



Cultural Competency, Diversity and Inclusion

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Policy Statement:

South Central Louisiana Human Services Authority (SCLHSA) is committed to maintaining a written Cultural Competency, Diversity and Inclusion Plan that describes the linguistic and cultural needs of our recipients met and to effectively provider services to recipients of all cultures, age, races, gender, sexual orientation, socioeconomic status, languages ethic background, spiritual beliefs and regions in a manner that recognizes, values, affirms, and respects the worth of the individuals and protects and preserves the dignity of each person. SCLHSA adheres to the equal employment opportunity policy and non-discrimination practices.

Rationale:

To acknowledge and respect the diverse and culturally rich population to whom we provide services, employment, interact and collaborate.

Procedure:

- A. Applicability
This policy applies to all SCLHSA employees and contractors.
- B. Definitions
 1. **Cultural competency** is the ability to recognize, respect, and address the unique and diverse needs, worth, thoughts, communications, actions, customs, beliefs, and values that reflect an individual's racial, ethnic, religious, and/or social groups or sexual orientation.
 2. **Culture** refers to integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups.
 3. **Diversity** refers to the differences due to cognitive or physical ability, culture, ethnicity, language, religion, economic status, gender, age, or sexual orientation.
- C. SCLHSA ensures non-discriminatory and respectful services to clients and families using internal and external cultural competency practices. Ongoing improvement and widespread dissemination of these efforts evidences SCLHSA's commitment to the provision of culturally appropriate services and care.
- D. SCLHSA seeks staff members that are committed to their community and are capable of communicating 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.

- E. SCLHSA manages the dynamics of difference when people from different cultures interact. The dynamics of cultural difference are proactively managed, improving the interactions between different cultures.
- Ensure that patients/consumers receive from all staff members' effective, understandable, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.
 - Will offer and provide language assistance services, including bilingual staff and interpreter services, at no cost to each patient/consumer with limited English proficiency at all points of contact, in a timely manner during all hours of operation.
 - Make available easily understood patient-related materials and post signage in the languages of the commonly encountered groups and/or groups represented in the service area.
- F. SCLHSA will make every effort to educate its staff to be sensitive to the cultural differences and similarities that exist between people.
- G. Acquiring and institutionalizing cultural knowledge is important and must be integrated throughout the organizations policies, practices, service delivery and behaviors by adapting them to fit the cultural diversity of the community services.
- SCLHSA will ensure that staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery.

Compliance Requirement:

CARF 1A5

Attachments:

There are no attachments for this policy.

Linkages:

There are no linkages for this policy.