

Cultural Competency and Diversity Plan

Community Living North Grenville supports a culturally responsive community that recognizes persons served, staff members and volunteers come from a myriad of cultural backgrounds and that these cultures are integral to how we view and experience the world. All persons served must receive services in a manner that is respectful of individual preferences, needs and values. Community Living North Grenville is committed to promoting diversity in the workplace and strengthening cultural sensitivity and competence among our workforce as it relates to one another, our stakeholders and the persons we serve.

Cultural competency and diversity is based on the consideration of the following areas:

- Culture
- Age
- Gender
- Sexual orientation and identification
- Spiritual beliefs
- Socioeconomic status
- Language
- Ability

Delivering cultural competent services

Our goal is to support our staff and stakeholders in delivering culturally competent services in an effective, understandable and respectful manner by:

- Actively promoting the recruitment of diverse staff members at all levels of the organization
- Providing interpreter services at no cost when required
- Providing an organizational environment that reflects diversity

- Respecting cultural beliefs and values, attitudes, and behaviours of the individuals, families and communities we serve.
- Completing routine assessments and implementation of processes that respect cultural diversity

Policy Development

Community Living North Grenville maintains and will continue to develop policy that clearly outlines the principles and practices of cultural diversity. These include the following Policies:

- Policy – Discrimination
- Policy – Cultural Diversity
- Policy – Hiring Procedures
- Policy – Standards of Conduct
- Policy – Workplace Harassment
- Policy – Rights Advisory Committee

Specific Strategies Related to Cultural Diversity

Target Area

Organizational Values and staff commitment	Enhance efforts to become a more culturally competent organization through leadership
Policies & Procedures	Ensure that organizational and program policies and procedures are in alignment with culturally competent principles and practices
Education and Training	Promote cultural competency and appreciation of diversity at all levels of the organization through training and education
Service Delivery	Provide a service delivery system that promotes and respects culturally competency and diversity at all levels of the organization.

Association Compliance

Community Living North Grenville will not tolerate, under any circumstances, any actions, words, gestures, or behaviour of any sort that discriminate in any manner or at any level towards a person or persons based on the aspects of diversity listed above. Policies and practices of the organization will consistently reflect this approach.

Date of Review	Person responsible for review	Recommendation	Cost	Date completed
2020	ED/ HR Manager	Cultural sensitivity training to be included in orientation of all new employees and volunteers	Minimal	Delayed due to Covid
2020	ED/ HR Manager	Cultural sensitivity training to be rolled out to all employees and refreshed annually	Minimal	Delayed due to Covid