

# **CULTURAL COMPETENCY AND DIVERSITY** **POLICY AND PLAN**

**PHILOSOPHY, PURPOSE OR STATEMENT ON INTENT:** It is the intent of LHRC that its employees behave in a manner representative of its ethical and/or moral commitment to provide quality substance abuse treatment services to its recipients.

**POLICY:** It is the policy of Louisiana Health and Rehab Center, Inc. (LHRC) 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 recipients of all cultures, age, races, gender, sexual orientation, socio economic status, languages, ethnic backgrounds, spiritual beliefs and religions in a manner that recognizes, values, affirms, and respects the worth of the individuals and protects and preserves the dignity of each person. LHRC adheres to the equal employment opportunity policy and non discrimination practices.

**PROCEDURE:** LHRC policy is implemented by the following plan and practices.

## **I. Cultural Competency and Diversity Plan**

### **Introduction:**

Cultural competence is an integral part of LHRC. Those employed by LHRC 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.

LHRC 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 LHRC's commitment to the provision of culturally appropriate services and care. LHRC, as a substance abuse 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 LHRC Cultural Competency and Diversity Plan, as the essential plan elements are included in employee materials and on our website at [www.lahealthandrehab.org](http://www.lahealthandrehab.org). It is also available separately upon request.

## **II. Internal Cultural Competency and Diversity Practices**

(1) LHRC seeks staff members that are committed to their community, represent a variety of cultural backgrounds, and are capable of communicating 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.

(2) When necessary and requested, translation services to recipients will be provided. The interpreter will assist with translating any intake, treatment plans, evaluation, or other documents shared with family. If a client is in need of interpretive services LHRC calls Louisiana Commission on the Deaf and makes arrangements for these

services. If a client has Medicaid services, they are arranged and billed through Medicaid. If a client is bilingual, LHRC has a volunteer professional who will assist with interpretations. LHRC has volunteer interpreters we can contact to assist in the areas of speech and hearing impaired. The contact information is listed with the Human Resources Department and the office of The Clinical Director of LHRC.

(3)LHRC provides training. Comprehensive, behaviorally and theoretically based cultural competency training and education is identified and at times offered. Characteristics of the training include:

- Acceptance and respect for differences
- Careful attention to dynamics of difference
- Continuous expansion of cultural knowledge and resources

Training is based upon the following learning techniques:

- 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 and linguistic disabilities).

Specific trainings identified include:

- LHRC Cultural Diversity Training
- The National Center for Cultural Competence (NCCC) maintains a database of a wide range of resources on cultural and linguistic competence (e.g. demographic information, policies, practices, articles, books, research initiatives and findings, curricula, multimedia materials and websites, etc.) The NCCC uses specific review criteria for the inclusion of these resources. As part of the NCCC's web-based technical assistance, a selection searchable bibliography of these resources is made available online. Online resource database to be used for self-study:

<https://www.4.georgetown.edu/research/gucchd/nccc/app/resources/index.cfm>

### **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 Plan on the website: [www.lahealthandrehab.org](http://www.lahealthandrehab.org).

LHRC 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.

LHRC utilizes and has informal relationships with a wide variety of traditional and nontraditional organizations to enhance service delivery and maximize resources for recipients and families. These include:

- Capital Area Alliance for the Homeless
- Capital Area Human Services District
- Capital City Family Health Center
- East Baton Rouge Parish School System
- Family Services of Greater Baton Rouge
- Metro Health
- Baton Rouge Area Alcohol and Drug Center
- Baton Rouge Business and Career Solution Center/ Workforce Investment Area 21
- East Baton Rouge Parish Sheriff's Office