



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 Plan

I. Plan: Policy:

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

Arkay respects the diversity of all individual with whom the organization interacts with: persons served, personnel, families/caregivers, and any & all stakeholders. This is reflected in attitudes, policies, organizational structure, policies and services.

Arkay responds to cultural competency & diversity through its ongoing training of personnel which ultimately 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.

II. Definitions:

- a. Cultural Competency: An 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.
- b. Diversity: the condition of having or being composed of differing elements : variety; especially : the inclusion of different types of people (such as people of different races or cultures) in a group or organization; having programs intended to promote diversity; Diversity of thought: the fact that there are many different ideas or opinions about something:

III. Plan: Procedures:

- A. Arkay's plan is to follow best practices in its procedures:
 1. 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.
 2. 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, and to recruit and retain diverse and culturally competent staff that are trained and qualified to address the needs of the racial and ethnic communities being served.
 3. All hiring and recruitment practices will be implemented in a manner that

- demonstrates diversity & culturally competent practices.
4. Ensure training of all new employees during orientation and annually thereafter for all employees regarding core Cultural Competency & Diversity 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.
 5. Training shall cover overall awareness of cultural competency and issues that are involved, including ethnic/racial background, gender culturalization, socioeconomic/education status, sexual orientation, physical capacity, age/generation, personality type, spiritual/religious beliefs, regional perspectives, and multi-cultural influences. Training will also include an overview of the Limited English Proficiency Policy.
 6. Person-Centered Plans shall be relevant to their culture and life experiences, and should show evidence of cultural issues and values.
 7. 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.
 8. 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.
 9. 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, trainings and through public speaking at community group meetings.
 10. 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 common areas.
 11. 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. Human Resources:

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. Reports are given to the CEO
4. Monitor and assess Cultural Competency & Diversity practices no less than annually. Develop and implement corrective actions when necessary. Reports given to the CEO

V. References:

Limited English Proficiency Policy
Reasonable Accommodation Policy

Policy and Procedure: Cultural Competency & Diversity Plan	
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