



Cultural Competency Plan

SPRINGWELL NETWORK, INC. is committed to establishing multicultural principles and practices throughout its operations. The promotion of Cultural competency and linguistics within our internal system. The intent of the language of the plan is that it is inclusive and subject to additions as implementation of particular aspects of the plan are undertaken. The plan will be reviewed annually and collaboration is expected to become a larger aspect of the work as it evolves.

What is cultural competency?

Cultural Competency is the willingness and ability of a system to value the importance of culture in the delivery of services to all segments of the population. It is the use of a systems perspective which values differences and is responsive to diversity at all levels of an organization, i.e., policy, governance, administrative, workforce, provider, and consumer/client. **Cultural Competency** is developmental and community focused.

Also, it helps with development and continued promotion of skills and practices important in cross-cultural interactions and systems practices among providers and staff to ensure that services are delivered in a culturally competent manner. **Cultural Competency** evolves through changes in behaviors, attitudes, knowledge and skills. It is a process of continuous quality improvement. It requires all levels of the organization to adhere to the ethical codes of conduct



established, and reflect that the values of SPRINGWELL NETWORK, INC are based upon the principles of honesty, sincerity, understanding and integrity with regard to: age, sexual orientation, race etc.

Purpose, Authority and Structure (PAS): SPRINGWELL NETWORK, INC. Cultural Competency Plan is used to ensure that service delivery to all persons is delivered in a culturally sensitive manner. This plan is comprehensive and covers all levels of the organization including governance, administration and staff.

SPRINGWELL NETWORK, INC's Executive Director and Operations Director maintain the authority and responsibility to integrate cultural competency throughout the organization. The Board of Directors, Executive Director, and Program Committees, and or QI/QA Committee has authorization to oversee the implementation and periodic review of cultural competency activities and review progress towards objectives.

The overall aim of the plan is to foster an environment of culturally competent service delivery by:

- Assessing cultural competence
- Offer immediate access to culturally diverse services
- Offer culturally diverse education and training for staff
- Promote recruitment of staff prevalent to the secondary language/culture of our Service delivery area.