



## **Cultural & Linguistic Competency and Diversity Plan**

**Philosophy, Purpose or Statement on Intent:** It is the intent of Tomorrow's Rainbow, Inc. that its employees behave in a manner representative of its ethical and/or moral commitment to provide quality support services to clients and families coping with grief, loss or trauma.

**Policy:** It is the policy of Tomorrow's Rainbow, Inc. to maintain a written Cultural & Linguistic Competency and Diversity Plan that describes how the linguistic and cultural needs of our clients are met. It is our policy to effectively provide services to clients of all cultures, age, race, gender, sexual orientation, socio-economic status, language, ethnic background, spiritual beliefs, and religion in a manner that recognizes, values, affirms, and respects the worth of each individual and protects and preserves the dignity of each person. Tomorrow's Rainbow, Inc. adheres to the equal employment opportunity policy and non-discrimination practices.

Procedure: Tomorrow's Rainbow policy is implemented by the following plan and practices in adherence with the National CLAS Standards detailed below.

### **I. Cultural & Linguistic Competency and Diversity Plan**

Cultural competence is an integral part of Tomorrow's Rainbow, Inc. All employees, agents, and representatives agree to provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

Within the Tomorrow's Rainbow governance, leadership, and workforce, the agency strives to:

- i. Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.
- ii. Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.
- iii. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

In order to serve all individuals who may have been affected by grief, loss, or trauma, Tomorrow's Rainbow commits to the following standards of communication and language assistance:

- iv. Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.
- v. Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.
- vi. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

In a dynamic and ever-changing society, Tomorrow's Rainbow recognizes and follows points of engagement, continuous improvement, and accountability to always serve all individuals, regardless of culture, age, race, gender, sexual orientation, socio-economic status, language, ethnic background, spiritual beliefs, and religion:

- vii. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.
- viii. Conduct regular assessments of community needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.
- ix. Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.

- x. Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.
- xi. Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.

## II. Internal Cultural & Linguistic Competency and Diversity Practices

Tomorrow's Rainbow Inc. seeks staff members that are committed to their community, represent a variety of cultural backgrounds, and can communicate 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 the family. If a client needs interpretive services, Tomorrow's Rainbow Inc. calls the Florida Coordinating Council for the Deaf and Hard of Hearing and makes arrangements for these services. If a client is bilingual, Tomorrow's Rainbow, Inc. has a volunteer professional who will assist with interpretations. The contact information is listed with Human Resources and Programming Offices.

Comprehensive, behaviorally, and theoretically based cultural competency training and education is identified and at times offered. Characteristics of the training include:

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

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 recipients with a wide variety of physical and linguistic limitations).

Specific trainings identified include:

- Tomorrow's Rainbow, Inc. Cultural Diversity Training
- The National Center for Cultural Competence (NCCC) maintains a database of a wide range of resources on cultural and linguistic competence (demographic information, policies, practices, articles, books, research initiatives and findings, curricula, multimedia materials and websites, etc.) The NCCC uses specific review criteria for the inclusion of these resources. As part of the NCCC's web-based technical assistance, a selection searchable bibliography of these resources is made available online. Online resource database to be used for self-study.

<https://nccc.georgetown.edu/curricula/culturalcompetence.html>

### **III. External Cultural & Linguistic Competency and Diversity Practices**

Employees are notified of their responsibilities pertaining to delivering culturally competent care and may obtain a copy of the Cultural & Linguistic Competency and Diversity Plan on the website: [www.tomorrowsrainbow.org](http://www.tomorrowsrainbow.org)

Tomorrow's Rainbow, Inc. will provide interpreter services to clients 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.

Tomorrow's Rainbow works within the system of care and has a variety of traditional and nontraditional organizations to enhance service delivery and maximize resources for clients and their families. These include:

- 211 Broward
- Broward Partnership for the Homeless
- Urban League of Broward County
- Kid, Inc.
- ChildNet
- Broward Sheriff's Office
- Season's Hospice and Palliative Care
- Trustbridge, Inc.
- Hands On Broward
- Broward County Public Schools
- Palm Beach County Schools
- Broward Behavioral Health Coalition (BBHC)
- Children's Services Council of Broward County (CSC of Broward)
- Harmony Development Center, Inc.
- Florida Initiative for Suicide Prevention (FISP)
- Broward County Community Partnerships Division
- Henderson Behavioral Health
- Chrysalis Health Services
- Memorial Health
- Broward Health
- Jewish Family Services
- SunServe
- Broward House

By collaborating with a diverse group of agencies, both traditional and non-traditional, Tomorrow's Rainbow, Inc. will ensure clients of all cultures, age, race, gender, sexual orientation, socio-economic status, language, ethnic background, spiritual beliefs and religion are supported in a manner that recognizes, values, affirms, and respects, protects and preserves the dignity of each person.