

CULTURAL COMPETENCY AND DIVERSITY PLAN

- POLICY:** It is the intention of Serenity Lane to provide nondiscriminatory, ethnically and culturally sensitive and competent treatment services and programming to our diverse current and potential patient population.
- PURPOSE:** Serenity Lane recognizes and values the richness of diversity among its population served and understanding, appreciating, and respecting differences and similarities in beliefs, values, and practices within and between cultures of each patient, each patient's family and significant others, as well as the communities Serenity Lane serves can be important to enhance the quality of life for those we serve..

Definitions:

1. **Culture:** The historical, economic and social context from which a person emerges that helps the person form his or her worldview and sense of self.
2. **Cultural Diversity:** The creation of an atmosphere where alternative viewpoints are both expressed and honored, as appropriate.

Serenity Lane provides treatment services without discriminating against persons because of, race, ethnicity, color, national origin, disability, age, sex, sexual orientation, gender, gender expression, genetic information, religion or infectious disease status. In addition Serenity Lane recognizes differences in backgrounds and beliefs that may influence the way groups of patients in treatment and individuals within these groups view the world and their place in it, their mental health, substance use and treatment. Serenity Lane is and continues to be committed to providing culturally sensitive, competent and accessible services to all individuals in need.

In keeping with our non-discrimination clause, all staff members must develop, adhere to and demonstrate a philosophy and commitment to cultural sensitivity, competence and proficiency. Cultural sensitivity and competence is characterized by acceptance of and respect for difference, continued self-assessment regarding culture, careful attention to the dynamics of difference, continuous expansion of cultural knowledge and resources and adaptations of treatment models in order to meet the needs of our diverse patient population. Cultural sensitivity and competence is further defined as the capacity to understand and work effectively in accord with the beliefs and practices of persons from a given ethnic/racial/religious/social group or sexual orientation. Serenity Lane staff members should understand the interplay between theory and practice and be committed to guiding principles that enhance services to diverse populations. This understanding should be reflected in the attitudes, beliefs and practices of our personnel as, "the holding of knowledge, skills, and attitudes that allow the treatment provider and program to understand the full context of a patient's current and past socio environmental situation."

To this end, Serenity Lane provides training support for staff members to become aware of cultural differences and become sensitive and competent working in different socio environmental cross-cultural situations. All appropriate staff members will participate in trainings in cultural competency, diversity, sensitivity, multi-cultural awareness and utilizing clinical skills and treatment strategies with diverse

populations, as indicated. Serenity Lane conducts on-going training events that address various topics related to cultural sensitivity, competency and proficiency.

If necessary, patients may be referred to culturally appropriate services through linkages with other providers in the community. Every attempt is made to identify each patient's needs and cultural preferences beginning with the initial assessment and admission to treatment, as well as throughout the duration of treatment.

Assessment and Evaluation:

It is the policy of Serenity Lane that cultural factors be routinely assessed and evaluated during initial screenings, assessments, as additional patient history is obtained, and as treatment proceeds. Culture will affect treatment directly and needs to be considered in developing, updating and revising patient's individual treatment plans. Included in staff member cultural competency and diversity trainings are strategies and guidelines for respectfully inquiring about and obtaining cultural factors from an individual. The goal is to identify and strengthen cultural resiliency, sensitivity, competency and protective factors.

Service Planning:

Once individual problem areas are identified, the expectation is that the service plan will reflect in writing and practice, with input from the patient, how such needs will be addressed while based upon the strengths, needs, abilities and preferences of each patient. Service plans will be reviewed to ensure that they provide for the unique needs of each individual served and this review may take place at several levels: during review by the treatment team, during chart audits, during clinical review as well as during Quality Health Information record reviews. In addition, during Treatment Team meetings issues concerning pertinent cultural and ethnic considerations of the patient are addressed. Culturally specific mutual help groups should be identified and recommended as part of the service and continuing care plans for patients, if indicated. Family interactions will be modified when relevant to address family issues in a cultural context.

Referrals to Other Service Providers:

If a patient is assessed to need supplemental services that are currently not available at Serenity Lane, a referral to another provider or service will be arranged and documented by the primary case manager.

Staff Member Training:

In order that this plan is successfully carried out, Serenity Lane believes that cultural sensitivity, competency, and diversity training is critical. Serenity Lane will encourage individual training in cultural sensitivity, competency and diversity along with scheduling staff member in-service training events addressing cultural sensitivity, competency and diversity. Serenity Lane maintains documentation of attendance at cultural sensitivity, competency and diversity outside trainings, as well as a log and attendance sheets of internal in-service training events. Human Resources conduct cultural diversity awareness training on hire and annually for all staff members at all levels of the organization.

Recruitment:

Serenity Lane is committed to obtaining and retaining the best professionals for all positions throughout all departments and programs. Among the issues to consider when hiring or contracting a new staff member including counselors in training (students) is finding, for all levels of positions at Serenity Lane, persons who represent the various cultures Serenity Lane serves.

Staffing:

Serenity Lane is committed to equal opportunity employment and diversity while adhering to established policies regarding recruitment. Employment interviews endeavor to attract employees who are sensitive

to, knowledgeable about, and respectful of diversity. Additionally, in-house expertise related to cultural issues is utilized via in-service training events and scheduled facilitated discussions.

Service or Location Gaps:

Serenity Lane is conveniently located for the majority of patients throughout Oregon. Programming and services are reflective of patient, community and referral source needs. Serenity Lane remains responsive to requests, needs, and suggestions from satisfaction survey feedback, stakeholder feedback and community input. Serenity Lane has a strong history of collaboration with the community at large.

Program Literature:

Serenity Lane will work to make available, in either written or oral translation, all important information to the patient/family and significant others. Relevant literature is available regarding, but not limited to, such topics as: infectious disease information, pregnancy and parenting information, risk reduction information, and basic addictions and mental health information.

Observance of Religious or Cultural Practices:

Serenity Lane attempts to accommodate any patient need related to the observance of any practice related to religion or culture as long as it does not interfere with the provision of treatment services to the patient or others.

Monitoring Compliance:

The President/CEO provides oversight and monitoring of compliance through the Complaint and Grievance process as well as the Quality Assurance Program or other ways the President/CEO becomes aware of compliance issues