

## The Right Door for Hope, Recovery and Wellness

Chapter Title	Chapter #		Subject #
Recipient Rights	RR		992
Subject Title	Adopted	Last Revised	Reviewed
Cultural Diversity	10/29/01	12/15/15	11/23/04; 7/26/10; 8/22/11; 9/24/12; 9/23/13; 12/10/14; 12/15/15; 2/14/16; 12/20/17; 12/19/18; 2/18/19; 06/28/21; 6/27/22; 6/26/23; 6/24/24

### POLICY

#### Application

This policy shall apply to The Right Door for Hope, Recovery and Wellness and all services operated by or under contract with it.

#### 1. Intent

The intent of this policy is to establish the processes and practices necessary to assure culturally competent service delivery.

#### 2. Cultural Diversity

2.1. The Right Door for Hope, Recovery and Wellness shall develop a program to increase awareness of cultural differences and provide education that reflects sensitivity, acceptance, respect, and appreciation of the cultural diversity within our community.

2.2. Service delivery information and forms shall be available in a format that is understandable by consumers and in compliance with MDHHS requirements. Agency information shall be available in the languages for the primary ethnic groups, as defined by MDHHS requirements, represented in the Agency's catchment area population.

2.3. Interpretation services shall be made available for non-English speaking, limited-English speaking, and hearing-impaired consumers.

2.4. Treatment services and public relation activities shall be responsive to the ethnic and cultural values and language needs of consumers.

2.5. Staff and contract providers shall receive training in cultural sensitivity and diversity and other related topics.

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2.6. The agency shall strive to employ staff who possess clinical, cultural, and language skills that are reflective of the community.

2.7. The agency shall assess its strengths and weaknesses related to cultural competence on an annual basis in order to identify cultural issues, staff development, and service delivery needs.

### 3. Definitions

3.1. Cultural Competence: A set of congruent practice skills, behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables that system, agency, or those professionals to work effectively in cross-cultural situations.

3.2. Culture: The integrated pattern of human behavior that includes thought, communication, actions, customs, beliefs, values, and institutions for racial, ethnic, religious, or social groups. Culture defines the preferred ways for meeting needs.

3.3. Competence: Having the capacity to function effectively.

3.4. Culturally competent mental health agency: Acknowledges and incorporates at all levels, the importance of culture, the assessment of cross-cultural relations, vigilance towards the dynamics that result from cultural differences, the expansion of cultural knowledge, and the adaptation of services to meet culturally unique needs.

### References:

MDHHS Consumerism Best Practice Guideline, Section V.A.3.

QISMC Standards 3.1.5.

CARF Standards, Section Leadership

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Nancy Patera, Board Chairperson	Date		