed and when offered.</p>
Employment Equity	<p>IMLKS will circulate external job postings to a multitude of job banks and websites, attended job fairs and other community events in order put the work out to diverse populations.</p> <p>Job descriptions will be reviewed regularly to ensure diversity and cultural competencies are key factors in both the required criteria for staff selection and in the expectations of applicable staff duties and responsibilities.</p> <p>Further develop hiring strategies and create a training and education plan to ensure the hiring of competent qualified staff, retention of current and new employees and contractors, reflective of the culture and diversity needs presented by persons served and their families.</p>	<p>HR Coordinator</p> <p>Executive Director, Human Resources and Service Coordinators</p> <p>Executive Director, Human Resources and Service Coordinators</p>	<p>As need when positions become available.</p> <p>Minimum Annually or as needed.</p> <p>Training and education Plan by: December 2018 Recruitment Strategies by: January 2019</p>
Employees, Supported Roommates contractors, persons served, families and external contacts and stakeholders have the opportunity to confidentially express concerns, provide input and contribute in a meaningful	<p>Surveys will be developed and distributed at least annually to all internal and external stakeholders.</p> <p>Team/staff/family and advocate meetings are held and feedback is sought out.</p>	<p>Service Coordinators</p> <p>Executive Director, Service Coordinators, Direct Support Employees and</p>	<p>Surveys: Annually starting in March 2018</p> <p>Monthly Team/Staff Meetings Quarterly Family/</p>

ways to ensure IMLKS stays relevant and current in cultural and diversity issues in the Thompson Okanagan.		Roommates.	Advocate meetings.
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CONCLUSION

The Cultural Competency and Diversity Plan is reviewed at least annually and is updated as needed. This Plan is in writing and is used as a resource to inform operation and organizational strategic planning.

IMLKS will continue to welcome and seek out input to the Plan from persons served, employees, contractors and external stakeholders as we are committed to providing services that meet the unique and diverse needs of all persons served.

CULTURAL COMPETENCY AND DIVERSITY PLAN APPROVAL

The undersigned acknowledge they have reviewed the Cultural Competency and Diversity Plan for It’s My Life Kamloops Society. Changes to the Cultural Competency and Diversity Plan will be coordinated with and approved by the undersigned or their designated representative.

Signature: _____

Print Name: _____

Title: _____

Date: _____

Signature: _____

Print Name: _____

Title: _____

Date: _____