



**CULTURAL COMPETENCY, DIVERSITY
AND INCLUSION PLAN
FY 2022**

UCP OF MOBILE

3058 Dauphin Square Connector

Mobile, AL 36607

INTRODUCTION

It is the intent of UCP of Mobile and Central Alabama that its employees behave in a manner representative of its ethical codes of conduct and moral commitment to provide quality programs and services for those we serve, their families, our employees, and all stakeholders including, but not limited to our funders and business partners.

POLICY:

It is the policy of UCP of Mobile to maintain a written Cultural Competency, Diversity and Inclusion Plan that describes how the language and cultural needs of our persons served, their families, our employees and business partners are met. It is UCP's policy to effectively and respectfully provide services to people of all cultures, ages, genders, sexual orientation, spiritual beliefs, socioeconomic status, languages and races in a manner that recognizes, values, affirms and respects the worth of the individuals and protects and preserves the dignity of each person. UCP adheres to the Equal Employment Opportunity (EEO) policy and non-discrimination practices.

I. CULTURAL COMPETENCY, DIVERSITY AND INCLUSION PLAN

Cultural competency is an integral part of UCP of Mobile and Central Alabama. Employees of UCP who are in direct contact with persons served and their families, other employees, and/or other stakeholders will demonstrate the following:

- Recognize, value, affirm and respect the worth of each individual they come in contact with, and protect and preserve the dignity of each
- Utilize appropriate resources to ensure language needs of persons are met
- Assess resources that match the cultural and diversity needs of each individual
- 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 these issues.

UCP ensures non-discriminatory and respectful services to recipients, their families, other employees and stakeholders by employing both internal and external cultural competency practices. Ongoing improvement and widespread dissemination of these efforts evidences UCP's commitment to the provision of culturally appropriate services and care. UCP as a provider of services geared toward advocacy and independence and choice for the persons we serve accommodates, facilitates, treats, and assists persons of all cultures, ages, genders, sexual orientation, spiritual beliefs, socioeconomic status, languages and races.

All employees, persons served, their families and business partners have access to UCP's Cultural Competency, Diversity and Inclusion Plan, as the essential plan elements are included in employee materials, client materials, and on our website at www.ucpmobile.org. It is also available separately, upon request.

II. INTERNAL CULTURAL COMPETENCY, DIVERSITY AND INCLUSION PRACTICES

- A. UCP seeks staff members that are committed to their community and our mission, represent a variety of cultural backgrounds, and are capable of communicating 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 individuals and families we serve, other employee and stakeholders, and protect and preserve the dignity of each person. Attached are UCP of Mobile's policies in the Employee Handbook to support this philosophy: Policy against Harassment and Discrimination and Corporate Compliance Policy.
- B. When necessary and requested, translation services for recipients and their families will be provided. The Interpreter will assist with translating any intake, service plans, evaluations or other documents shared with the person served and the people they choose to share this information with. If a client is in need of interpretive services and UCP does not have someone available, UCP will contact the appropriate agency to assist with this translation.
- C. UCP provides much of its information in alternate format, including bilingual translation.
- D. UCP provides training that is comprehensive, behaviorally and theoretically based cultural competency training and education is identified and offered throughout the year. Characteristics of the training include:
- Acceptance and respect for differences
 - Careful attention to dynamics of differences
 - Continuous expansion of cultural knowledge and resources

Training is based on the following learning techniques:

- Assessment and awareness of personal biases, value and expectations
- Content on general cultural-specific:
 - Language
 - Family structure
 - Variety of physical and intellectual disabilities

Specific trainings include:

- Diversity and Disability Awareness Training
- Avoiding Cross-Cultural Faux Pas
- Cultural Considerations for Home Visitors
- Providing Care that is Culturally Appropriate
- Information on Islam and the Muslim Religion
- LGBTQ Awareness
- Understanding Hispanic culture

- Understanding Poverty in Alabama
- Understanding Vietnamese Culture

III. EXTERNAL CULTURAL COMPETENCY PRACTICES

UCP employees are notified of their responsibilities pertaining to delivering culturally competent care and may obtain a copy of the Cultural Competency, Diversity and Inclusion Plan on the website at www.ucpmobile.org.

UCP will provide interpreter services for persons served and their families as necessary, when requested, to ensure availability of effective communication regarding services, history or vocational training. Interpreters are available when technical, medical or service information is to be discussed, as appropriate. The use of a family member or family friend will be used as appropriate

UCP utilizes and has informal relationships with a variety of traditional and nontraditional organizations to enhance service delivery and maximize resources for persons served, their families, employees and other stakeholders. These include:

- Regional Centers
- Department of Rehabilitation
- Local School Districts
- Local Colleges and Universities
- Community Access Center

Todd Perkins, President/CEO

Date