Shuswap Association for Community Living
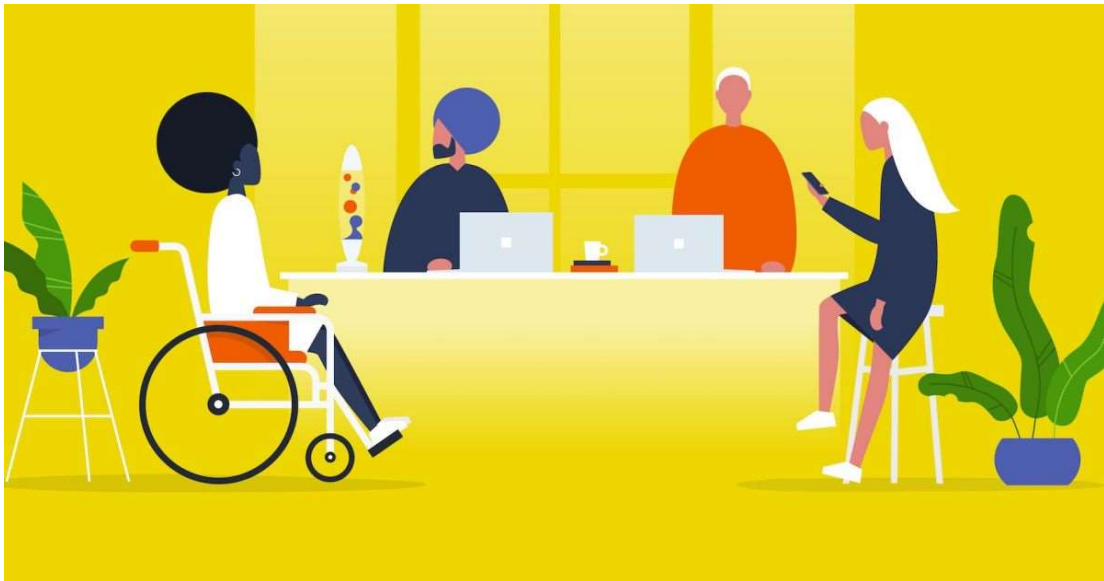

Cultural Competency, Diversity & Inclusion Plan

2023

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Definitions

Culture is defined as the integrated pattern of human behaviour that includes the thoughts, communication, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, social or any other group.

Cultural Competency is defined as an organization's 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.

Diversity is defined as differences due to cognitive or physical ability, culture, ethnicity, language, religion, economic status, gender, age, or sexual orientation.

Inclusion is defined as the practice or policy of providing equal access to opportunities and resources for people who might otherwise be excluded.

Introduction

The SACL Cultural Competency, Diversity & Inclusion Plan is reviewed at least annually to demonstrate an awareness of, respect for and attention to the diversity of all its stakeholders. SACL strives to ensure that these ideals are reflected in the attitudes, organizational structures, policies, procedures and services.

These efforts will assist the organization in meeting the diverse needs of persons served with respect to:

- Culture
- Age
- Gender
- Sexual Orientation
- Spiritual Beliefs
- Socio-Economic Status
- Language
- Race
- Other factors, as relevant

Each of these areas will be considered in the development and review of the SACL Cultural Competency, Diversity & Inclusion Plan.

Plan distribution

The Cultural Competency, Diversity & Inclusion Plan is available:

- The SACL Shared S Drive for employees
- The SACL Website for all
- Upon request for all

Analysis

Shuswap Association for Community Living strives to provide open and responsive service to all individuals in the community and is therefore keenly aware of the need to employ a diverse workforce to serve all community needs. In 2020, less than 20% of employees at SACL were foreign-born and employee's language ability cover 3 languages. SACL employs persons with disabilities, varied spiritual beliefs, culture, age and gender.

Evaluation in 2019 suggested that some persons supported were faced with a language barrier in learning about our services.

Currently, SACL is discussing developing a method for tracking employee demographics. Ensuring that information gathered allows employees to voluntarily self-declare various data. The data could then be analyzed to determine the make-up of the organization. This process would permit SACL to take steps to address any shortcomings or needs and at the same time demonstrate SACL's commitment to cultural competency, diversity and inclusion.

Complaint/Suggestion forms are readily available to employees, persons supported, families and the community at large.

Recruitment

Assessment/Review

It is recognized as high priority to ensure that the SACL workforce and Board of Directors reflect the makeup of its community and persons served. SACL may serve diverse groups and therefore need to recruit and maintain an equally diverse workforce.

When reviewing and analyzing workforce and board composition in 2019, it was determined that there was no representative for First Nations at the board level. In 2020, SACL recruited a board member of Metis heritage who continues their service today.

When reviewing and analyzing workforce composition related to persons served, it was determined that the needs of present cultural and language groups were met by the staffing model. SACL actively recruits and promotes from all groups that are qualified applicants.

SACL monitors the community to ensure it stays abreast of any cultural/diverse group that is being under-served. This is accomplished by being involved in various community groups, activities and events. Recruitment is focused on current service needs.

Action Planning

Action	Person(s) Responsible	Timeline for Completion
Monitor community needs through various resources to help identify those that may be under-served	Executive Director	Reviewed annually for relevance and updated
Recruit and hire to both meet the needs of programs and to reflect community and persons served including culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, language, race and other factors, as relevant.	Human Resources	Reviewed annually for relevance and updated
Develop a method for tracking employee demographics that includes culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, language, race and other factors, as relevant. Information gathered should allow employees to voluntarily self-declare requested data.	Human Resources	November 2024

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for Community Living**

Orientation & Training

Assessment/Review

SACL is committed to equal treatment and respect for all. Internal orientation, training, and teambuilding is designed to encompass everyone in the community. SACL is aware that it must continually evaluate and adjust its values, biases, and attitudes by seeking feedback from employees, persons supported, families and the community at large. The results of relevant feedback is shared with employees as an opportunity to learn or celebrate successes.

Orientation and training include ensuring employees are open, accepting and embracing cultural competency, inclusivity and diversity through team building activities, meetings, regular discussions and training. Unconscious Bias Training & Creating a Respectful Workplace Training is provided for all employees. It is a clear expectation at SACL that all employees, Persons Supported and community members are treated equally and with respect. Policies and procedures addressing and reflecting respect for cultural competency, diversity and inclusivity and have been developed and are enforced.

Action Planning

Action	Person(s) Responsible	Timeline for Completion
Presentation/Webinar to Board of Directors regarding Cultural Competency and Diversity	Executive Director	Reviewed annually for relevance and updated
Include cultural competency, diversity and inclusion training/documentation review for all new employees as part of orientation	Executive Director & Human Resources	Reviewed annually for relevance and updated

Service Design and Accessibility

Assessment/Review

SACL takes great care to ensure intake, orientation, engagement and exit processes reflect respect for all. Service Plans ~~for~~ formally address and document variables inclusive of culture, age, gender, sexual orientation, identity, race, spiritual beliefs, socioeconomic status, and language. Cultural differences and preferences are identified during intake and/or throughout service delivery. Social and recreational plans will include activities that bring awareness to culture, age, gender, sexual orientation, identity, race, spiritual beliefs, socioeconomic status and language.

Persons Supported are asked how their needs can best be accommodated. SACL actively seeks feedback to address any concerns one might express. SACL policies and procedures reflect commitment to cultural competency, diversity and inclusion.

SACL solicits feedback by offering annual surveys, regular meetings, discussions, open-door policies, Complaint/Suggestion forms in various formats. Contact information is provided on the SACL website and in the Service Handbook for those needing support or having questions. Procedures for providing feedback are provided verbally, in policy, practice, on bulletin boards and on the SACL website.

Action Planning

Action	Person(s) Responsible	Timeline for Completion
Provide various methods of feedback for employees, persons supported and other stakeholders.	Quality Assurance Coordinator	Reviewed annually for relevance and updated

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Connections with Broader Community

Assessment/Review

To ensure the Cultural Competency, Diversity and Inclusion Plan continuously evolves; SACL supports and encourages feedback from the broader community, through annual surveys, engagement in diverse cultural activities, participation in community forums as well as the SACL Complaint/Suggestion process that is available on the SACL website.

Action Planning

Action	Person(s) Responsible	Timeline for Completion
Continue to focus on making community events sensitive and open to all in our community.	Services Managers	Reviewed annually for relevance and updated
Ensure transparency of this plan by providing a copy on the SACL website as well as to all SACL employees	Quality Assurance Coordinator	Reviewed annually for relevance and updated

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Communication

Assessment/Review

In the past year, SACL has focused on ensuring SACL is more accessible for associates, employees, persons supported, families and the community at large. Using plain language, darkening and simplifying fonts on the SACL website, reports, plans and other documents. SACL has been exploring text-to-speech assistance on its website as well.

Inclusive language reflects the mindfulness that we have when using language: we can intentionally create inclusive interactions with our uses of language. With this intentionality, we can avoid situations where the people around us may be excluded, dismissed, or stigmatized. During revision of SACL's policy manual in 2023, the revisions comprised inclusive language.

Action Planning

Action	Person(s) Responsible	Timeline for Completion
Address accessibility of SACL website and publications • Simplified Language • Ease of reading • Add text to speech to the coming budget year • All content is of a diverse and inclusive nature	Executive Director & Quality Assurance Coordinator	Reviewed annually for relevance and updated
Review all written and electronic material to ensure it is neutral and inclusive.	Executive Director & Quality Assurance Coordinator	Reviewed annually for relevance and updated