



**Cultural Competency & Diversity Plan**

**October**

**2021 - 2022**

## **Introduction**

Community Ventures Society (CVS) is committed to fostering an increasingly inclusive and respectful community. By increasing our own cultural competency, we can better serve the people we support as well as model these competencies to our community. The Cultural Competency Plan is reviewed by the Executive Director every October to develop a yearly plan of priority actions.

## **Purpose of the Cultural Competency & Diversity Plan**

- ❖ To foster cultural competency within CVS and the greater community.
- ❖ Demonstrate behaviors, attitudes, policies and structures that promote cultural understanding, inclusivity and respect.
- ❖ Obtain cultural information and then apply that knowledge.
- ❖ Provide culturally competent and respectful services.

## **What is Culture?**

Although it is impossible for each person to know everything about every culture, it involves an individual's background, gender, religion, ethnicity, nationality, profession, and cognitive processes. Individual culture is socially inherited and is constantly changing as old cultures are influenced by the new. Culture is a social organism that involves the production, manipulation, processing, reception, and interpretation of symbols.

Examples of symbols are written or spoken words, consequences, uniforms, or appearances that represent knowledge accumulated. Within organizations, culture is both a dynamic phenomenon that surrounds us at all times, being constantly enacted and created by our interactions with others and shaped by leadership behavior, and a set of structures, routines, rules, and norms that guide and constrain behavior.

Furthermore, culture is made up of three levels: artifacts that are the visible organizational structures and processes; espoused values that are the goals and philosophies of the organization; and underlying assumptions, which are taken-for-granted beliefs, perceptions, thoughts, and feelings. Indeed, rendered down to its barest essence, culture is simply “the way we do things around here” (Schein, 2009, p. 37).

## **The Context**

CVS desires to be a culturally safe and knowledgeable organization.

## **Our Plan**

Cultural Competency and Diversity Plan

CVS has a cultural competency and diversity plan that includes the people we serve, our staff, and other stakeholders. Our Cultural Competency and Diversity Plan is based on age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language.

We use demographics data gleaned from our Outcomes Report to assist us in shaping the Cultural Competency and Diversity plan for the year by examining the data to determine trends and to help us target the required areas that need attention. Moreover, we notice general trends via our interface with CSSEA, CEO Network, Federation of Social Service Agencies and CHRP.

In the 2021-2022 year we are focused on ensuring that all staff get the Open Future Learning Diversity online course. Also,

<b>Business Performance Objective</b>	<b>Performance Indicator</b>	<b>Performance Target</b>	<b>Priority Actions</b>	<b>Person Responsible</b>	<b>Due Date for Measurement</b>
Training for Cultural Competency for individuals	Identify individuals for this training	10 people	OFL - side by side course Finding and Building community	Dawne/Diana /Salima	
All staff meeting including EDI material/content annually	All staff attain EDI competency	100% staff attendance	All staff attend March 28th staff meeting	Alex	March 28, 2022
In person training for EDI competency for staff	All staff attain EDI competency	100% staff attendance	All staff attend course reviewing EDI	Alex/Karen/ Diversity Committee	Spring/Summer
Increase knowledge of Indigenous Issues	Develop Open Future Learning Module on Decolonization	Module is developed internally	Consult with Indigenous Action Committee on content	Pete & Diversity Committee and	Module developed by June 2022

				Indigenous Action Committee	
Management attend Diverse Leaders Tri-cities course	Management will participate in 6 session course on EDI competency	3 management staff attend all 6 sessions	Active participation in sessions Sharing EDI information with management team	Alex/Chris/ Karen	November 2022

When our priority actions are complete, we note this and close the loop in our [Business Performance Measurement and Management Report](#) in November 2022. We review our results and create a new plan.

1.A.5. The organization implements a cultural competency and diversity plan that:

a. Addresses:

- (1) Persons served.
- (2) Personnel.
- (3) Other stakeholders.

b. Is based on the consideration of the following areas:

- (1) Culture.
- (2) Age.
- (3) Gender.
- (4) Sexual orientation.
- (5) Spiritual beliefs.
- (6) Socioeconomic status.
- (7) Language.
- (8) Other factors, as relevant.

c. Is reviewed at least annually for relevance.

d. Is updated as needed.