



## **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.

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

Cultural competence is an integral part of Tomorrow's Rainbow, Inc. Those employed by Tomorrow's Rainbow, Inc. who are in direct contact with clients and families will demonstrate the following:

- Recognize, value, affirm and respect the worth of each individual client and family and protect and preserve the dignity of each.

- Utilize appropriate resources to ensure linguistic needs of the clients and family are met.
- Assess recipient and family acculturation to aid in matching families with appropriate community-based resources and provide appropriate 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.

Tomorrow's Rainbow, Inc. ensures non-discriminatory and respectful services to clients and families by employing both internal and external cultural competency practices. Ongoing improvement and widespread dissemination of these efforts' evidences Tomorrow's Rainbow, Inc. commitment to the provision of culturally appropriate services and care. Tomorrow's Rainbow Inc. accommodates, facilitates, treats, and assists clients with a variety of diagnoses, disorders, and disabilities.

All employees, clients and families have access to the Tomorrow's Rainbow Cultural & Linguistic Competency and Diversity Plan, as the essential plan elements are included in employee materials and on our website at [www.tomorrowrainbow.org](http://www.tomorrowrainbow.org). It is also available separately upon request.

## **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.tomorrowrainbow.org](http://www.tomorrowrainbow.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.