

# **Recovery Technology Cultural Competency and Diversity Plan**

**2020**

## **Mission Statement:**

The Mission of Recovery Technology is making a positive difference in the quality of lives for the people we support.

## **Vision Statement:**

Recovery Technology is committed to helping people achieve their passions.

## **Core Values:**

- Treat People the way we would want our loved ones to be treated
- Practice the skills we advocate
- Above all else do no harm
- Always take the high road
- Accountability
- Compassion
- Credibility
- Honesty

**Definition of Diversity:** The concept of diversity encompasses acceptance and respect. It means understanding that each individual is unique and recognizing our individual differences. These can be along the dimensions of race, ethnicity, language, gender, sexual orientation, socioeconomic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies. It is the exploration of these differences in a safe, positive and nurturing environment. It is about understanding each other and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual.

**Definition of Cultural Competence:** Cultural Competence refers to the process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, disabilities, religions, genders, sexual orientation and other diversity factors in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each. Operationally defined, cultural competence is the integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices and attitudes used in

appropriate cultural settings to increase the quality of services, thereby producing better outcomes.

**Introduction:** At the direction of the CEO, this Cultural Competency Plan was created to encourage diversity and expand employees, contractors and clients and other stakeholder's understanding of others. The Recovery Technology Leadership Team has approved the guidelines included in this plan and supports its full implementation.

**Purpose:** The purpose of this plan is to establish cultural competence standards, values and policies for Recovery Technology, employees, contractors, clients and stakeholders. It is intended that this will serve as a planning document to assist all Recovery Technology Departments to develop and implement strategies to address the guidelines included with the goal of enhancing treatment outcomes for all clients.

### **Cultural Competency and Diversity Goals:**

1. Recovery Technology will enhance diversity through recruitment and selection
2. Recovery Technology will retain workforce diversity by instituting welcoming environment practices and by providing support systems and opportunities for professional growth and career advancement
3. Recovery Technology will reduce employment barriers for people with disabilities
4. Recovery Technology will train staff upon hire, annually and whenever appropriate and needed to provide more culturally competent services including Limited English Proficiency and other relevant topics

### **Standards:**

1. Recovery Technology ensures that clients receive effective, understandable and respectful services that are provided in a manner compatible with their cultural beliefs and practices, age, preferred language and/or alternate format, physical or cognitive ability, gender and sexual orientation, spiritual beliefs and socioeconomic status.
2. Recovery Technology implements strategies to recruit, retain and promote a diverse staff at all levels of the organization and leadership that is representative of the population being served and the demographic characteristic of our service area.
3. Recovery Technology ensures that staff at all levels and across all disciplines receive ongoing education and training in culturally, linguistically, age, spiritual, socioeconomic and gender appropriate service delivery, policy and planning, and comply with practice and standards for workers.
4. Recovery Technology provides competent interpreter services at no cost to clients with limited English proficiency at all points of contact, in a timely manner during all hours of

operation. Language standards also apply to individuals with speech or hearing disabilities.

5. Recovery Technology provides to clients in their preferred language or alternate format both verbal offers and written notices informing them of their right to receive language assistance services.
6. Recovery Technology assures the competency of language assistance provided to limited English proficient clients by interpreters. In the event that a client wishes to use family and/or friends to provide interpretation services, Recovery Technology will honor that request. These standards also apply to people with speech or hearing disabilities.
7. Recovery Technology makes available easily understood client-related materials and posts signage in the languages of the commonly encountered group and/or groups represented in the service area.
8. Recovery Technology develops, implements and promotes written plans and policies that consider issues of diversity and seeks to develop a welcoming atmosphere.
9. Recovery Technology conducts an annual organizational self-assessment of cultural competency related activities and endeavors to integrate cultural and linguistic competence-related and gender-specific measures into internal audits, performance improvement programs, client satisfaction assessments, and outcome-based evaluations.
10. Recovery Technology conducts an annual organization self-assessment for disability-related barrier identification and removal. This includes developing an accessibility action plan to remedy identified barriers to employment and/or access to client services (see Accessibility Plan and Report).
11. Recovery Technology ensures that data on the individual client's racial, ethnicity, gender and primary language or alternate format are collected in client records, confidentially maintained, integrated into the data information systems and periodically updated.
12. Recovery Technology maintains current demographic, cultural and service delivery profiles of the Jackson community as well as a needs assessment to accurately plan for and implement services that respond to the cultural, linguistic and gender characteristics of the service area.
13. Recovery Technology endeavors to develop participatory, collaborative partnerships with the community and use a variety of formal and informal mechanisms to facilitate community and client involvement in designing and implementing the Recovery Technology service delivery system and cultural competency standards.
14. Recovery Technology ensures that conflict and grievance resolution processes are culturally, linguistically and gender sensitive/appropriate and capable of identifying groups/organization.

## Bibliography

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The Office of Minority Health. (2011). Assuring Cultural Competency in Health Care.

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