



LAKEMARY
CENTER

CULTURAL COMPETENCY, DIVERSITY, EQUITY, AND INCLUSION PLAN

Originated: 11/2015

Reviewed: 08/16; 08/17, 07/22

Revised: 08/18, 07/23, 04/24

© All rights reserved Lakemary Center, Inc

Lakemary Center, Inc.

Cultural Competency, Diversity, Equity, and Inclusion Plan



Background and Purpose

Lakemary Center recognizes the value of cultural competency and desires to embrace the diversity of persons to whom we provide support, employees, volunteers, and other stakeholders with whom we partner. Lakemary has established a policy that directs its leadership and staff to maintain a Cultural Competency, Diversity, Equity, and Inclusion (CCDEI) Plan. This plan establishes a formal process for cultivating an environment that is sensitive to and respectful toward the cultural diversity of its clientele, their families/natural supports, staff, contractors, and community partnerships. It also outlines definitions, goals, and practices utilized by Lakemary in its programs, supports, and partnerships.

Lakemary is committed to an organizational and environmental culture that respects the perspectives, beliefs, abilities, and uniqueness of all persons. Lakemary will promote cultural diversity, competency, and humility to improve access to support and the quality of that support. Lakemary recognizes that diversity among staff benefits the organization's mission and promotes mutual respect and awareness of cultural differences. Lakemary actively recruits people representing the cultures of persons supported for leadership, management, direct support, and support service positions.

Lakemary will communicate with people supported in a manner chosen by them to promote an effective and thoughtful exchange of ideas. Lakemary's clear understanding of cultural values, beliefs, and practices will support their cultural communication needs. Prior to entry into Lakemary supports, staff will receive education to facilitate that understanding. Annual training will further enhance that understanding.

Lakemary does not discriminate based on culture, economic status, ethnicity, race, gender, gender identity, sexual orientation, age, language, religion, or other spiritual beliefs, abilities or disabilities, or cognitive or physical abilities. There will be no discrimination in support provision, employment, compensation, assignment of work, or promotion opportunities.

Principles

Lakemary provides support for children, adults, and their families from diverse backgrounds. Delivering support safely and effectively requires sensitivity to how cultural diversity affects their need for support, how they request support, and their experience within the support process. Lakemary is committed to interacting with all stakeholders in a culturally sensitive, humble, and mission-focused manner throughout all aspects of the process, based on the principles outlined below:

Accessible

A person's ability to access behavioral services should not be hindered by any attribute that is viewed differently by another entity. Lakemary is committed to identifying and eliminating discrimination within a service/support system where people seek and receive the right support, at the right time, in the right setting.

Equitable

Equity means that all people have the same right to access and receive high-quality, safe, person-centered services and support. This does not mean that everyone gets the same service or support, but rather that all people have support needs met in a manner that works for them. Lakemary will seek to ensure equitable outcomes to the greatest extent possible and practical.

Evidenced-Based

Lakemary will use internal and external data to ensure informed decisions contribute to quality support provision.

Responsive

Lakemary will use a responsive and culturally sensitive approach to meet the needs and preferences of culturally and linguistically diverse communities. This is central to the safety and effectiveness of support provided and applies to all systemic, organizational, professional, community and individual levels.

Participative

The participation of each person is central to the development of their individual person-centered support plan. Staff will support each person to understand their right to make informed decisions for their own life and will assist the person to voice/communicate those decisions.

Collaboration and consultation with all partners will inform service and support design and continuous improvement efforts.

Respect

Lakemary provides all support in a respectful manner, with consideration for each person's feelings, wishes, rights, and support needs. Recognizing that respectful relationships form the foundation of all support offered, Lakemary listens to and actively solicits the input of each person and how they want their support delivered. Lakemary honors these choices and delivers support accordingly.

Rights

Lakemary respects each person's rights, with the understanding that each person is guaranteed the same rights afforded to all persons regardless of ability and that these rights can only be limited by provisions of law or court order.

Accountable

Lakemary will be accountable at all levels for its responses to the needs of culturally diverse communities and equity in access to support. Lakemary will be transparent in our efforts to maintain and improve cultural responsiveness and evaluate outcomes.

Integrity

Lakemary will actively seek out and honor the personal preferences of those we support. Transparency, honesty, accountability, and partnership will provide the foundation for that support.

Definitions

The following terms and definitions are utilized within Lakemary to ensure a shared meaning and common expectation in all organizational efforts.

Access: Barriers, or lack thereof in obtaining support. This may apply to individual people in their pursuit of support and services or could apply to the community of people supported by Lakemary.

Culture: The innate pattern of human behavior that is shaped by family traditions, customs, values, beliefs, perceptions, thought patterns, communication style, shared history, and institutions, typically passed down from generation to generation. It may include code of manners, dress, language, religion or spiritual beliefs, rituals, art, expectations, assumptions, body language, self-concept, humor, personal and social routines, ideas, gender identity, psychosocial background, education, etc. Understanding a person's cultural base is critical in understanding who they are as an individual and their perception of their own identity.

Cultural Awareness: Being conscious of one's own culturally shaped values, beliefs, perceptions, and biases. Observing and evaluating our own reactions to people whose cultures differ from our own and reflecting upon our responses, including the ongoing development of sensitivity toward and understanding of cultures and the differences between people.

Cultural Competency: Being able to interact effectively with people from various racial, ethnic, socioeconomic, religious, and social groups. Being aware of our worldview, with the ability to identify and challenge our cultural assumptions, values, and beliefs. Building positive attitudes and gaining knowledge about differences enabling us to understand and communicate effectively with people across differences.

Cultural Humility: The ability to maintain an interpersonal stance that is other-oriented or open to others' ideas and differences. It draws from a person's ability to be humble and involves an ongoing process of self-exploration and self-critique, combined with a willingness to learn from others. It means acknowledging differences, accepting others for who they are, and developing partnerships to enhance the mission of Lakemary.

Cultural Sensitivity: Being aware and open to the fact that cultural differences and similarities between people exist without assigning a value to them.

Diversity: Differences. Variety. People with a wide range of backgrounds, experiences, abilities, qualities, options, ways of thinking, etc.

Equity: Refers to fairness and impartiality and is different from the term “equality,” as “equality” means providing the same to all. “Equity” means recognizing that we do not all start from the same place and must acknowledge and adjust imbalances.

Inclusion: Equal access to opportunities and resources for all people, including behaviors and social norms that ensure people feel welcome.

Reasonable Accommodation: Modifications or adjustments that assist and support people in accessing benefits and activities that are equal to those enjoyed by others.

Goals

1. Understand and embrace the diversity of people supported in order to provide excellent services that are clinically sound and respect each person’s individuality.
2. Grow and nurture a workforce that reflects the culture and diversity of our community, while meeting the diverse needs of our people supported.
3. Address diversity as it pertains to stakeholders, including families, referral sources, and the community to which each person will return upon discharge from Lakemary.

Action Plans

Action plans for achieving stated goals are focused on the primary areas of culture, age, gender and gender identity, sexual orientation, spiritual beliefs, socioeconomic status, and language. Action items include the following:

1. During the admissions process, Lakemary gathers information about the cultural background of each person supported. The person-centered planning and/or treatment process will be designed to embrace that culture. Staff with experience or knowledge of such culture may be involved in the direct support of the person or may be consulted by the support team to prepare the best plan to address the cultural needs of the person. If internal sources are not available to meet those needs, external sources may be consulted or used, including community cultural centers, local education institutions, and online sources.
2. Lakemary will actively seek to increase the diversity of our employee base. This will be accomplished by publishing our vacancy listing in focused publications, including Guadalupe Center, AARP, local colleges and universities, The Full Employment Council, Kansas Works, Women’s Employment Network, etc.
3. To meet the requirement of appropriate gender representation across environments, Lakemary will make appropriate adjustments to job postings when needed to attract applicants that meet the gender representation guidelines.

4. Lakemary will review the interest of our employee base in the creation of an employee diversity group to address diversity-related needs and concerns of any identified cultural groups.
5. Lakemary respects the diversity of the spirituality of its employees and people supported. Lakemary's Human Resources department is available to address questions and concerns that employees may have about Lakemary's response to employees' spiritual or religious accommodation requests. Spiritual and religious needs are also addressed in treatment and support plans for children and adults supported in Lakemary's programs, with support planned around those assessed needs and choices.
6. Lakemary will review our private pay procedures at least annually to determine if any enhancements are possible to reduce or remove barriers to services and support caused by socioeconomic status.
7. We will routinely determine which members of our employee base have language competencies that may be useful in reducing or eliminating language barriers with persons supported.

OUTCOME MEASURES

The following outcome measures will be reviewed at least annually. Based on their results, this plan may be updated or modified. Outcome measures include the following:

1. Lakemary will review satisfaction surveys from people supported, families, and other Stakeholders on at least an annual basis. Surveys are completed throughout the year in the adult program and upon discharge in the children's program. We will use data from these surveys about cultural and diversity issues to determine what program modifications or enhancements may be needed.
1. Lakemary will conduct annual cultural competency and diversity training for staff. We will review employee feedback from these trainings to determine whether such training is effective and/or if revision of training is needed.
2. Lakemary will conduct annual employee satisfaction surveys, including feedback about employees' perceptions of Lakemary's cultural competence and diversity program. This feedback will be used to modify existing plans or develop future initiatives. Persons responsible for implementing this plan, reviewing the outcomes, and revising the plan will include the following:
 - Executive Team
 - Human Resources Director
 - Policy Committee