



CULTURAL COMPETENCY AND DIVERSITY PLAN

PHILOSOPHY, PURPOSE OR STATEMENT ON INTENT: It is the intent of The Armstrong Center for Hope (ACFH) that its employees behave in a manner representative of its ethical and moral commitment to provide quality treatment and services to its recipients.

POLICY: It is the policy of The Armstrong Center for Hope to maintain a written Cultural Competency and Diversity Plan that describes how the linguistic and cultural needs of our recipients are met. It is our policy to effectively provide services to all recipients regardless of age, race, gender, sexual orientation, socio-economic status, language, disability status, ethnic background, spiritual belief, or religion in a manner that recognizes, values, affirms, and respects the worth of each individual and protects and preserves the dignity of each person. The ACFH adheres to Equal Employment Opportunity Commission (EEOC) policies and non-discrimination practices.

PROCEDURE: The ACFH policy is implemented by the following plan and practices.

- I. Cultural Competency and Diversity Plan Introduction: Cultural competence is an integral part of the ACFH. Those employed by the ACFH who are in direct contact with recipients and families will demonstrate the following:
 - Recognize, value, affirm and respect the worth of each individual recipient and family and protect and preserve the dignity of each
 - Utilize appropriate resources to ensure linguistic needs of the recipient and family are met.
 - Assess recipient and family acculturation to aid in matching families with appropriate community-based resources and provide appropriate health and rehabilitation education.
 - Utilize culture-specific information provided in training and/or employee orientation to assist in identifying and determining the cause of culture-based issues and miscommunication and to resolve them

The ACFH ensures non-discriminatory and respectful services to recipients and families by employing both internal and external cultural competency practices. Ongoing improvement and widespread dissemination of these efforts evidences the ACFH's commitment to the provision of culturally appropriate services and care. The ACFH, as an outpatient psychotherapy, counseling, and psychological evaluation-based practice accommodates, facilitates, treats, and assists recipients with a wide variety of disabilities from mental and physical disabilities to those recipients with medical diagnosis and disorders. All employees, recipients, and families have access to the ACFH Cultural Competency and Diversity Plan, as the essential plan elements are included in employee materials and on our website at www.armstrongcfh.com. It is also available separately upon request.

II. Internal Cultural Competency and Diversity Practices

A. The ACFH seeks staff members that are committed to their community, represent a variety of cultural backgrounds, and can communicate 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. Staff members in violation of our cultural competency and diversity policies will be disciplined by means of consultation following the first offense, written warning following the second offense, and dismissal upon the third offense.

B. Spanish-speaking staff members are available to assist Spanish-speaking clients with translation. When necessary and requested, translation services to recipients speaking languages other than English or Spanish will be provided. The interpreter will assist with translating any intake, treatment plans, evaluation, or other documents shared with family. If a client needs interpretive services, the ACFH can contact several local translator services. If a client has Medicaid services, they are arranged and billed through Medicaid. If a client is bilingual, the ACFH will contract a qualified professional who will assist with interpretations. For assistance with clients with speech or hearing impairment, the ACFH will contact:

TransPerfect

430 Davis Drive
Suite 160
Research Triangle Park, NC 27560
919.361.9200

The contact information is listed with the Office Manager and Owner of the ACFH.

C. The ACFH provides comprehensive, empirically-based cultural competency training and education. Characteristics of the training include:

- Acceptance and respect for differences
- Careful attention to dynamics of difference
- Continuous expansion of cultural knowledge and resources
- Assessment and awareness of personal biases, values and expectations
- Content on general culture-specific attributes (family structures, language use for various groups, and recipients with a wide variety of physical, cognitive, mental, and linguistic disabilities).

III. External Cultural Competency Practices

Employees are notified of their responsibilities pertaining to delivering culturally competent care and may obtain a copy of the Cultural Competency and Diversity at any time from the Office Manager.

The ACFH will provide interpreter services to recipients and families as necessary when requested to ensure availability of effective communication regarding treatment, medical history, or health education. Interpreters are available when technical, medical, or treatment information is to be discussed or where use of a family member or friend as interpreter is inappropriate.

