

**Cultural Competency and Diversity Plan (CCDP)
Living Document 2018 - 2022**



NIGHTINGALE NURSING REG. LTD.



Prepared by Sally Harding; President & CEO

	NIGHTINGALE Nursing Registry Ltd.		POLICIES & PROCEDURES	
	Issued: March 2016	New	Related Policy: YES	
	Revised: March 29, 2018	Section:	Cultural Diversity	
	Approved: SH	Subject:	Cultural Diversity Plan	
	Reviewed by:	Date: March 2017 Initial: KB	Date: March 2018 Initial: SH	Date: March 2019 Initial: SH

Commitment to the Cultural Diversity and Integration

Nightingale Nursing Registry LTD. (Nightingale) is committed to the continuous utilization of our Strategic Integrated Planning Process for the purpose of organizational responsiveness to the changing needs and expectations of the people we serve, and our stakeholders, in conjunction with the changing business needs of our organization. and the needs of the personnel performing the services.

By Following this process, we ensure that our leadership maintains a viable planning structure, focused on our mission, core values, and vision, that guides Nightingale's business practices and daily decision making. The path to greater understanding of cultural differences involves:

- Mutual Respect
- Inclusiveness
- Sensitivity
- Open-Mindedness

Having an established a strong Cultural Competency and Diversity Plan and embodying its culture across the organization is an essential foundation to ensure that our employees feel part team and are best equipped to perform their duties, office and front-line employees alike. It is very important that employees develop cultural awareness and receive specific cultural sensitivity training upon hire, and enhanced training /review every 3 years at minimum, that is congruent to the diversity of our service delivery areas. Education in Cultural Diversity is also importantly extended to our persons served and other stakeholders as workforces evolve to be more diverse (i.e. new immigrants, refugees, foreign workers). It is strongly believed that ***education on cultural diversity, leads to understanding, which encourages tolerance and acceptance*** of our human differences. Cultural Diversity can take the form of age, gender, sexual orientation, spiritual beliefs, socioeconomic status, language, ethnic background, and trauma. Each of these are addressed in our Cultural diversity plan and in employee training.

The framework for our Cultural Competency and Diversity Plan & Training is based on CARF's ASPIRE to Excellence® model and uses the CARF standards as a guide to ensure an ongoing process of continuous quality improvement.

- A Assess the Environment
- S Set Strategy
- P Persons Served and Other Stakeholders – obtain input
- I Implement the Plan
- R Review Results
- E Effect Change

In this regard, our Cultural Competency and Diversity Plan is a fluid, ongoing living document. Updates and changes happen frequently as the plan evolves to address new and emerging circumstance looking forward on a rolling 5- year period.

What is Cultural Competency?

An organization's ability to recognize, respect, and listen to value added perspectives. It is also an organization's responsiveness to address the unique needs, worth, thoughts, communications, actions, customs, beliefs and values that reflect an individual's (client and employee alike) background, upbringing, racial and ethnic origins, religion or spiritual beliefs, age, gender, sexual orientation, economic circumstances, living conditions or lack thereof, language including accents, and past or current trauma from worn-torn countries.

An awareness of, respect for, and attention to the diversity of the people with whom one interacts (persons served, personnel, and other stakeholders) must be reflected in our individual attitudes, organizational structures, policies and service delivery models.

Importance of Cultural Competency

As Nightingale continues to meet the needs and expectations of increasingly diverse and varied populations, a better understanding of cultural differences and their relationship to the hallmarks of quality service – **respect, inclusiveness, sensitivity and open-mindedness** – become essential. Serving diverse populations, after all, is not a “one size fits all” process. Diversity includes all differences, not just those that indicate racial or ethnic distinctions.

Nightingale's Mission, Vision, Principles and Objectives for creating this Cultural Competency and Diversity Plan (CCDP):

Nightingale Mission:

Nightingale is a team of...

C	Caring
A	Adaptable
R	Reliable
E	Educated

... Professionals helping clients stay independently at home with dignity.

Nightingale Vision:

Growing to serve more clients with the highest quality of client care, and valuing our care team every day. “Our Caring You’ll Remember”.

Nightingale Value Statements:

Nightingale provides high quality care and values the importance. Service delivery which embodies safety, skills development, mutual communication, innovation, integrity and accountability are paramount.

These core values support our belief in the **Clients Right to quality, confidential and participative health care.**

Nightingale Guiding Principles:

Person and Family Centred Care

We believe in individual Care Planning approaches that are person and family centered, support the individual client's right to choose and participation in their own health care, and are respectful of each person's dignity, cultural diversity and aspirations.

Partnering Relationships

We believe in developing the necessary relationships within the health care and community services sectors that support collaboration, best practices and information sharing necessary to achieve each Individual Care Plan.

Being a Caring Organization

We believe in creating an organization that cares for and listens to its clients, partners, employees and the community in the ongoing development and delivery of its services and the allocation of its resources.

Integrity and Commitment

We believe that our integrity is built upon our commitment to actively pursue our Mission and Vision and to practice our Values and Principles each day, in every aspect of our operations.

Achieving Excellence

We believe in creating an organizational culture that values and empowers employees and encourages innovation and creativity in all actions and relationships, while encouraging life long learning.

Being Accountable

We believe in being accountable for our actions and use of resources through practicing ongoing quantitative measurement, monitoring and evaluation that supports continuous quality improvement.

Objectives of Cultural Competency & Diversity Plan (CCDP) :

- To ensure Nightingale employees will have a greater awareness/ knowledge and then be able to successfully respond to the diversity of our stakeholders (including but not limited to varying spiritual beliefs, holidays & celebrations, dietary regulations or preferences, clothing, attitudes toward impairments, language, the desire to have family or interpreters present or electronic language translators to include some examples)
- The enhanced knowledge, skills and behaviors from the implementation of this CCDP will enable Nightingale employees to work more effectively across cultural divides by understanding, appreciating, respecting and accepting both *differences and similarities* in beliefs, values and practices within and between cultures
- To treat individuals receiving services, employees and all other stakeholders with the mutual respect they desire and deserve
- Routinely exceeding the service expectations of all of our clients, employees and stakeholders alike, on an individual basis with cultural diversity in mind (under promise – over deliver philosophy)

- To recruit and retain highly skilled and talented employees because of our culture of diversity. To provide a positive and dynamic work environment that is committed to maximizing the potential of all employees as individuals
- To be able to provide or direct persons served, employees and stakeholders to the resourced needed to enhance awareness; Cultural Competency and Diversity outward promotion
- Listening to persons receiving services and understanding the aspirations that they have for their lives, using this information as the foundation for service design and delivery; truly individualized care plans

Goal #1: Continual research and gathering of the most recent information, feedback, & ideas regarding enhancing cultural competency and diversity training, as this information relates specifically to Nightingale's persons served, stakeholders, employees and is congruent with the geographical area served;

Target Date: Ongoing; Review and enhance the plan as new information and needs arise

Initially and broadly completed April 2016

Person(s) Responsible: Human Resources

Goal #2: Enhanced Cultural Competency and Diversity employee training (& associated competency-based training post-test) beginning in Calendar year 2016 and ongoing thereafter to be able to include new information gathered during the research & feedback process. (Goal #1)

Target Date: Annually; preferably prior to World Day for Cultural Diversity (May 21 on the Global International Calendar)

Person(s) Responsible: Human Resources

Goal #3: Enhanced Cultural Competency and Diversity client & family resources thered during the research & feedback process.

Target Date: As needed in individual circumstances; Generally available Fall 2019

Person(s) Responsible: Human Resources

Goal #4: Translate Nightingale's client information packet (and all associated documents) and have available to persons served and stakeholders in a minimum of 1 alternative language.

Target Date: First Quarter of Calendar Year 2020

Person Responsible: Human Resources

Goal #5: Update or replace our own Cultural Competency & Diversity "Personal Assessment and Awareness Tool" and Update or replace the Competency-based quiz attached to the online employee training Surge Learning.

Target Date: Fall of 2019

Person Responsible: Human Resources

COMMITMENT TO CONTINUOUS QUALITY IMPROVEMENT:

Nightingale recognizes that not everyone can be educated and trained in Everything about All Cultures but we are committed to ensuring that lack of education does not negatively affect our service delivery. This is why a commitment to Continuous Quality Improvement, and having the flexibility to address changing and fluid needs of employees and persons service is essential. We feel that it is imperative that our leadership and front-line employees develop a basic understanding of the major values and beliefs generally, and of the people they are specifically service. Attendance at cultural competency and diversity training will continue to be mandatory, documented and included in personnel files and/or training records.

Furthermore, the implementation and ongoing practice of this CCDP is be reviewed annually by a member of the executive team. Significant outcomes of all five identified goals is analysed. Nightingales CCDP is and ever-evolving living document spanning a rolling 5 year period. The CCDP is intended to be a permanent part of our service delivery model.