



CULTURAL COMPETENCY AND DIVERSITY PLAN 2022 - 2023

Overview

The Ita Wegman Association is always seeking to improve the quality of life for all Coworkers, Companions, their families / representatives, and other stakeholders that may come into contact with our organization. We expect to achieve this goal by educating and training our Coworkers on the dynamics of growing a culturally diverse community. Through education, we will enhance our awareness, compassion, and ability to interact with others who are different than ourselves with dignity, respect, patience, and understanding. Embracing diversity in our community makes for better creativity, acceptance, tolerance, and innovation. It also broadens the range of knowledge, skills, and abilities of our Coworkers, and leadership teams. Better decisions can be made based on culturally diverse perspectives. Our focus on cultural competency and diversity will enable us to improve our ability to provide culturally sensitive services to the Companions we support.

Statement of Diversity

The Ita Wegman Association acknowledges and respects the value of a diverse community. This recognition includes gender, race/ethnicity, family status, age, mental/physical abilities, sexual orientation, religious beliefs, socio-economic status and occupational focus. Our mandate is to maintain an environment that is supportive of these elements by promoting inclusion within the Association and the communities we serve.

We commit to:

- Offering supports that respect individual and cultural differences
- Promoting cultural awareness and understanding
- Reflecting the diversity of our community at Coworker and Board levels as well as with supports provided
- No tolerance of discrimination of any kind

Process

In order to promote cultural diversity, The Ita Wegman Association is engaged in the following activities:

- Equal Opportunity Employment initiatives for the hiring process
- All new Coworkers must review the Cultural Diversity Policy as part of orientation.



- During the interview process, questions regarding one's thoughts and feelings about culture and diversity are asked of each applicant.
- An annual assessment is conducted of demographic information on the individuals that we support.
- Coworkers will be provided with regular training on cultural competency from professional authorities and internal trainers.
- Select Coworkers and leadership team members will present talks, workshops, and/or provide educational information on culturally diverse topics.
- Professional literature that relates to cultural competency and diversity is available and routinely distributed to Coworkers.
- The Ita Wegman Association leadership teams assure that ongoing and open discussions regarding cultural competency and diversity occur between Coworkers, which are documented in staff meeting minutes and/or supervision.

Plan of Action

- As The Ita Wegman Association continues to develop and improve our Cultural Diversity Plan, we will make sure that the following are always incorporated:
 - Assistance of professionals who have cultural expertise,
 - Participation in cultural competency and diversity activities by all Coworkers,
 - An observation and implementation process, and
 - Follow-up activities that incorporate feedback and input from participants.

The goals of the Cultural Diversity Plan are to raise the consciousness of the association regarding culture and diversity by recognizing the need for ongoing training, dialogue, feedback, and input from all Coworkers. It is important that all Coworkers are involved in the process of making The Ita Wegman Association a culturally aware and sensitive environment to all.

Cultural competency is the self-examination and in depth exploration of one's own cultural background. This involves the recognition of one's biases, prejudices, and assumptions about persons who are different. Without being aware of the influence of one's own cultural or professional values, there is risk that the provider may engage in cultural imposition. As a community, we are committed to creating an environment that provides the opportunities for the very best outcomes possible for those we serve.

Definitions

Culture: the customary beliefs, social forms, and material traits of a racial, religious, or social group.

Age: the length of an existence extending from the beginning to any given time.

Gender: Gender identity is our internal experience and naming of our gender. It can correspond to, or differ from the sex we were assigned at birth.



Sexual Orientation: a person's sexual preferences or preferred identity.

Spiritual Beliefs: an individual practice and has to do with having a sense of peace and purpose.

Socioeconomic Status: is an economic and sociological combined total measure of a person's work experience and of an individual's or family's economic and social position in relation to others, based on income, education, and occupation.

Language: the words, their pronunciation, and the methods of combining them used and understood by a community

Race: groups of people with similar physical attributes and common shared ancestry

Overall Objective/Goal	Indicator	Desired Outcome	Applied To	Activities	Responsibility / timeline / status
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<p>The Ita Wegman Association will have a cultural competency and diversity plan that identifies how the organization will work to achieve and monitor effectiveness of the plan.</p> <p>(CARF standard 1.A.5 a-d)</p>	<p>Presence of overall investment in Cultural Competency/Diversity inclusive of Culture, Race, Age, Gender, Sexual Orientation, Spiritual beliefs, Socioeconomic status and Language.</p>	<p>The Ita Wegman Association to demonstrate a commitment to having cultural competency inclusive of culture, age, gender, sexual orientation, spiritual beliefs, ageism, socio-economic status, and language.</p>	<p>All Companions, Coworkers, and other Stakeholders.</p>	<p>Applying CARF standard 1.A.5 (a-d) in all we do.</p> <p>Implementation of Cultural Competency and Diversity Plan.</p> <p>Diversity goals tracked and monitored annually.</p> <p>Individual training specific to 1) culture, 2) age, 3) race, 4) gender, 5) sexual orientation, 6) spiritual beliefs, 7) ageism, 8) socio-economic status, and 9) language will occur online and at monthly team meetings 2022/23 with targeted goals specific to increasing awareness, understanding and sensitivity to support diversity and inclusivity.</p>	<p>Executive Group, Core Group, Care Group, and Board of Directors - April 2023 - Training sessions incorporated into Coworker and Companion meetings.</p>
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<p>To create a safe and inclusive environment that fosters respect for, and acknowledgement of different needs and approaches.</p>	<p>All Companions, and Coworkers have a working knowledge of how to be sensitive, respectful and inclusive of all people.</p>	<p>The Ita Wegman Association to be welcoming and accessible to all.</p> <p>The Ita Wegman Association will create a safe and supportive space for all Coworkers, Companions, Companion family members and representatives, Board of Directors and others to explore diversity issues.</p> <p>Increase the level of Coworker cultural competence.</p>	<p>All Board, Coworkers, Companions and other stakeholders</p>	<p>Annual inspection of facilities to assess accessibility and cultural friendliness.</p> <p>Periodic changes in décor to reflect diversity and cultural friendliness.</p> <p>Provide regular communications about cultural competency.</p> <p>Provide in service diversity training opportunities.</p>	<p>Executive Group, Core Group, Care Group - April 2023 - demonstrated understanding of cultural openness and inclusion.</p>
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Overall Objective/Goal	Indicator	Desired Outcome	Applied To	Activities	Responsibility/ Timeline / Status
<p>To adhere to all legal acts that guide all actions of The Ita Wegman Association specifically but not limited to the Canadian Charter of Human Rights and Freedom. (1982); the Canadian Multiculturalism Act (1970) and the Labour Relations Code.</p>	<p>All Companions and Coworkers have a working knowledge of the legal guidance for all our work and actions.</p>	<p>All supported Companions, all Coworkers have a working knowledge of the legal guidance for all our work and actions.</p>	<p>All Board, Coworkers, and Companions</p>	<p>The Coworker and Companion Handbooks includes the Canadian Charter of Human Rights.</p> <p>Include information of Rights in publications for all Companions and Companions representatives.</p> <p>Establish and monitor Companion rights, concerns and complaints.</p> <p>Annual review of Coworker oversight and management including fair hiring practices, assessing the diversity of Coworkers, affirmative action and equal opportunity policies and procedures.</p> <p>Develop a strategy to retain and recruit Coworkers who come from a culturally diverse background and are culturally competent and have a working knowledge about diversity.</p>	<p>Executive Group, Core Group, Care Group - April 2023 - Demonstrated awareness and actions associated with following culturally driven regulations that support inclusion and diversity</p>



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<p>To be aware of and understand different communication needs for all Companions, Coworkers, Contractors and Leadership Members.</p>	<p>Presence of commitment to supporting communication processes that support and reflect the needs of Companions, Coworkers, stakeholders, leadership etc.</p>	<p>Communication needs for all Companions and Coworkers will be respected with unique needs addressed.</p>	<p>All Coworkers and Companions</p>	<p>In all publications and development of policies, apply awareness of different communication needs. Promotional materials will be culturally appropriate, translated, Companion friendly, easily accessible and be in a variety of formats.</p>	<p>Executive Group, Core Group, Care Group - April 2023 - Demonstrated awareness and use of communication processes that support inclusion and diversity.</p>
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Overall Objective/Goal	Indicator	Desired Outcome	Applied To	Activities	Responsibility / Timeline / Status
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<p>Continued - To be aware of and understand different communication needs for all Companions, Coworkers, Contractors and Leadership Members.</p>	<p>Listed above</p>	<p>Listed above</p>	<p>Listed above</p>	<p>Provide regular education on communication barriers and solutions to ensure effective communication</p> <p>All forms – consent for service, release of information, rights will be translated into other languages as needed, or have access to interpreter services and/or development of visual communications.</p> <p>Key documents will be translated based on identified need.</p>	<p>Listed above</p>
<p>Support increased understanding and awareness about cultural diversity</p>	<p>Training opportunities to increase awareness and understanding specific to cultural safety and engagement.</p>	<p>Individual cultural differences will be recognized in Companion individual support plans. A diversity lens will be used in our approach that focuses on Companions individual specific needs.</p>	<p>All Coworkers, Companions, Contractors as appropriate and any other identified stakeholders.</p>	<p>Review of association policies and procedures as well as individual training sessions determined coordinated with the annual training plan and cultural diversity committee.</p>	<p>Executive Group, Core Group, Care Group - April 2023 - Demonstrated awareness and use of training implemented / provided.</p>
<p>Support increased understanding and awareness about age and ageism</p>	<p>Training opportunities to increase awareness and understanding related to ageism and how ageism can impact service acquisition.</p>				



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Support increased understanding and awareness about gender and gender identity	Training opportunities to increase awareness and understanding related to gender and gender issues / concerns.				
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<p>Support increased understanding and awareness about sexual orientation</p>	<p>Training opportunities to increase awareness and understanding related to sexual orientation and create safe and inclusive opportunities</p>	<p>Individual cultural differences will be recognized in Companion individual support plans. A diversity lens will be used in our approach that focuses on Companions individual specific needs.</p>	<p>All Coworkers, Contractors as appropriate and any other identified stakeholders.</p>	<p>Review of association policies and procedures as well as individual training sessions determined coordinated with the annual training plan and cultural diversity committee.</p>	<p>Executive Group, care Group, Core Group - April 2023 - Demonstrated awareness and use of training implemented / provided.</p>
<p>Support increased understanding and awareness about spirituality and spiritual beliefs</p>	<p>Training opportunities to increase awareness and understanding related to spirituality and spiritual beliefs and how services and interactions require a sensitive and open approach</p>				
<p>Support increased understanding and awareness about gender and social economics</p>	<p>Training opportunities to increase awareness and understanding related to gender and social economics and how this can impact accessing services</p>				



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<p>Support increased understanding and awareness about language</p>	<p>Training opportunities to increase awareness and understanding related to language and ensuring services and communication is sensitive and engaging</p>				
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Overall Objective/Goal	Indicator	Desired Outcome	Applied To	Activities	Responsibility / Timeline / Status
<p>Support increased understanding and awareness about race and ethnicity</p>	<p>Training opportunities to increase awareness and understanding related to race / ethnicity and ensuring services and communication is sensitive and engaging</p>	<p>Individual cultural differences will be recognized in Companion individual support plans. A diversity lens will be used in our approach that focuses on Companions individual specific needs.</p>	<p>All Coworkers Contractors as appropriate and any other identified stakeholders.</p>	<p>Review of association policies and procedures as well as individual training sessions determined coordinated with the annual training plan and cultural diversity committee.</p>	<p>Executive Group, core Group, Care Group - April 2023 - Demonstrated awareness and use of training implemented / provided.</p>



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<p>The Ita Wegman Association will acknowledge the diverse perspectives of Companions and their family members / representatives and incorporate these perspectives into all programs and services.</p>	<p>Presence of commitment to supporting the needs of Companions and their family / representatives.</p>	<p>Individual cultural differences will be recognized in Companion individual support plans. A diversity lens will be used in our approach that focuses on Companions individual specific needs.</p>	<p>All Coworkers Contractors as appropriate and any other identified stakeholders</p>	<p>The Ita Wegman Association will annually monitor demographics of Companions supported for demographic diversity.</p> <p>In our Companion and family member / representative feedback, questions asked will focus on Companions feeling safe, (comfortable). From this The Ita Wegman Association will identify if there needs to be changes in Coworker composition (to be culturally reflective of the population we serve.) or additional training/education required.</p> <p>All Companion plans will address and document cultural variables including culture, race, age, gender, sexual orientation, spiritual beliefs, socio-economic status and language to address diversity (oppression etc.). When applicable, Coworkers will seek advice from community partners when planning and implementing culturally based services.</p>	<p>Executive Group, Core group, Care Group - April 2023 - Demonstrated awareness and feedback provided.</p>
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Overall Objective/Goal	Indicator	Desired Outcome	Applied To	Activities	Responsibility / Timeline / Status
Continued - The Ita Wegman Association will acknowledge the diverse perspectives of Companions and their family members / representatives and incorporate these perspectives into all programs and support.	Listed above	Listed above	Listed above	The Ita Wegman Association will have written policies and procedures reviewed annually that address individual and systemic discrimination/harassment. The Ita Wegman Association will (as need is identified) consult with someone with cultural competence expertise to create policies and procedures.	Listed above
To provide access to translators or specialized communicators as required.	Resources and services are identified and can be made available	Ensure resources/support is available as needed.	All Companions, Coworkers	The Ita Wegman Association will develop a protocol re: access to use of translation services as required to support Companion needs.	Care Group, Facility Manager - April 2023 - Resources and or services tracked and monitored if utilized.
Individual cultural differences are recognized in Companion Plans	Person Centered Plans formally address and document cultural variables inclusive of Culture, Race, Age, Gender, Sexual Orientation, Spiritual	Ensure Companion plan includes and is reflective of cultural needs and / or requests.	All Companions, Coworkers	Cultural issues are routinely addressed in Companion Plans, assessments and other services delivery needs, with support amended as needed	Care Group, Facility Manager - April 2023 - Identification of cultural support / needs in individual companion plans



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	beliefs, Socioeconomic status, and Language				
Overall Objective/Goal	Indicator	Desired Outcome	Applied To	Activities	Responsibility / Timeline / Status
Recognize Coworker diversity needs through Performance reviews	Performance reviews support recognition of cultural training and needs	Ensure performance reviews represent, included and address cultural needs / supports and or training	All Coworkers	Cultural issues are routinely addressed in performance reviews and include input from Coworkers to support cultural needs and ongoing growth	Executive Group - April 2023 - Identification of cultural resource development and or need in personal review / evaluation

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<p>To improve interpersonal communications within The Ita Wegman Association and the Community.</p>	<p>Regular and consistent processes of dialogue and engagement that promotes regular connection / communication</p>	<p>Increased understanding and awareness of programming and how to build community connection capacity and engagement</p>	<p>Board of Directors, all Coworkers</p>	<p>Provide cultural competency training/education.</p> <p>Development of strategic processes to promote effective communication amongst staff.</p> <p>Development of strategic processes to promote effective communication between the community and The Ita Wegman.</p>	<p>Executive Group, Core Group, Board of Directors - April 2023 - Recognition and identification of communication processes within the association to support community relationship building</p>



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<p>To align Board of Directors, administrative and program policies / procedures with culturally competent principles and practices.</p>	<p>Review completed with all levels of operational, program and board positions specific to practices, policies and procedures reflect cultural best practices approaches and trends.</p>	<p>Review policies / procedures updating as necessary to demonstrate culturally competent principles and practices.</p>	<p>Board of Directors and all Coworkers</p>	<p>Annual review of administration, human resources and program policies and procedures.</p> <p>Review the strategic plan and revise as needed to reflect The Ita Wegman Association commitment to cultural competency and diversity.</p> <p>Re-enforce understanding and following of The Ita Wegman Association written code of conduct.</p> <p>In recruitment of Board members the Board may choose to recruit members so membership on the Board of Directors reflects/represents the diversity of those supported by The Ita Wegman Association</p>	<p>Executive Group and Board of Directors - April 2023 - Demonstration that policies / procedures are aligned with best practices associated with cultural awareness and cultural competency.</p>
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Overall Objective/Goal	Indicator	Desired Outcome	Applied To	Activities	Responsibility / Timeline / Status
<p>To create opportunities for increasing Coworker’s knowledge and competency on cultural safety, cultural awareness and diversity of our community.</p>	<p>Number of coworkers who demonstrate cultural competency through training</p>	<p>Coworkers that are knowledgeable and able to provide services that consider social, health and economic barriers that can affect one’s well being.</p>	<p>Board of Directors and all Coworkers</p>	<p>The Ita Wegman Association will include cultural competency training in the annual training plan that utilizes a strength based approach to increase cultural competencies.</p> <p>The Ita Wegman Association will on an annual basis provide both direct and indirect cultural competency based training through a variety of means such as newsletters and access to publications.</p> <p>All Coworkers will receive an overview of cultural competency and diversity during their orientation and annually thereafter.</p> <p>Coworkers will report /record cultural competency / diversity workshops attended or sought when participating in performance evaluations.</p> <p>The Ita Wegman Association will provide additional training at a Coworkers request re: cultural competency and diversity</p>	<p>Executive Group, Board of Directors - April 2023 - Demonstration training completed and aligned with best practices associated with cultural awareness and cultural competency.</p>



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through in service training or professional development sessions in the community.

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<p>Continued - To create opportunities for increasing Coworker knowledge and competency on cultural safety, cultural awareness and diversity of our community.</p>	<p>Listed above</p>	<p>Listed above</p>	<p>Listed above</p>	<p>Provide opportunities for coworkers to have or increased their knowledge as related to social determinants of health and social disparities.</p> <p>Provide opportunities for Coworkers to access professional literature that relates to cultural competency and diversity.</p>	<p>Listed above</p>
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Planning / Overall Objective / Goal	Proposed Training/Interventions and Desired Outcome	Activities	Who is Responsible / Review Date	Targeted Completion Date
Review services	Policies/procedures regarding cultural diversity/competence reviewed annually	Review of all policies and procedures on an annual basis to ensure services and planning represents cultural needs	Facility Manager, Business Administrator, Executive Group, Core Group, Board of Directors - Reviewed annually (May or Oct)	Dec 2022
	Annual review of activities, services and training provided inclusive of suggestions to address potential improvements or areas in need of attention	Limited ability to coordinate activities, outings and events in community based on pandemic and restrictions	Facility Manager, Business Administrator, Executive Group, Core Group, Board of Directors - Reviewed annually (May or Oct)	Dec 2022
	Companion and stakeholders feedback on services needed and/or wanted	Limited ability to coordinate activities, outings and events in community based on pandemic and restrictions - Feedback collected based on one on one meeting	Facility Manager, Business Administrator, Executive Group, Core Group, Board of Directors - Reviewed annually (May or Oct)	Dec 2022



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Comments and any extraneous circumstances	Remaining operational while addressing pandemic regulations and restrictions continues to be the primary focus of the Association. Although every effort has been made to support cultural diversity, training and planning during this reporting period we have been limited in our ability to be as attentive and diligent based on public health restrictions and staffing needs. The Facility Manager, Business Administrator, Executive Group, Core Group, Board of Directors continues to monitor and meet needs / identified areas of concern as they are brought forward and will continue to do such in 2023 planning efforts.
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CULTURAL COMPETENCY AND DIVERSITY PLAN 2022 - 2023

ACHIEVEMENTS

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CHANGES

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