

Corporation of the County of Prince Edward  
H.J. McFARLAND MEMORIAL HOME

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<b>TITLE:</b> Cultural Competence and Diversity	<b>POLICY #:</b>
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MANUAL: Administration	APPROV. AUTH: CAO/Administrator
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**PHILOSOPHY, PURPOSE OR STATEMENT ON INTENT:**

It is the intent of H.J. McFarland Memorial Home that its employees behave in a manner representative of its ethical and/or moral commitment to provide quality healthcare services to its residents.

**POLICY:**

It is the policy of H.J. McFarland Memorial Home to maintain a written Cultural Competency and Diversity Plan that describes how the cultural needs of our residents are met. It is our policy to effectively provide services to residents of all cultures, age, races, gender, sexual orientation, 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. H.J. McFarland Memorial Home adheres to the equal employment opportunity policy and non-discrimination practices.

**PROCEDURE:**

H.J. McFarland Memorial Home (HJM) policy is implemented by the following plan and practices.

**I. Cultural Competency and Diversity Plan**

**Introduction:**

Cultural competence is an integral part of HJM. Those employed by our Home and who are in direct contact with residents and families will demonstrate the following:

- Recognize, value, affirm and respect the worth of each individual resident and family and protect and preserve the dignity of each
- Utilize appropriate resources to ensure linguistic needs of the resident 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.

HJM ensures non-discriminatory and respectful services to residents and families by employing both internal and external cultural competency practices. Ongoing improvement and widespread dissemination of these efforts evidences HJM's commitment to the provision of culturally appropriate services and care. HJM, as a long term care home, accommodates, facilitates, treats, and assists residents with a wide variety of disabilities from mental and physical disabilities to those residents with medical diagnosis and disorders.

All employees, residents, and families have access to the HJM Cultural Competency and Diversity Plan, as the essential plan elements are included in employee materials and on our website at [thecounty.ca](http://thecounty.ca). It is also available separately upon request.

## **II. Internal Cultural Competency and Diversity Practices**

(1) HJM seeks staff members 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.

(2) 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 HJM calls the Translation Agency of Ontario (613-699-6944) and makes arrangements for these services.

(3) HJM provides annual training.

Characteristics of the training include:

- Acceptance and respect for differences
- Careful attention to dynamics of difference
- Continuous expansion of cultural knowledge and resources
- Where to find resources for translation

Training is based upon the following learning techniques:

- Assessment and awareness of personal biases, values and expectations
- Content on general culture-specific attributes (family structures, language use for various groups, and residents with a wide variety of physical and linguistic disabilities).

### **III. External Cultural Competency Practices**

Employees are notified of their responsibilities pertaining to delivering culturally competent care and may obtain a copy of the Cultural Competency and Diversity Plan from their direct supervisor.

HJM will provide interpreter services to residents and families as necessary when requested to ensure availability of effective communication regarding treatment, medical history, or health education. Interpreters are available when technical, medical, or treatment information is to be discussed or where use of a family member or friend, as interpreter is inappropriate.

Translation Agency of Ontario provides services for personal documents, contracts/agreements, manuals/guides, brochures, employee handbooks, marketing and PR texts, websites, software, birth certificates, marriage certificates, divorce decrees, high school and university degrees or diplomas and transcripts, driver's licenses, educational certificates, personal and employment letters, passports, and more. They also perform Transcription.

**Attachments:** N/A