

SECTION I: General Agency Policies – Governance

EFFECTIVE/REVISED DATE: July 2020

CULTURAL COMPETENCY AND DIVERSITY POLICY

POLICY STATEMENT

Key Program, Inc. is committed to fostering diversity, inclusion, and cultural competency. Key's seeks to identify opportunities for ongoing enhanced education and training in the following areas: cultural competency, age, gender identity/expression/orientation, spiritual beliefs, socioeconomic status, disability, and language. When resources are not available internally, Key will seek and develop resources so that all board members and employees are provided the opportunity to develop a greater awareness and sensitivity to the needs of persons served, stakeholders and communities.

To further enhance Key's commitment to cultural competency, the annual Cultural Competency and Diversity Plan is reviewed for relevance and updated as needed to ensure that our Board of Directors, staff, persons served, and other stakeholders develop awareness and sensitivity specific to the diversity of our service population. This plan addresses diversity in terms of culture, age, gender, gender identity/expression, sexual orientation, spiritual beliefs, socioeconomic status, language, and any other factors relevant to Key's service population.

Key's plan provides the following to assure sensitivity, demonstrate accommodation and cultural competency in working with individuals from diverse cultural groups:

- Recognizes that cultural considerations are not limited to ethnicity but include spiritual beliefs, language, financial status, gender identity/expression/orientation, disability, and other attributes.
- Values individuality and cultural differences among board members, persons served, employees, stakeholders, and community members.
- Ensures that culturally competent considerations are addressed in treatment planning.
- Requires that all persons served, and employees are treated fairly and respectfully.
- Values employees from diverse backgrounds that bring different perspectives, ideas, and solutions to the organization; and
- Collaborates and supports stakeholders and other community partners in addressing diversity issues.

CULTURE

At Key, cultural competency is an awareness of, respect for, and attention to the diversity of the people with whom Key interacts (persons served, families, staff, community providers and other stakeholders) that is reflected in attitudes, organizational structures, policies, employee training and supports.

Key will strive to meet the needs of increasingly culturally and ethnically varied populations with an ever-evolving understanding of the traits and their relationship to providing quality services that include respect, inclusiveness, and sensitivity.

AGE

Key recognizes that services to our children and families must be tailored to both the chronological and developmental ages of the persons served.

GENDER EXPRESSION/IDENTITY

Key serves adolescents (male/female /LGBTQ) and tailors services and activities to meet each group's needs. Key provides gender-specific training for staff in accordance with best practices. Key does not discriminate against children served, family members, staff, stakeholders, or community members with respect to their gender identity, expression, or sexual orientation

SEXUAL ORIENTATION

Key provides services to all children and families referred by the funding source regardless of sexual orientation.

DISABILITY

Key will provide services and activities to all children and their families without regard to their disability. Key makes reasonable accommodations upon request of the youth, family member, employee, or other stakeholder.

SPIRITUAL BELIEFS

Key encourages children who engage in activities related to their spiritual beliefs, practices, and customs; unless the activity incorporates violence, physical aggression, or discrimination.

SOCIOECONOMIC STATUS

Key provides services to all children and families referred by the funding source regardless of their socioeconomic status.

LANGUAGE

Each program will attempt to communicate or provide resources through bilingual staff or translator in the primary language of the youth/family at an appropriate comprehension level. Agency and program information will be presented in the youth/family's primary language, at an appropriate level of literacy, whenever possible.