



Cultural Competency and Diversity Plan

What is Cultural Competency? Cultural competence is a set of behaviors, attitudes and policies that enable positive interactions in cross-cultural situations.

- ✓ Culture refers to patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values and institutions of racial, ethnic, religious or social groups.
- ✓ Competence is the capacity to function effectively as an individual or organization within the context of the cultural beliefs, behaviors and needs presented by people and their communities.

Marimor Industries Inc. Standards: Provide effective, impartial, understandable and respectful quality services and relationships that are responsive to diverse cultural health beliefs and practices, preferred languages, and other communication needs to participants, employees, families/caregivers, and other stakeholders.

Purpose: Marimor Industries Inc. has developed a Cultural Competency and Diversity Plan to maintain standards as an organization that demonstrates an awareness of, respect for, and attention to the diversity of the people with whom we interacts (participants served, employees, families/caregivers, and others stakeholders). This standard is reflected in attitudes, organizational structures, policies, and services.

This plan will address how Marimor Industries will respond to the diversity of our stakeholders as well as the knowledge, skills, and behaviors will enable employees to work effectively and mature culturally by understanding, appreciating, and

respecting differences and similarities in beliefs, values, and practices within and between cultures.

Introduction

Cultural awareness is an essential part of our agency. Those employed by Marimor Industries Inc. who are in direct contact with the individuals we serve and their families will demonstrate that they:

- ✓ recognize, value, affirm and respect the worth of each individual served and their family and protect and preserve the dignity of each;
- ✓ utilize appropriate resources to ensure linguistic needs of the individual served and family are met;
- ✓ assess the individual served and family acculturation to aid in matching families with appropriate community based resources; and
- ✓ 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.

Marimor Industries Inc. ensures non-discriminatory and respectful services to participants and their families by employing both internal and external cultural awareness practices. Ongoing improvement and widespread dissemination of these efforts evidences Marimor Industries' commitment to the provision of culturally appropriate services and care. Marimor Industries accommodates, facilitates and assists participants with a wide variety of developmental disabilities.

Anyone has access to the Marimor Industries Cultural Awareness Plan, as the essential plan elements are included in employee materials, located on our P-drive in a folder labeled "Plans" and on our website at www.marimorindustries.org. It is also available in printed form upon request.

Promoting Cultural Competency Internally and Externally

Participants

- ✓ Marimor Industries seeks employees who are committed to the community, represents a variety of cultural backgrounds, and is capable of communicating in cross-cultural situations.
- ✓ Discrimination is not tolerated within our organization and services are provided to participants in a manner that recognizes values, affirms and respects their worth, protects and preserves their dignity.

Communication and Language Assistance

- ✓ When necessary and requested, translation and interpretation services by trained interpreters for participants will be provided.
- ✓ Marimor Industries provides easy-to-understand print, multimedia materials and signage in the languages commonly used by the populations in our service area.
- ✓ Marimor Industries will adapt training materials to meet a participant and/or employees need based on means of communication, physical and linguistic ability, family structure, etc.

Specific Trainings

- ✓ T.E.A.M. (Together Everyone Achieves More) with trauma informed care is provided to all employees and a refresher is provided annually.
- ✓ Positive Culture Initiative
- ✓ Best Practices Annually
- ✓ Departmental Diversity Training Annually
- ✓ Trauma Informed Care

Governance, Leadership and Workforce

- ✓ Marimor Industries embraces Harassment Free Environment policy 3.32 which does not tolerate any type of harassment regarding race, sex, age, religion, national origin, veteran status, ancestry, disability, sexual

orientation or any other characteristic protected by applicable law towards Participants, Employees, and other stakeholders.

- ✓ Marimor Industries embraces Equal Employment Opportunity policy 3.01 which supports hiring employees without basing decisions on race, color, religion, gender, sexual orientation, national origin, age, disability, or any other prohibited criteria. Procedures for hiring and employment shall conform to the Americans with Disabilities Act (ADA) including reasonable accommodations unless such accommodations cause undue hardship to the agency.
- ✓ Marimor Industries educates, trains leadership and employees in culturally and linguistically appropriate policies and procedures on an ongoing basis.

Other Stakeholders

- ✓ Marimor Industries Inc. engages with a number of stakeholders such as Families/Caregivers, Customers, Funding Sources, External Reviewers, etc. and solicits feedback on an annual basis to secure their prospective.
- ✓ Marimor Industries Inc. maintains a complaint log as complaints are called in or communicated in person.

Evaluation and Assessment

- ✓ Marimor Industries Inc. will complete an annual evaluation of the effectiveness of this Cultural Competency and Diversity Plan on an annual basis.
- ✓ Results from the annual evaluation will be used to determine the future direction of the Cultural Competency and Diversity Plan.
- ✓ The evaluation will include results from the satisfaction surveys, employee grievances including cross-cultural grievances, complaint log including cross-cultural complaints, performance measures, etc.

Adopted: February 17, 2016

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