

## Cultural Competency & Diversity Plan

1/18/2023

The full plan is completed by the Executive Director. This plan will be reviewed annually and updated as needed.

Life Recovery Services, Inc. values diversity in persons served, employees, families, and other stakeholders. We seek to fully serve the community and the diversity it represents.

Life Recovery Services, Inc. provides treatment services without discriminating against persons because of, race, ethnicity, culture, color, national origin, disability, age, sex, sexual orientation, gender, gender expression, genetic information, religion, spiritual beliefs, language, socioeconomic status, or infectious disease status. In addition, Life Recovery Services, Inc. recognizes differences in backgrounds and beliefs that may influence the way groups of patients in treatment and individuals within these groups view the world and their place in it, their mental health, substance use, and treatment. Life Recovery Services, Inc. is and continues to be committed to providing culturally sensitive, competent, and accessible services to all individuals in need.

In keeping with our non-discrimination clause, all staff members must develop, adhere to, and demonstrate a philosophy and commitment to cultural sensitivity, competence, and proficiency. Cultural sensitivity and competence is characterized by acceptance of and respect for difference, continued self-assessment regarding culture, careful attention to the dynamics of difference, continuous expansion of cultural knowledge and resources and adaptations of treatment models in order to meet the needs of our diverse patient population. Cultural sensitivity and competence is further defined as the capacity to understand and work effectively in accord with the beliefs and practices of persons from a given ethnic/racial/religious/social group or sexual orientation. Life Recovery Services, Inc. staff members should understand the interplay between theory and practice and be committed to guiding principles that enhance services to diverse populations. This understanding should be reflected in the attitudes, beliefs, and practices of our personnel as, “the holding of knowledge, skills, and attitudes that allow the treatment provider and program to understand the full context of a client’s current and past socio-environmental situation.”

To this end, Life Recovery Services, Inc. provides training support for staff members and stakeholders to become aware of cultural differences and become sensitive and competent working in different socio-environmental, cross-cultural situations. All staff members will participate in trainings in cultural competency, diversity, sensitivity, multi-cultural awareness, and utilizing clinical skills and treatment strategies with diverse populations, as indicated. Life Recovery Services, Inc. conducts on-going training events that address various topics related to cultural sensitivity, competency, and proficiency. These are made available to the community-at-large for anyone interested. Trainings can be scheduled by contacting the Executive Director.

If necessary, patients may be referred to culturally appropriate services through linkages with other providers in the community. Every attempt is made to identify each client's needs and cultural preferences beginning with the initial assessment and admission to treatment, as well as throughout the duration of treatment.

Life Recovery Services, Inc. documents the unique needs, requests, information, and accommodations listed below.

### **Culture**

Life Recovery Services, Inc. considers each person's cultural background and recognizes the values and obstacles it may present. It is the goal to incorporate cultural values and differences respectfully in all aspects of the agency.

### **Age**

Life Recovery Services, Inc. hires people of all ages and seeks input from stakeholders of all ages. The agency considers the generational background of everyone as a part of developing their person-centered plan and support needs. As Life Recovery Services, Inc. provides service coordination and information/referral services to individuals aged 4 and above, specific attention will be given to outreach, service support needs, and existing community resources for all age groups.

### **Gender**

Life Recovery Services, Inc. provides services and employment based on need and qualifications. Gender may play a role in how services are delivered or input received based on the person's background and experiences.

### **Sexual Orientation / Identification**

Life Recovery Services, Inc. provides service coordination to and employs all individuals without consideration to their sexual orientation or identification. The agency respects the individual's right to privacy and their ability to express their self in a manner of their choosing.

### **Spiritual Beliefs**

Life Recovery Services, Inc. recognizes the right for all people to practice their faith or spiritual beliefs. The agency makes every effort to ensure that services, employment, and input received are accommodated regarding the person's beliefs, practices, and traditions.

### **Socioeconomic Status**

Life Recovery Services, Inc. serves a community with a vast variety of household incomes and economic status. It is the value of the agency to support all people with substance use and mental health concerns and their family members.

### **Language**

Life Recovery Services, Inc. provides language accommodations (as available). The agency will always make a good-faith effort to accommodate a person's language needs. Interpreters,

translators, and documents in the language spoken/understood are such options the agency utilizes. Life Recovery Services, Inc. prides itself on attempting to provide services to people who are speak languages other than English. Currently we have providers who speak Spanish, Portuguese, and Vietnamese.

This documentation can be found in individual assessments, treatment plans, employment requests, and other means obtained (surveys, direct communication, suggestion box, etc.).

**Assessment and Evaluation:**

It is the policy of Life Recovery Services, Inc. that cultural factors be routinely assessed and evaluated during initial screenings, assessments, as additional patient history is obtained, and as treatment proceeds. Culture will affect treatment directly and needs to be considered in developing, updating, and revising patient's individual treatment plans. Included in staff member cultural competency and diversity trainings are strategies and guidelines for respectfully inquiring about and obtaining cultural factors from an individual. The goal is to identify and strengthen cultural resiliency, sensitivity, competency and protective factors.

**Service Planning:**

Once individual problem areas are identified, the expectation is that the service plan will reflect in writing and practice, with input from the patient, how such needs will be addressed while based upon the strengths, needs, abilities and preferences of each patient. Service plans will be reviewed to ensure that they provide for the unique needs of each individual served and this review may take place at several levels: during review by the treatment team, during chart audits, during clinical review as well as during record reviews. In addition, during Treatment Team meetings, issues concerning pertinent cultural and ethnic considerations of the patient are addressed. Culturally specific mutual help groups should be identified and recommended as part of the service and continuing care plans for patients, if indicated. Family interactions will be modified when relevant to address family issues in a cultural context.

**Referrals to Other Service Providers:**

If a patient is assessed to need supplemental services that are currently not available at Life Recovery Services, Inc., a referral to another provider or service will be arranged and documented by the primary case manager. We believe that only providers that have been vetted to ensure cultural competence and diversity inclusion should be used.

**Staff Member Training:**

In order that this plan is successfully carried out, Life Recovery Services, Inc. believes that cultural sensitivity, competency, and diversity training is critical. Life Recovery Services, Inc. will encourage individual training in cultural sensitivity, competency, and diversity along with scheduling staff member in-service training events addressing cultural sensitivity, competency, and diversity. Life Recovery Services, Inc. maintains documentation of attendance of cultural sensitivity, competency, and diversity trainings. Human Resources conduct cultural diversity awareness training on hire and annually for all staff members at all levels of the organization.

**Recruitment:**

Life Recovery Services, Inc. is committed to obtaining and retaining the best professionals for all positions throughout all departments and programs. Among the issues to consider when hiring or contracting a new staff member including counselors in training (students) is finding, for all levels of positions at Life Recovery Services, Inc., persons who represent the various cultures Life Recovery Services, Inc. serves.

**Staffing:**

Life Recovery Services, Inc. is committed to equal opportunity employment and diversity while adhering to established policies regarding recruitment. Employment interviews endeavor to attract employees who are sensitive to, knowledgeable about, and respectful of diversity. Additionally, in-house expertise related to cultural issues is utilized via in-service training events and scheduled facilitated discussions.

**Service or Location Gaps:**

Life Recovery Services, Inc. is conveniently located for the majority of patients throughout the greater Oklahoma City Metro. Programming and services are reflective of patient, community, and referral source needs. Life Recovery Services, Inc. remains responsive to requests, needs, and suggestions from satisfaction survey feedback, stakeholder feedback, and community input. Life Recovery Services, Inc. has a strong history of collaboration with the community at large.

**Program Literature:**

Life Recovery Services, Inc. will work to make available, in either written or oral translation, all important information to the patient/family and significant others. Relevant literature is available regarding, but not limited to, such topics as: infectious disease information, pregnancy and parenting information, risk reduction information, and basic addictions and mental health information.

**Observance of Religious or Cultural Practices:**

Life Recovery Services, Inc. attempts to accommodate any patient or staff member needs related to the observance of any practice related to religion or culture as long as it does not interfere with the provision of treatment services to the patient or others.

**Monitoring Compliance:**

The Executive Director provides oversight and monitoring of compliance through the Complaint and Grievance process as well as the Quality Assurance Program or other ways the agency becomes aware of compliance issues.

**Stakeholder Input:**

This agency takes seriously the input from stakeholders. We encourage those who have a genuine interest/investment in this agency to speak to our Executive Director or another member of our Leadership Team. Concerns, suggestions, and assistance are always welcome. We acknowledge that we do not know everything there is to know concerning every culture;

but we are open to learning more from those who are knowledgeable. We acknowledge that when our staff learns more about interacting with various cultures, we become more competent and are better able to help those in need. It allows us to develop additional skills that may have been missing. Training allows us the opportunity to correct inappropriate beliefs and behaviors. This combination enables our team to work effectively cross culturally by understanding, appreciating, and respecting differences and similarities in beliefs, values, and practices within and between cultures.