

Diversity & Cultural Competency Plan 2015-2018

Triad Coordinated Services is committed to promoting Diversity within our organization and community. Our focus is to utilize the following goals:

- Identify Diversity by gathering information to include demographics of NC and the counties we serve, who we are serving, ways we can increase diversity in our leadership, management, direct service and support service positions
- Utilize information gathered to evaluate Diversity in Recruiting-ongoing changes will be made as needed
- Retaining A Diverse TCS Body
- Integration (Including Education & Supervision) of Diversity & Cultural Competency
- Stressing Diversity In Community Engagement As A Way To Promote Cultural Diversity

Triad Coordinated Services has a written plan describing how the cultural needs of our clients are met. The Cultural Competency Plan describes how our staff effectively provide services to persons of all cultures, races, ethnic backgrounds, and religions in a manner that recognizes, values, affirms, and respects the worth of the individuals and protects and preserves the dignity of each. The plan is also made available to the public via our website: www.tc-services.org

Cultural Competence is an integral part of Triad Coordinated Services. Triad Coordinated Services demonstrates awareness and a respect for the diversity of the people it interacts with regarding culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language. All committee members, officers, staff, and volunteers of TCS 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
- Ensure all services are conducted in a manner that is sensitive to and shows respect for the cultural and ethnic diversity of all clients including ethnicity, race, religion and/or spiritual beliefs, age, gender, sexual orientation, socioeconomic status, language and disabilities of the population served.
- Communicate with staff, clients, and their families in the most efficient way possible to accommodate the client's cultural needs.

- Utilize culture-specific information provided in training and/or orientation to assist in identifying and determining the cause of culture-based issues and miscommunication and to resolve them.

Triad Coordinated Services ensures non-discriminatory and respectful services to clients and families by utilizing both internal and external cultural competency practices. Ongoing improvement and widespread dissemination of these efforts support Triad Coordinated Services commitment to the provision of culturally appropriate services. TCS, as a provider agency, accommodates, facilitates, treats, and assists people with a variety of disabilities from developmental disabilities and physical disabilities to those with mental health diagnosis and disorders.

All staff, clients and families, committee members, officers, and volunteers of TCS have access to the TCS Cultural Competency Plan, as the essential plan elements are included in staff handbook and on our website at www.tc-services.org. It is also available separately upon request.

TCS seeks staff that is committed to their community, represents a variety of cultural backgrounds, and is capable of communicating in cross-cultural situations. Discrimination is not tolerated and employees will conduct therapy in a manner that recognizes, values, affirms, and respects the worth of the individual and protects and preserves the dignity of each.

When necessary and requested, translation services to clients will be coordinated through the client's home MCO. The interpreter will assist with translating any evaluation data, treatment plans, or other documents shared with the family.

- Staff must receive cultural competency training upon hire and annually thereafter.
- Cultural Competency is addressed in ongoing Supervision, Client Specific Training and Quizzes.
- Our Newsletter includes Educational Information and Opportunities to continue understanding of cultural awareness through articles, classes, and workshops.
- Staff are notified of their responsibilities pertaining to delivering culturally competent care and may obtain a copy of the Cultural Competency Plan on the website: www.tc-services.org

Triad Coordinated Services utilizes and has informal relationships with a wide variety of traditional and nontraditional organizations to enhance service delivery and maximize resources for clients and families. These include:

- ABC of NC Child Development
- Hispanic International Center
- Autism Society of NC
- NAMI
- Horsepower
- UNCG Dreamcamp
- Down Syndrome Network of Greater Greensboro
- Gateway Education Center
- Sib Shop

Triad Coordinated Services has also established relationships in the community to create a rapport that builds and facilitates acceptance:

- Autism Speaks
- NC Guardianship Association
- Guilford County Department of Social Services
- Walkertown Little League
- I Can House