

## Cultural Competence: Policies and Procedures

### Description:

This tool provides a checklist of culturally competent policies and practices.

### How it can be used:

Cultural competence is much more than being aware of cultural differences; cultural competency underpins the capacity of the health organization to improve health and well-being by recognizing and integrating culture into the delivery of health services.

A health organization that is culturally competent:

- acknowledges the benefits that culture brings to its community
- helps health providers and clients achieve the best, most appropriate care and services
- holds leadership and managers accountable for meeting the needs of all community members

Health organizations will be better equipped to provide effective care if they integrate cultural competency into their policies, planning and programs. This comprehensive checklist will raise awareness of the many elements of cultural competency. Respond to the statements and determine where your health organization needs to integrate additional cultural competency policies or practices.

	Yes	No	Required Action
My organization has a mission or values statement that states that all people will receive equitable services.			
My organization recognises that its client base may be diverse.			
My organization reinforces its commitment to culturally competent practice through mandatory professional development.			
My organization identifies a skill set for culturally competent practice.			
My organization provides information and training in culturally responsive practice to all staff.			
My organization endorses and supports diversity management initiatives.			
My organization facilitates culturally competent research and data collection to improve knowledge.			
My organization forms partnerships to ensure its policies and processes are more culturally competent.			
My organization recognizes community development as a key strategy to increase cultural competency.			
My organization initiates dialogue with clients and staff about its services.			
Our services are culturally appropriate and sensitive.			
My organization has communication strategies that recognize a culturally diverse community.			
My organization recognizes formal and informal community information networks.			
My organization has established inclusive consultative processes.			
My organization provides feedback to the community.			
My organization uses peer educators, role models and champions to engage the community.			

	Yes	No	Required Action
My organization delivers health services in the clients' preferred settings.			
My organization involves families in decision making.			
My organization provides a range of activities that support the local culture(s).			
My organization works closely with community members to increase capacity and encourage participation in health activities.			
My organization provides materials in the languages necessary to reach its constituents.			
My organization provides materials related to health that are relevant to the population served.			
My organization has interpretation available for those who require it.			
My organization has a policy for handling staff members' inappropriate language or behaviour related to race, ethnicity, gender, ability or sexual orientation.			
My organization actively recruits employees who have experience working with populations that have diverse cultural and linguistic backgrounds.			
My organization actively recruits employees from different cultures.			
My organization has a policy regarding equal opportunity employment.			
My organization includes people who represent our cultural and linguistic background in leadership roles.			
My organization provides health coverage for an employee's domestic/lifetime partner.			
My organization accommodates space or time off for religious or cultural observances.			