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| SUBJECT Cultural Competency | | CHAPTER 05 | SECTION 01 | SUBJECT 03 |
| CHAPTER Clinical Practice Guidelines | | SECTION Access to Services | | |
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I. APPLICATION:

- PIHP Board
 CMH Providers
 SUD Providers
 PIHP Staff
 CMH Subcontractors

II. POLICY STATEMENT:

It shall be the policy of Region 10 PIHP to provide culturally appropriate services to all individuals receiving services.

III. DEFINITIONS:

Culture: A set of traditions, behaviors, values and beliefs held by a group of people defined by race, ethnicity, age, religion, sexual orientation, sensory impairment, or psychosocial background.

Cultural Competence: The ability to deliver services in a manner that is responsive to the norms of a culture. Cultural Competence is obtained by the ongoing development of knowledge about cultures whose members may request behavioral health and SUD services.

Cultural Identity: A feeling of belonging to a particular culture. A person may have multiple cultural identities. These identities may involve age, country of origin, gender, language, physical disabilities, religious beliefs, sexual orientation, social class, or spiritual beliefs.

IV. STANDARDS:

- A. The PIHP and CMHs will promote mutual respect and awareness of people of varied cultures. PIHP and CMH staff will understand that beliefs may influence an individual’s likelihood to seek treatment as well as his/her response to receiving services.
- B. PIHP and CMH staff will communicate with people in the most functional way to accommodate their cultures.
- C. Each CMH should assess its overall program structure and identify if there are cultural issues in any specific program or for an individual with a program.
- D. Identification of and training on cultural issues should be on-going, will likely change over time, and will often occur at the individual program / person level.
- E. The Agency will ensure pictures, posters, artwork, reading materials, brochures and videos reflect the diversity of cultures represented in the service area.

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V. PROCEDURES: N/A

VI. EXHIBITS: N/A