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PURPOSE

Middlesex Community Living recognizes that our community is culturally diverse. We strive to be respectful of and responsive to the beliefs, practices and cultural and linguistic needs of diverse individuals with whom we interact, including but not limited to; persons served, personnel, families/caregivers, volunteers.

STANDARD OF PRACTICE

Middlesex Community Living is committed to community integration and strives to create a welcoming environment reflecting the diverse communities we serve and ensuring that our services, supports and employment opportunities are open and available to all. Middlesex Community Living implements policies and procedures that affirm a commitment to respecting the diversity of people receiving supports, in relation to, but limited to: age, gender, culture, language, country of birth, spiritual beliefs, sexual orientation, sexuality, disability, race, political associations, and health. We are all respectful of the needs of a diverse community which can help to bring about positive supports and working relationships.

Middlesex Community Living's goal is to develop a relationship of trust with those supported as well as with employees and all stakeholders by interacting with openness, understanding and a willingness to hear different perception.

PROCEDURE

In developing cultural competency, it is important that all people receiving supports, employees, families/caregivers, volunteers and Board members are aware of the major components involved: Awareness, Attitude, Knowledge and Skills.

- *Awareness* is the consciousness of one's personal reactions to people who are different from us.
- *Attitude* is being aware of cultural bias and beliefs in general and carefully examining our own beliefs about cultural differences.
- *Knowledge* in respect to the importance of having our behaviors, consistent with our values and beliefs. E.g. using outdated/inappropriate labels for people, without being aware of it and other non-verbal communication which tends to vary between cultures.
- *Skills* involve practicing Cultural Competency every day. Communication is the key way people interact and includes gestures.

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PROCESS AS IT RELATES TO PEOPLE RECEIVING SUPPORTS

Upon admission to service, people receiving supports will participate in the planning process which gives an overview of the supports needed. This will enable all employees to be aware of any unique experiences and histories that may result in differences in behaviours, values and needs. Also at the time of admission, the needs of the person receiving supports is reviewed to determine how best their needs can be met. It is imperative that all employees understand, appreciate and respect differences and similarities in beliefs, values and practices within and between cultures.

With the creation of the Individual Support Plan and at the time of the six month review, we are able to review any cultural needs with supported individuals as well as family, friends or anyone else in their support circle. Rights are reviewed annually or as required.

Similarly, employees will offer the employer an awareness of any special considerations, so that we can discuss how best to accommodate requests as needed, and where able so as not to be disruptive to the continuity of services or have a negative impact on the needs of those we support.

PROCESS AS IT RELATES TO PERSONNEL, FAMILIES, HOST FAMILIES AND VOLUNTEERS

Upon creation of new relationships, Middlesex Community Living will be respectful of and responsive to the beliefs, practices and cultural linguistics needs of diverse individuals. This is reflected in our Policies such as Accessibility, Human Rights/Harassment/Bullying/Discrimination, Honouring Rights and Responsibilities of People Being Supported, and the Mission and Vision statement.

PROCEDURE HISTORY		
Date of Last Action	Action Taken	Authorizing Entity
08/23/17	Reviewed	Sherri Kroll – ED
01/29/18	Revised	Sherri Kroll - ED
02/11/19	Reviewed	Sherri Kroll - ED
02/07/20	Revised	Sherri Kroll - ED