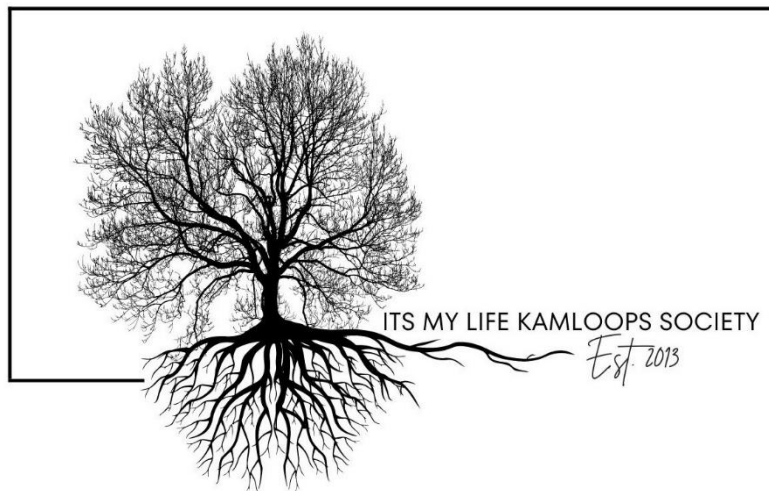


It's My Life Kamloops Society (IMLKS)



Cultural Competency & Diversity Plan 2023

Updated March 2024
Updated March 2021

Table of Contents

Overview	3-4
Policies	5
Cultural Competency Policy	5
Employee Equity Policy	5
Rights & Responsibilities of People with Disabilities Policy	5
Accessibility Policy	5
Code of Ethics Policy	5
Persons Served	6
Demographics of Persons Served	6
Employees, Contractors, & Board of Directors	7
Demographics of Employees, Contractors, & Board of Directors	7
Plan & Plan Implementation	8-9
Conclusion	9
Cultural Competency & Diversity Plan Approval	10

OVERVIEW

At the end of 2022, It's My Life Kamloops Society (IMLKS) provided service to a population of 17 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 peoples 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 19 years 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
- Gender identity
- Past, current, or planned pregnancies
- Marital status
- Political beliefs
- Mental or physical disability
- Socio-economic status
- Language, including use of alternative means of communication
- Literacy level
- Genetic information

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 & 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 2023 through to 2024;
- Initiate action items and methods of evaluation for the coming year.

We will proceed in our efforts toward cultural competency by:

- Having a defined set of values and principles and demonstrating behaviours, attitudes, policies, and structures that enable them to work effectively cross-culturally.
- Having the capacity to:
 - Value diversity,
 - Conduct self-assessment,
 - Manage the dynamics of difference,
 - Acquire and institutionalize cultural knowledge,
 - Adapt to diversity the cultural contexts of the communities served.
- Incorporating the above in all aspects by systematically involving persons served, key stakeholders, and communities, as well as in administration, practice, service delivery, and policymaking.

POLICIES

Cultural Competency Policy

IMLKS's Cultural Competency Policy 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

IMLKS 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 & Responsibilities of People with Disabilities Policy

Employees of IMLKS are expected to ensure that the above defined rights for persons 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 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

In this policy, we affirm to recognize and treat each person as an individual. We recognize that all people are unique, and every individual has gifts and limitations. We recognize that each person must be seen and treated as an individual and with respect. We will respect and be sensitive to individual differences, along with cultural and ethnic diversity. Our 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 served and ensure that the cultural diversity 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.

Demographics of Persons Served

Our current demographics based on the 17 people we served at the end of 2022:

Age	Number of Persons Served
19 - 39	7
40 - 59	6
60+	4

Gender	Number of Persons Served
Male	7
Female	9
Gender Diverse	1

Ethnicity	Number of Persons Served
Caucasian	12
First Nations/Indigenous	2
Irish	1
German	1
South African	1

Religion	Number of Persons Served
Not Identified	13
Baptist	2
Lutheran	1
Catholic	1

EMPLOYEES, CONTRACTORS, & 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). 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, 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.

Demographics of Employees, Contractors, & Board of Directors

Our current demographics based on the 43 employees, contractors, and Board of Directors, at the end of 2022:

Age	Number of Employees/Contractors/Directors
19 - 39	21
40 - 59	15
60+	7

Gender	Number of Employees/Contractors/Directors
Male	7
Female	36

Ethnicity	Number of Employees/Contractors/Directors
Caucasian	31
Nigerian	6
First Nations/Indigenous	2
German	1
Chinese	1
African	1
Chinese	1

PLAN & PLAN IMPLEMENTATION

Desired Outcome	Action(s) Required	Person(s) Responsible	Completion Date
All persons served feel respected, valued, and heard	<p>Surveys will be developed, handed out, and completed annually by persons served.</p> <p>IMLKS encourages all the persons served to take external rights training; after completion 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>Human Resources & Service Coordinators</p> <p>Self-Advocate(s) providing external rights training</p>	<p>Annually in April & Nov</p> <p>Annually, when the external rights training workshops are held</p>
All employees, contractors, and supported roommates are well versed in the specific needs of the person they are supporting regarding diversity	IMLKS will provide competency-based training and education for employees, contractors, and other stakeholders.	Human Resources, Service Coordinators, Workshop Facilitators	Upon hire, annually, as needed, and when offered
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 word 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 and retention of current and new employees and contractors, reflective of the culture and diversity needs presented by persons served and their families.</p>	<p>Human Resources</p> <p>Executive Director, Human Resources, & Service Coordinators</p> <p>Executive Director, Human Resources and Service Coordinators</p>	<p>As needed</p> <p>Minimum annually, or as needed</p> <p>Minimum every 6 months, or as needed</p>

<p>Employees, persons served, families, external contacts, and stakeholders have the opportunity to confidentially express concerns, provide input, and contribute in meaningful ways to ensure IMLKS stays relevant and current in cultural and diversity issues in the Thompson Okanagan region.</p>	<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 Staff</p>	<p>Surveys annually starting in April/May</p> <p>Monthly team & staff meetings, quarterly family & advocate meetings</p>
--	---	---	--

CONCLUSION

The Cultural Competency & 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. We are committed to providing services that meet the unique and diverse needs of all persons served.

CULTURAL COMPETENCY & DIVERSITY PLAN APPROVAL

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

Signature: _____

Print Name: _____

Title: _____

Role: _____ Date: _____

Signature: _____

Print Name: _____

Title: _____

Role: _____ Date: _____

Signature: _____

Print Name: _____

Title: _____

Role: _____ Date: _____

Signature: _____

Print Name: _____

Title: _____

Role: _____ Date: _____