

Mountain Regional Services, Inc.  
Cultural Competency, Diversity, and Inclusion Plan

It is the desire of Mountain Regional Services, Inc. (MRSI) to create a climate of inclusion and acceptance for ALL individuals served and ALL staff employed by MRSI.

Cultural competence, diversity, and inclusion are the ability of individuals and systems to respond respectfully and effectively to people of all cultures and diverse backgrounds in a manner that affirms the worth and preserves the dignity of individuals, family, and communities. It is the ability to effectively relate to and communicate with people within and outside the organization who are a variety of ages, genders, and sexual orientations and come from diverse ethnic, racial, cultural, economic, social, religious and linguistic backgrounds. Persons with disabilities may be individuals served by Mountain Regional Services, Inc., but may also be employees of MRSI. Every human being is a member of many cultures. MRSI acknowledges culture's profound effects on the services provided to individuals served and continues to learn more about this powerful interaction.

MRSI is committed to providing quality services to individuals who have intellectual disabilities and/or brain injuries who may have a co-occurring mental illness as well, or individuals who are at risk for developing such disabilities. To this end, we strive to effectively provide services to people of all ages, genders, and sexual orientations and who come from diverse ethnic, racial, cultural, economic, social, religious and linguistic backgrounds in a manner which recognizes values, affirms and respects the worth of each individual, and protects and preserves the dignity of each.

Becoming culturally competent, diverse, and inclusive is a dynamic process between leadership, employees, participants, and other stakeholders that requires cultural knowledge and skill development at all service levels, including strategic planning, policymaking, administration, continuous quality improvement and practice. Cultural competence, diversity, and inclusion require a comprehensive and coordinated plan that includes interventions on all levels of policy-making, infra-structure, program administration and evaluation, the delivery of services and the populations served. It is the promotion of quality services to people of all ages, genders, and sexual orientations and who come from diverse ethnic, racial, cultural, economic, social, religious, and linguistic backgrounds through the valuing of differences and the integration of cultural attitudes, beliefs, and practices into best practices. It should be practiced throughout MRSI to support the delivery of culturally relevant and competent care.

Cultural competence skills are developed through the training of staff and individuals served. It also includes implementation of objectives to ensure that administrative policies and practices are responsive to the culture, diversity, and inclusion within the populations served. It is a process of continuous quality improvement.

Employees are expected to understand and embrace the cultures of all persons served. This involves the development of certain core competencies which includes communication; team focus; individual and community satisfaction; occupational knowledge; adaptability; inclusiveness; leadership; and accountability.

**Goals/Objectives:**

Ensure that services are provided in a culturally competent manner to all individuals served including those with limited English proficiency and those who are non-verbal.

Educate staff on their responsibility to provide best practice services that are sensitive to age, gender, sexual orientation, ethnicity, race, socioeconomic, religious, and linguistic differences. Expect staff to be knowledgeable about the culture(s) of the individuals served and to use this information to enable each individual to reach his/her full potential.

Ensure MRSI's facilities/décor is welcoming and accessible to all cultural groups.

MRSI will not tolerate intolerance, unfair treatment, bias, bigotry, and discrimination based on differences within our organization and community, and will take any appropriate actions to counter any instances of such behaviors as they arise.

Allow all persons with disabilities to contribute and be included to the fullest extent possible by:

- Advocating for full inclusion in the workplace
- Offering accommodations
- Asking individuals with disabilities what they need to contribute their best efforts

Enhance employee engagement. As the workplace becomes more inclusive, employees will feel more empowered to be creative which will result in more focused and efficient work.

Improve employee retention. Employees working in an inclusive workplace are more likely to stay which reduces costs from a recruitment perspective and helps to retain institutional knowledge.

Foster a caring and supporting environment for the individuals served. Unhappy employees rarely create an ideal atmosphere for the individuals served. As employees become more engaged and productive, they will be happier and better able to provide the supports needed by the individuals served.

**Plan:**Annually:

- Conduct an employee demographic survey.
- Gather demographic information on all individuals served.
- Conduct satisfactions surveys.
- Review policies to determine if they are culturally competent and inclusive.
- Inspect facilities and décor for ADA compliance and cultural friendliness.
- Plan several events to take place throughout the year that promotes the cultural diversity of staff and individuals served such as sharing food items from a variety of ethnic areas; celebrating holidays that are important to other cultures; etc.

Ongoing:

- Incorporate cultural diversity and inclusion in all strategic plans.
- Review documents to determine if translations are needed and that any such translations are accurate.
- Determine and implement training needed for staff and for individuals served.

12-2020	Reviewed
12-2021	Reviewed
05-2022	Reviewed/Revised