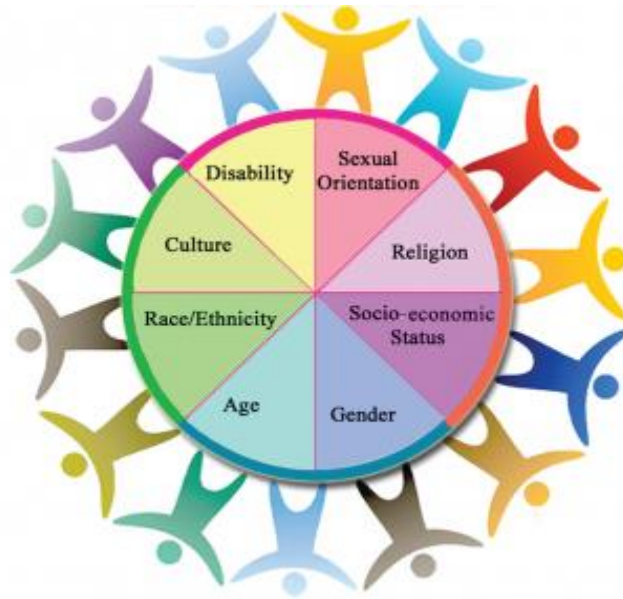


Bonaventure Support Services

Cultural Diversity Plan

2023



“...a system of beliefs and behaviors that recognizes and respects the presence of all diverse groups in an organization or society, acknowledges and values their socio-cultural differences, and encourages and enables their continued contribution within an inclusive cultural context which empowers all within the organization or society.”

Introduction

Bonaventure Support Services is committed to developing and following a Cultural Diversity Plan.

BSS is committed to creating a culture of accountability to advance cultural safety and antiracism by honouring and respecting Indigenous rights, protocols, and practices, and modelling anti-racism and anti-discrimination behaviours. To better support Indigenous individuals, BSS is working to improve an understanding of their colonial experiences and those of their families and/or support networks.

Bonaventure's *cultural competency* is about our will to build an understanding between people, the ability to recognize, respect, and address the unique needs, worth, thoughts, communications, actions, customs, beliefs, and values that reflect an individual/s racial, ethnic, religious, and/or social groups or sexual orientation.

These cultural influences may impact a person's needs, sense of worth, thoughts, communications, actions, customs, beliefs and values, therefore BSS recognizes building on a culture of diversity is an ongoing and evolving process to create a space for those differences to effectively co-exist.

Purpose

- To create an environment that fosters collaboration, encourages new and different ideas, requires embracing cultural diversity.
- Assist the creation of a climate of respect, inclusion and acceptance of all people who access services, are employed, and who volunteer with BSS.
- A Commitment to respectful cultural practices that will enable us to provide equitable, individually focused services that ensures cultural safety.
- Demonstrate an awareness of, respect for, and attention to the diversity of the people with whom we interact (individuals supported, personnel, families/caregivers, volunteers and other stakeholders) that are reflected in attitudes, organizational structures, policies and services.
- Consider culture, gender, sexual orientation, spiritual beliefs, socioeconomic status, health status, disability status and language as factors in the development of this plan
- Acknowledge, promote, and celebrate diversity as a community
- Maintain a respectful and tolerant working environment for all

There are a huge number of benefits of cultural diversity, both from an employee and an organizational perspective, including;

- A more inclusive work environment
- Opportunities for learning and growth
- Diverse groups bring diverse ideas

Terms and definitions

Cultural Humility is a process of self-reflection to understand personal and systemic biases and to develop and maintain respectful processes and relationships based on mutual trust. Cultural humility involves humbly acknowledging oneself as a learner when it comes to understanding another's experience. Cultural humility builds Cultural Competence and enables Cultural Safety.

Cultural Competence is the ability of individuals and systems to engage respectfully and effectively with people of all cultures, classes, races, disabilities, ethnic backgrounds, sexual orientation, faiths and religions, economic, social, and linguistic backgrounds in a manner that recognizes, affirms and values the worth of individuals, families, communities and protects and preserves the dignity of each.

Cultural Safety is an outcome based on respectful engagement that recognizes and strives to address power imbalances inherent in the service system. It results in an environment free of racism and discrimination, where people feel safe when receiving services.

Diversity suggests the range of human characteristics found in any workplace or community. The diversity of identifying characteristics includes race, culture, language, disability, faith and religion, gender, sexual orientation, age, ability, income, family status, literacy level, educational background, housing, immigration status, personal health behaviours, HIV status, mental health status among many other characteristics. Groups and individuals are both visibly and invisibly different from each other. These differences shape and have significant impact on our experiences and expectations in many given situations.

Commitment

Culture: consider each person's cultural background and recognizes the values and obstacles it may present. It is the goal to incorporate cultural values and differences respectfully in all aspects of the agency.

Age: hire people of all ages and seeks input from stakeholders of all ages. BSS considers the generational background of each individual as a part of developing their person-centered plan and support needs.

Gender: provide services and employment based on need and qualifications. Gender may play a role in how services are delivered, or input received based on the person's background and experiences.

Sexual Orientation / Identification: provide service coordination to and employ all individuals without consideration to their sexual orientation or identification. BSS respects the individual's right to privacy and their ability to express their self in a manner of their choosing.

Spiritual Beliefs: recognize the right for all people to practice their faith or spiritual beliefs. BSS makes every effort to ensure that services, employment and input received are accommodated regarding the person's beliefs, practices and traditions.

Socioeconomic Status: serve a community with a vast variety of household incomes and economic status. It is the value of BSS to support all people with diverse abilities and their family members.

Language: provides language accommodations (as available). The agency will always make a good-faith effort to accommodate a person's language needs. Interpreters, translators and documents in the language spoken/understood are such options the agency would utilize.

Action Plan

Person Centered Planning that's inclusive: consistently reevaluate that supports offer preference, choice, beliefs and traditions

- Capture traditions, beliefs, preferences at initial intake: Intake snapshot, Individual Handbook, care plans
- Annually review the My Plan
- Create inclusive groups that celebrate differences (Advocacy Group, Gender Identity group, Belles/Bros
- Offer Individuals supported education and training about other cultures

Evaluate Hiring Processes: focus on diverse hiring practices that bring more diverse talent to BSS.

- Partner up with colleges
- Attend/participate in job fairs
- Monitor and adjust job posting to have more inclusive language

Offer Diversity training: effectively navigate cultural differences—will give the team the understanding they need to effectively collaborate with their co-workers, individuals supported, families and stakeholders, and do their best work.

- Quarterly Gift of Knowledge that reflects culture, diversity and/or Inclusion
- Offer seminars, workshop invites for all to participate
- Utilize the ShareVision platform, noting cultural holidays, traditions, and beliefs in the agency calendar.

Celebrate our Diverse Cultures: to feel seen, appreciated, and safe, celebrate cultures

- Competency draws that reflect culturally diverse gifts
- Monthly cultural agency themes; celebrating traditions, food, and culture
- Volunteer with diversity and inclusion groups

Application of Standard

CARF

1.A.5. The organization implements a cultural competency and diversity plan that:

- a. Addresses: (1) Persons served. (2) Personnel. (3) Other stakeholders.
- b. Is based on the consideration of the following areas: (1) Culture. (2) Age. (3) Gender. (4) Sexual orientation. (5) Spiritual beliefs. (6) Socioeconomic status. (7) Language. (8) Other factors, as relevant.
- c. Is reviewed at least annually for relevance. d. Is updated as needed.

CLBC Cultural Safety Policy

Cultural safety is an outcome of respectful engagement based on recognition of the power imbalances inherent in government and other systems, and the work to address these imbalances. A culturally safe environment for Indigenous peoples is one that is physically, socially, emotionally, and spiritually safe without challenge, ignorance, or denial of an individual's identity.

The following guiding principles promote positive and productive relationships and practices to improve Indigenous peoples' quality of life and those of their families and/or support networks.

Culturally Responsive Programming is the incorporation of Indigenous knowledge, research tools, lived experience, ancestral wisdom, and community involvement throughout the research and design process. It acknowledges that the general way of "doing business" may not be appropriate for Indigenous peoples and that the path to understanding this is as important as the service or program design itself. This includes two aspects:

- Two-Eyed Seeing where we are including Indigenous specific research and practices where they exist; and
- Ensuring Indigenous peoples inform our work, whether when planning with individuals or building innovative programs or service offerings.

Indigenous Anti-Racism involves taking action to create conditions of greater inclusion, equality, and justice. It is the practice of respectfully identifying, challenging, preventing, and eliminating racist ideologies, and changing the values, structures, policies, programs, practices, and behaviours that perpetuate racism. In this context, it also includes a commitment to self-awareness and developing an understanding of personal power and privilege because of the positions we hold.

Indigenous Trauma Informed and Responsive Approach centers on the individual's holistic wellness as part of the collective community, the natural world, spirit world, and ancestors. An Indigenous trauma informed and responsive approach recognizes the social and historical impacts that have disrupted Indigenous life, and naturally encompasses strategies of anti-oppression, non-interference, and individual self-determination. It shifts the question from "what is wrong with you" to "what has happened to you," moving beyond labelling and pathologizing (e.g., medical models), and focuses on understanding and responding to the larger structural and systemic issues impacting individuals' daily lives