



Cultural Competency & Diversity Report

Cultural Competency & Diversity Plan

2014/2015

Introduction

Milieu reviews and revises the Cultural Competency and Diversity Plan annually. Milieu looks at trends within the agency and community to determine the needs of the organization, individuals served, and our stakeholders. The plan demonstrates an awareness of, respect for, and attention to the diversity of the people we serve, families, personnel, caregivers, volunteers, and a variety of community members. Cultural planning is based on consideration of; culture, religion, gender, sexual orientation, age, spiritual beliefs, socioeconomic status, and language.

Vision

Milieu recognizes that the proper use of Cultural Competency and Diversity planning will assist the organization in improving the delivery of services to participants and families. It is our vision that all stakeholders are respected and their diversity celebrated.

Purpose and Objectives of Cultural Competency and Diversity Planning

- Address how Milieu responds to the diversity of its stakeholders.
- Address how knowledge, skills and behaviours will enable personnel to work effectively cross culturally by understanding, appreciating, and respecting differences and similarities in beliefs, values and practices within and between cultures.
- Identify ways to improve the delivery of services and operations to ensure the organization is responsive to stakeholder's cultural and diverse needs.
- Identify training needs.
- Identify how to support individuals, staff, volunteers, and families with specific cultural or diverse requirements.
- Identify financial resource requirements and staff development strategies so the plan is sustainable.
- Develop an action plan identifying timelines and responsibilities.

Responsibility

The Executive Director delegates the responsibility for cultural competency and diversity planning to the Quality Assurance Coordinator and Regional Coordinators. The Senior Management is responsible for development, implementation and monitoring. Cultural Competencies are given out in August and February.

Elements of the Cultural Competency and Diversity Planning Process

1. Ongoing assessments of the organization awareness and knowledge of diversity of the organization's stakeholders, internal and external. This is done through annual competency training.
2. Ongoing assessment of current policies, procedures and practices that demonstrate the organizations.

3. Developing recommendations and action plans to address areas that require improvement (documented in the HR OMR).
4. Implementing the action plan as outlined the HR OMR.
5. Quality Assurance and HR conduct an ongoing review of the action, and update and modify as needed.
6. Annually assess the plan's success and results (documented in the HR OMR).
7. Review the Cultural Competency and Diversity Plan annually.

Cultural Report 2014-2015

The Agency implements Cultural Diversity Competency trainings semi-annually. The cultural training is determined and based on the demographics of the individuals served and the staffing teams. Training is facilitated to the staffing teams through monthly staff meetings. During these meetings, a comprehensive training worksheet is handed out describing the historical and present day information that encompasses information regarding a specific culture. Staff completes a competency test following the training which is marked and analyzed to identify trends that the Agency can focus on if needed. The Human Resources (HR) Committee decides which cultural diversity trainings to focus on by looking at a number of items including: Individual Service demographics, Staff surveys, feedback from staff meetings, and noted trends within each community that individuals live in. The HR Committee examines the information in order to develop the Cultural Competencies for the year. From these statistics it was decided that the focus of the competency training would be to learn about the Sikh/Punjabi culture, as well as the Community Living Culture.

Amrita Grewal, MA, RCC, and a member of the Sikh community wrote a thorough competency that is specific to people who are from and/or trace their ancestry to the province of Punjab, India and speak the Punjabi language. Milieu purchased employee log ins through an online training portal , "Conversations That Matter" which include videos and associated reflections that link to competency. Engaging in online training offered a variety of diverse person centered cultural competencies.

Cultural Plan 2015-2016

Milieu has shown marked growth, especially on the Child and Youth side of the agency. Although the agency does not at this time directly as a persons sexual identity or preference, it has been noted that there is an increase in the conversations around LGBTQ+ within the agency. There are also stories in the media at this time around rights and equality in regards to gender neutral bathrooms. From this information it is decided that a competency and training will be delivered around LGBTQ+ cultures. The second competency has not at this time been decided upon. Human Resources along with Individual Services will decide on a second training based on the agency's changing and diverse needs.