

Policy & Procedure

Policy Title: Cultural & Linguistic Competence Plan

Policy Number: 801

Policy:

Arc Human Services (the organization) is committed to providing equitable, culturally, and linguistically appropriate care to all residents, ensuring that diverse backgrounds, values, and communication needs are respected and supported. This policy aligns with best practices and regulatory guidelines for cultural competence in mental health residential care.

Purpose:

The purpose of this plan is to ensure that Arc Human Services provides culturally and linguistically appropriate services to all residents, respecting their diverse backgrounds, values, and communication needs. This plan aligns with best practices and regulatory guidelines for cultural competence in mental health residential care.

Goals & Objectives

- **Improve Access:** Ensure all residents receive equitable care regardless of language, culture, or background.
- **Enhance Staff Competency:** Provide ongoing training on cultural awareness, implicit bias, and effective communication.
- **Promote Resident Engagement:** Foster an inclusive environment where residents feel respected and understood.
- **Ensure Language Access:** Provide interpretation and translation services as needed.

Staff Training & Development

- **Training:** All staff will receive training on cultural competency, including topics such as:
 - Understanding diverse cultural beliefs about mental health.
 - Strategies for working with individuals from different racial, ethnic, and religious backgrounds.
 - Addressing language barriers and using interpreters effectively.
- **Ongoing Learning:** Staff will have access to additional training and resources, as dictated by program needs and initiatives.

Culturally Responsive Care

- **Resident Assessments:** Intake assessments will include questions about cultural preferences, religious/spiritual beliefs, and language needs.
- **Personalized Care Plans:** Treatment plans will be tailored to respect residents' cultural backgrounds and preferences.
- **Community Engagement:** Partnering with local cultural organizations to provide culturally relevant resources and support.

Language Access Services

- **Interpretation Services:**
 - Professional interpreters will be available for residents with limited English proficiency (LEP).
 - Staff will be trained on how to use interpretation services effectively, if required.
- **Translation of Materials:**
 - Key documents (e.g., consent forms, resident handbooks, treatment plans) will be made available, if required, in multiple languages.
 - Signage in the facility will be multilingual depending on the needs of the

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residents.

Resident & Family Engagement

- **Cultural Feedback Mechanisms:** Gather input from residents and families on cultural and language needs.
- **Inclusive Activities:** Organize and/or participate in culturally relevant activities, celebrations, and support groups.
- **Family Involvement:** Ensure families are included in care planning and provided with language support if desired by residents.

Monitoring & Evaluation

- **Performance Metrics:**
 - Track staff training completion rates.
 - Measure resident satisfaction with cultural and linguistic services.
 - Assess utilization of interpretation and translation services.
- **Plan Review:** This plan will be reviewed annually to ensure effectiveness and updated as needed.

Accountability & Compliance

- **Oversight:** The Director of Behavioral Health Services will oversee the implementation of this plan.
- **Reporting Mechanism:** Residents and staff can report cultural or linguistic concerns through calling the Compliance Hotline at 1-866-841-1878 or by contacting Carol Grant, Chief Program Officer at 724-470-9330, grant.carol@archumanservices.org.

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