

Developmental Disabilities Resource Centre of Calgary

Cultural Competency Action Group

A Framework for Developing Goals and Objectives

1. Cultural Awareness

Develop an understanding of our own beliefs, practices and assumptions as influenced by our own culture and how they influence interactions with people from diverse cultural backgrounds both on an individual and organizational level.

2. Cultural Knowledge

Develop an understanding of the worldview of people from diverse cultural backgrounds by getting to know their values, beliefs and practices (e.g. religion and religious holidays, the role of family, etc.) so as to increase our cultural knowledge and sensitivity.

3. Cultural Skill

Provide mechanisms and tools that will enable us to create appropriate interventions for people from diverse cultural backgrounds (e.g. diverse verbal and non-verbal modes of communication, flexibility and adaptability in service planning and provision etc.) as well as ensure that all communications of the organization reflect the value of cultural diversity.

4. Cultural Encounters

Build strong relationships with individuals, groups and organizations representing diverse cultural backgrounds by participating in their activities and collaborating with them on projects of mutual interest and concern.

- ✓ Outreach
- ✓ Network
- ✓ Attend Events
- ✓ Host Events
- ✓ Share Projects
- ✓ Get Groups on our Lists

5. Employment Equity

Ensure equal opportunity employment for people from diverse cultural background at all levels of the organization by actively recruiting from diverse sources of personnel as well as provide support and coaching where needed.

1. Cultural holidays off when required/requested
2. Dialogue with HR on strategies
3. Advertise with our inter-cultural networks
4. Identify barriers
5. Where and how we search
6. Need an organized approach
7. How to assess foreign credentials
8. Consult others re: best practices
9. Engage mentorship program at CCIS
10. Once people are hired provide mentorship (language match, reporting and documentation) and allow staff the chance to give verbal reports
11. Get people into management
12. Focus on leadership training

6. Service Equity

Ensure that people from diverse cultural backgrounds are aware of the services and programs that are available in the organization and that all efforts are made to render the resources of the organization accessible.

- ✓ Translation
- ✓ Interpretation
- ✓ Service agreements in plain language
- ✓ Advocate that PDD participate in the community
- ✓ Are clients supported to express their faith, gender, age, culture and language preferences

7. Government and Policy

Recognize the value of cultural diversity and the commitment to cultural competency in the organization's vision and mission statements as well as its policies and ensure that the Board and management team has diverse cultural representation as well as ongoing cultural competency training.

8. Anti-discriminatory Policies and Practice

Ensure that the organization has an anti-discriminatory policy and practices and that a viable mechanism of response to any infringements of rights of both staff and clients is available and accessible.