

United Cerebral Palsy of Northwest Missouri (UCP)
CULTURAL COMPETENCY AND DIVERSITY PLAN
November 2014

A Cultural Competency and Diversity Plan has been developed for the United Cerebral Palsy (UCP) to demonstrate how UCP will respond to the diversity of our stakeholders, including persons served, their families and employees. We want to enable staff to work effectively cross culturally with each other, as well as, the consumers and families we serve by understanding, appreciating and respecting differences and similarities in beliefs, values and practices within and between cultures.

UCP maintains a policy of nondiscrimination with all employees and applicants for employment. It is the policy of UCP to offer equal employment and advancement opportunities to qualified individuals on the basis of merit, competence and qualifications and without regard to race, color sex, religion, ancestry, national origin, age, veteran status, marital status, disability or genetic information. UCP staff receives cultural diversity training at the time of hire and as needed thereafter.

This cultural competency and Diversity Plan addresses the following areas: culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language. Cultural competency and diversity is part of staff orientation and periodic review. The Cultural Competency and Diversity Plan is reviewed annually for relevance and updated as needed. The information in this document is shared with staff and available to persons served and other stakeholders on our website.

CULTURE

The persons served demographics vary from year to year. Last year (July 1, 2012 to June 30, 2013) our persons served population was 93% Caucasian and 7% minority (African American, Hispanic, Latino and others). Saint Joseph's demographics from the same time period indicate that 90.8% of the population is Caucasian, 4.2% African American, 3.8% Hispanic/Latino and 1% other. Our current staff is 96% Caucasian, 2.5% African American and 1.5% Hispanic/Latino.

An example of meeting the cultural needs of our consumer is the awareness of the Hispanic/Latino culture for our consumers. We have access to interpreters through the First Step Program, which is the only area of need at this time. Much of our written materials are available in Spanish.

As noted in the introduction to this plan UCP as an employer does not discriminate in hiring or advancement based on race, color, national origin or ancestry.

AGE

The age of the person served varies according to age. The Children's Program Services Children birth to five years old with a few school age children. The majority of families are between 22 to 35 years old, but we also have very young parents, parents over 35 years old and some grandparents raising children. In the Adult Program we serve from age 18 to 70 years old, our parents range from mid-thirties to their eighties. In the Employment Program the majority of the individuals served are from age 18 to 35.

Our Staff have to be 18 years of age. Our staff age range from 18 to 66 years old.

GENDER

Our person served demographics last year indicated 65% were male and 35% were female. We traditionally serve a higher percentage of male consumers. Our staff demographics, however, indicated that we have a higher number of female staff at 94% compared to 6% male staff.

Care is taken to accommodate the request if a male consumer prefers a male staff member to assist with toileting, etc.

As noted in the introduction to this plan we do not discriminate in hiring or advancement based on gender.

SEXUAL ORIENTATION

We respect consumers and staff of all sexual orientation.

Sexual orientation is not a demographic that is tracked for person served or staff due to privacy issues.

SPIRITUAL BELIEFS

We respect consumers' spiritual beliefs and serve individuals with a variety of spiritual beliefs and many with no particular spiritual belief. If consumers have certain spiritual holidays, we will respect that as well and change appointments to accommodate.

If we have individuals who need to have special food related to their spiritual beliefs we will accommodate that request as much as possible through snacks that are provided in the children's program.

Concerning employees, we will honor request for a religious accommodation relating to dress, and as long as it's not a safety issue, we will accommodate the request (i.e. wearing culottes rather than pants. Or head scarf). If staff make special requests to work or not work certain days of the week and /or holidays based on religious beliefs leadership will make every effort to accommodate these requests.

As an employer, we cannot discriminate based on the spiritual beliefs or religion of our staff. Again due to privacy issues this is not a demographic that is tracked for person served or staff.

SOCIOECONOMIC STATUS

Individuals receive services regardless of their or their family's socioeconomic status. Services are funded through state agencies depending on the program.

As an employer, we cannot discriminate in hiring or advancement since decisions must be based on merit, not socioeconomic status. Again this is a demographic we do not track in our person served or staff due to privacy issues.

LANGUAGE

On occasion, we have a child in the Children's Program who's parents are a non-English speaker. We need to be prepared to provide services to everyone equally regardless of their primary language. The main non-English language spoke is Spanish and we are able to accommodate that issue by the referral agency providing an interpreter. If we have requests for other languages other than Spanish to be interpreted in these situations the referral service provides the interpreters. Documents can be translated into Spanish and other languages for our consumers and families to utilize.

Regarding employees, staff must be able to speak, read and write English.