

Cultural & Diversity Plan: Annual Report

2020

January 1st – December 31st, 2020



*Bernard C. Vinge
& Associates (HCS) Ltd.*



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Cultural Competency Policy

Vinge seek to demonstrate an awareness of, respect for, and attention to the diversity of the stakeholders (persons in care, families and staff), that are reflected in attitudes, care plans, quality of life plans and services. Cultural competence is the ability to effectively relate to and communicate with people from diverse ethnic, racial, cultural, economic, social and linguistic backgrounds. When considering a person in care placement within Vinge, developing plans and assigning/hiring a new staff, the following cultural considerations are part of the decision-making process:

- Age
- Gender
- Sexual Orientation
- Spiritual Beliefs
- Socioeconomic Status
- Language

The decision-making process is about ensuring that a suitable match and/or placement of staff within a group home after considering the above-mentioned points. The person in care cultural preferences are noted in [Person in Care Demographics](#) and the human resource associate will place staff according to outlined preferences/similarities.

Although it is not expected that Vinge stakeholders know everything about all cultures, it is necessary to develop some understanding of the major values and beliefs of those served. Knowledge of and response to aspects of diversity are critical components of providing respectful and individualized quality services to the persons in care. Becoming culturally competent is a dynamic process between all stakeholders that requires cultural knowledge and skill development at all service levels. Vinge are committed to continued training, staff meetings & annual revision of quality of life and care plans, to allow for the diversity of stakeholders to work effectively cross culturally by understanding, appreciating, and



respecting differences and similarities in beliefs, values and practices within different cultures. The intake form completed by all persons in care highlights the diversity of ethnicity at Vinge - [Vinge Intake Form](#).

Vinge encourages stakeholders to share their own experiences and demographics through a pin-map at head office & entering their information on Sharevision for example; languages spoken - [Vinge languages Spoken](#).

A cultural plan of action allows Vinge to monitor cultural competence and inclusion goals [Vinge Cultural Plan of Action](#). This is reviewed annually and updated in accordance to the ever-changing nature of diversity and culture. The 2019 Vinge Cultural & Diversity Plan considers the diversity of employees, strategic plan for cultural competency and ability of homes to plan and welcome diverse groups.

Cultural & Diversity Definitions

There are 4 broad categories that Vinge uses to maintain its Cultural & Diversity Plan. Under these categories, the plan seeks to cover all areas of operations in consideration to Culture & Diversity for all stakeholders.

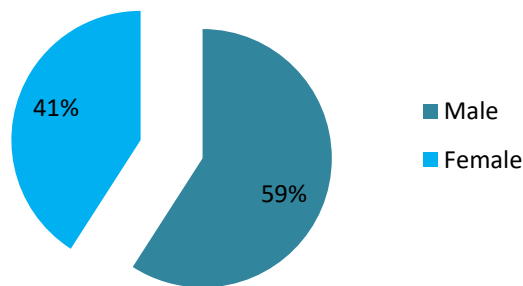
1. Structural: the physical make-up of spaces & rooms. Ensuring that decorations, posters, signs etc. are acceptable across all cultures in the group homes, head office and places of interest for the persons in care.
2. Practice: the working practice of Vinge and the staff. Ensuring the current hiring standards and staff orientations reflect the current cultural make up of the persons in care. This would also include all annual plans that are developed for the persons in care.
3. Attitude: staff awareness and respect for other cultures. This includes both staff awareness for the persons in care and their co-workers.
4. Policy: current policies and procedures in place to support cultural awareness and diversity.

Stakeholders - Individuals or groups who have an interest in the activities and outcomes of Vinge, and its programs and services. This includes, but are not limited to, the persons in care, families, CLBC, community support workers, Vinge nurses, office staff and senior management.

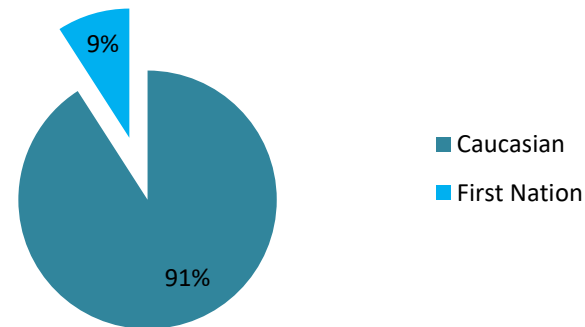
Persons In Care Demographics

	2019	2020
<i>Total Persons Supported:</i>	23	22

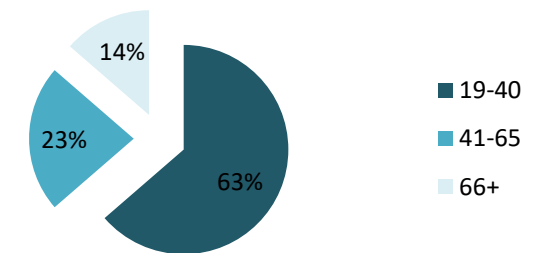
Gender



Ethnicity



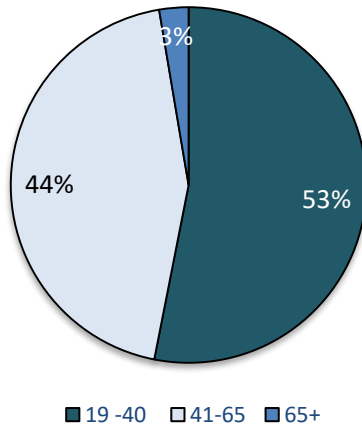
Age



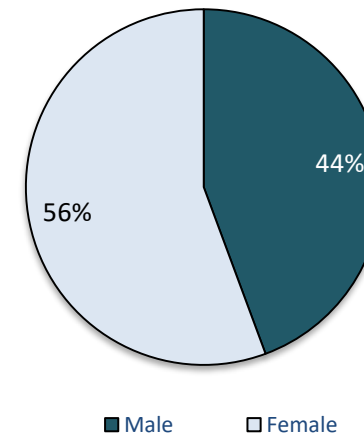
The above charts provide a summary of the persons in care demographics currently utilizing services. There are currently more males utilizing services with 59% compared to 41% of females. In terms of ethnicity, Caucasian represents 91% of the persons in care, while First Nations is second at 9%, in total there are 2 different ethnicities represented across Vinge. For age, 19-40 years represents the highest demographic with 63%, while 66+ is the lowest at 14%.

2019 Staff Demographics

Age Range (Years)



Gender



The above charts provide a summary of the staff demographics currently working for Vinge. There is a higher representation of females with a difference of 12%. Unlike the demographics represented in the persons in care, the majority of staff fall into the 41-65 age range. The final age bracket +65 is still equivalent to 3%. While it is important to monitor and compare the average ages of the persons in care Vs. staff members, Vinge cannot alter hiring practices based on age, but will continue to assign according to the best match for the group homes. The make up of the staff demographics remains the same year on year with the same categories dominating. In the event that a person in care needs or would like staff to be within a certain age range and/or of a specific gender, Vinge would accommodate this request and assign staff accordingly. Vinge do not track the ethnicity of the staff members, however, should a person in care request a staff member from a specific ethnicity to work with them, then Vinge would accommodate this.

Languages Spoken



Figure 1: Staff languages spoken



Figure 2: Persons in Care languages spoken

The above figure provides a summary of the languages spoken by staff and the persons in care. As the figures outlines there are a variety of languages spoken by staff, allowing the means of communication in over 21 different languages to the persons in care. On average, over 38% of the staff can speak two languages or more. Staff are required to pass an English test before being considered for an interview. In the event that a person in care needs or would like staff to communicate in a specific language outside of English, Vinge would accommodate this request and assign staff accordingly. Currently with only three different languages there is not a limitation with the persons in care languages spoken Vs. staff. All persons in care are matched with a staff member that can communicate in their language of choice.

Vinge Pin-Up Map



Overall, there are 42 countries represented in the pin up map. The majority of pins are from North America, specifically Canada, with the province of British Columbia having the highest representation. Africa and Asia are also fairly represented as the 2nd and 3rd continents.

Description

- Have a Cultural Celebration Party

Analysis

- 0% completed - this was not attempted

Summary

COVID-19 prevented this to be completed.

Description

Annual review of Cultural Plan of Action into an annual report published for all stakeholders

Analysis

2020 Annual Report was published in March 2021

Summary

Completed in March
– will discontinue goal as it is now established as an annual report.

Description

All program and the office décor is welcoming and accessible to all cultural groups

Analysis

88% of staff issued a positive response
91% of family members issued a positive response

Summary

Will continue with the goal and the same target expectation

Description

Cultural Notices and
Newsletter

Analysis

100% Completed -
Notices about different
six celebrations were
reconized and posted on
Sharevision

Summary

Continue with goal,
but increase aim from
four to six notices

Description

Complete Cultural Diversity
Online Portal Training Tool

Analysis

Not Started due to other
competency test release
dates in 2019

Summary

Continue with goal,
will aim to include in
2020

Description

Increased Cultural
Awareness

Analysis

72% of staff cited that
their cultural awareness
improved.

Summary

Will continue with
goal, and use the
same target.

Performance Improvement

The following section will identify how each of the identified goals has contributed to performance improvement:

1. Annual Report was completed in March – this allowed the Director of Community Living to consolidate all current goals and revise in order to streamline specific aims. It will also allow for more accountability on making sure that the goals are achieved.
2. There are 21 languages spoken by staff. This is a reduction of 2 from last year, but when comparing to the number of languages spoken by the persons in care there is a significant difference. At the time of writing there are only two languages used by the persons in care: American Sign and English.
3. Unfortunately, due to COVID-19 the area coordinator was not able to go into the group homes to conduct random sampling in regard to home décor. The staff and family survey responses suggest that the homes are welcoming to all cultures and backgrounds. In summary, there were no reported complaints from any stakeholder surrounding the décor used in the homes.
4. The Vinge Cultural Awareness Course was launched using the Vinge Learning Portal. This course covers a wide range of cultural components in regard to Vinge, from diversity within the workplace to unconscious bias and civility. The course is specific to Vinge and Associates, but applicable to all environments both inside and outside of work.
5. The inclusion of Cultural Awareness & Diversity pieces in used forms such as; Care Plans, Monthly Residence Inspections and Health & Safety home inspection forms, have allowed for the conversation around culture and diversity to be common throughout the year.

In summary, Vinge has made steady progress towards becoming a more culturally aware workforce and workplace. This will continue to remain a focus as we approach the final year of our 3 year strategic plan. The Cultural & Diversity plan is aligned with the strategic goal of creating personal development workshops and training opportunities. Through the 2021 Cultural & Diversity Plan, Vinge will seek to continue to develop all aspects of cultural awareness.

2021 Cultural & Diversity Plan of Action

Stakeholder	Outcomes	Indicators	Source of Measurement	Target	
Structural	All Stakeholders	All program and the office décor is welcoming and accessible to all cultural groups	Program and Office Décor – employee satisfaction.	Random Sampling from the area coordinator workshops/group homes – satisfaction rate	90%
Policy	Staff	Develop a Cultural Awareness course	Did all programs participate in a cultural awareness course?	Review following the year with the program coordinators	100 % of program coordinators participated
Practice	Persons in Care & Staff	Have a Cultural Awareness Celebration Party	All staff and PIC attend a celebration outlining their culture.	number of persons in care in attendance	75%
	Staff & Family	Post four staff notices on Sharevision & newsletter outlining the diversity within Vinge	Notices and material used.	number of staff in attendance # of posts on Sharevision annually # of newsletters sent out	30% 100%
Attitude	Staff	Staff have cited that their cultural awareness has increased as a result of working at Vinge	Policy and Practices being implemented	Staff Survey	75%

Cultural & Diversity Worksheet

Cultural & Diversity worksheet is developed to ensure:

- Overview of monitoring in each category
- Identification of all related Cultural & Diversity best practices
- Identification of what Vinge have done to ensure best practice in each
- Monitor and analyze the decisions made
- Make changes and improvements where necessary
- Adjusted as new information becomes available

Table 2: Overview of all Cultural & Diversity Practices:

Category	Description of Cultural & Diversity Practice	Strategy in Place
	Ensure that policies and procedures reflect current updated language	<ul style="list-style-type: none"> • Review of policy manual for cultural competency practices and statements • Research latest trends and patterns • Update language in accordance to CSSEA & BCGEU recommendations • Feedback from program coordinators, staff and senior management
Policy	Cultural & Diversity Action Plan	<ul style="list-style-type: none"> • Reviewed bi-annually by the Director of Community Living Services • Findings are published in the annual report • Feedback from program coordinators, staff and senior management
	Cultural & Awareness Course	<ul style="list-style-type: none"> • Staff to complete online training • Staff have to achieve a certain pass mark • Staff to have completed this before beginning their training
	Cultural & Diversity Report	<ul style="list-style-type: none"> • Reviewed annually by the Director of Community Living services • Findings published as part of the performance analysis of Vinge

Practice

	<ul style="list-style-type: none"> Ensures that staff and persons in care demographics are reviewed annually
Age	<ul style="list-style-type: none"> Annual review of Staff Age Vs. Persons in Care Annual review of the policy and procedures Assign staff who based on persons in care age requests, or if applicable, assignments based on what the support team feel is the most appropriate
Gender	<ul style="list-style-type: none"> Annual review of Staff Gender Vs. Persons in Care Annual review of the policy and procedures Assign staff who based on persons in care gender requests, or if applicable, assignments based on what the support team feel is the most appropriate
Sexual Orientation	<ul style="list-style-type: none"> Persons in Care has sexual orientation agreed upon admission to Vinge Community Living Annual review of the policy and procedures When determining if someone is a match for a specific program, the sexual orientation of the current group home Vs. the person looking to be placed would be considered.
Spiritual Beliefs	<ul style="list-style-type: none"> Persons in Care have a status agreed upon admission to Vinge Community Living Annual review of the policy and procedures When determining if someone is a match for a specific program, the spiritual beliefs of the current group home Vs. the person looking to be placed would be considered.
Socioeconomic Status	<ul style="list-style-type: none"> Persons in Care has a status agreed upon admission to Vinge Annual review of the policy and procedures When determining if someone is a match for a specific program, the socioeconomic status of the current group home Vs. the person looking to be placed would be considered.

Structural	Language	<ul style="list-style-type: none"> • Annual review of Staff Language Vs. Persons in Care • Annual review of the policy and procedures • Assign staff who based on persons in care language requests, or if applicable, assignments based on what the support team feel is the most appropriate
	Vinge Head Office staff & Senior Management – Awareness	<ul style="list-style-type: none"> • Vinge head office staff being aware and familiar with all different types of people and culture • In house training workshop develop and presented by a staff member • Up to date research is presented and explained
	Program Coordinator & Community Support Workers – Awareness	<ul style="list-style-type: none"> • Vinge head office staff being aware and familiar with all different types of people and culture • In house training workshop develop and presented by a staff member • Up to date research is presented and explained
	Persons in Care personal beliefs	<ul style="list-style-type: none"> • During admission meetings expectations are expressed and outlined in regard to meeting specific cultural expectations • Group home protocols and procedures are reviewed and signed off annually by staff and family
	All program décor is welcoming and accessible to all cultural groups	<ul style="list-style-type: none"> • Monthly Inspections • Health & Safety Committee Inspections • Annual 3rd party inspections • Annual inspections by the Area Coordinator • Annual inspections by the Human Resource Associate
	All office décor is welcoming and accessible to all cultural groups	<ul style="list-style-type: none"> • Health & Safety Committee Inspections • Annual inspections by the Area Coordinator • Annual inspections by the Human Resource Associate
	Vinge Website Content & Pictures	<ul style="list-style-type: none"> • Annually reviewed by the Director of Community Living Services • Screening of any edited content by all the senior management

Attitude	Persons in Care	<ul style="list-style-type: none"> • Annually reviewed in the policy and procedures • Program Coordinators to monitor and provide consultation • Persons in care respect other persons in care beliefs
	Staff working with a person in care from a different culture	<ul style="list-style-type: none"> • Annually reviewed in the health care plans • Annually reviewed in the policy and procedures • If applicable matching staff from a similar or awareness of the culture with the person in care
	Ethnicity	<ul style="list-style-type: none"> • Annual staff complaint analysis completed • Assignment of homes considers the number of staff from that culture • Staff working with another staff member from a different culture
	Staff acceptance/understanding of working with co-workers from different cultures	<ul style="list-style-type: none"> • Complete the Vinge Cultural & Awareness course every 2 years • Any staff disputes and/concerns are brought to HR immediately – Cultural Awareness would be considered • Review of Job Description/Expectations

Prepared by James Thompson - Director of Community Living Services

Approved by Augustus Kops - Director of Services



Date: 1st March 2021

Next Review Date: March 2022