

Policy Title/Number:	Cultural Competency and Diversity Plan	CARF Standard(s):	1.A.5
ARSD:	Contract Language on Interpreter Services	Review/Revise Date:	7/26/19
Approved by:	Director of Operations	Approval Date:	11/7/19
Location/Department:	Leadership	Effective Date:	11/7/19

INTENT STATEMENT

It is the intent of Carroll Institute that its employees behave in a manner representative of its ethical and/or moral commitment to provide quality services to its recipients. Carroll Institute will also demonstrate awareness of, respect for and attention to the diversity of persons served, personnel, families/caregivers, and other stakeholders.

POLICY/PROCEDURE

It is the policy of Carroll Institute to maintain a written Cultural Competency and Diversity Plan that describes how the linguistic and cultural needs of our recipients are met. It is our policy to effectively provide services to recipients of all cultures, ages, races, genders, sexual orientations, socio economic status, languages, ethnic backgrounds, spiritual beliefs and religions in a manner that recognizes, values, affirms, and respects the worth of the individuals and protects and preserves the dignity of each person. Carroll Institute adheres to the equal employment opportunity policy and non-discrimination practices.

IMPLEMENTATION

Carroll Institute policy is implemented by the following plan and practices:

- Recognize, value, affirm and respect the worth of each individual recipient and family and protect and preserve the dignity of each.
- Utilize appropriate resources to ensure linguistic needs of the recipient and family are met.
- Assess recipient and family acculturation to aid in matching families with appropriate community-based resources and provide appropriate health and rehabilitation education.
- 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.

Carroll Institute ensures non-discriminatory and respectful services to recipients and families by employing both internal and external cultural competency practices. Ongoing improvement and widespread dissemination of these efforts is evidence by Carroll Institute’s commitment to the provision of culturally appropriate services and care. Carroll Institute, as a substance abuse-based practice, accommodates, facilitates, treats, and assists recipients with a wide variety of disabilities from mental and physical disabilities to those recipients with medical diagnoses and disorders.

All employees, recipients, and families have access to the Carroll Institute Cultural Competency and Diversity Plan, as the essential plan elements are included in employee materials and on our website at <http://carrollinstitute.org>. It is also available separately upon request.

Internal Cultural Competency and Diversity Practices

- Carroll Institute seeks employees that are committed to their community, represent a variety of cultural backgrounds, and are capable of communicating in cross-cultural situations. Discrimination is not tolerated and employees will conduct services in a manner that recognizes values, affirms, and respects the worth of the individual and protects and preserves the dignity of each person.
- When necessary and requested, translation services to recipients will be provided. The interpreter will assist with translating any intake, treatment plans, evaluation, or other documents shared with family. If a client is in need of interpretive services Carroll Institute will contact local interpreter services dependent upon the client need and make arrangements for these services.
- Carroll Institute provides opportunities for training to include the following:
 - Acceptance and respect for differences
 - Careful attention to dynamics of difference
 - Continuous expansion of cultural knowledge and resources

These trainings can be accessed through in-person opportunities, online or during internal staff meetings.

This policy will be reviewed annually and updates made as necessary.