

Cultural Competency, Diversity & Inclusion Plan: Annual Report

2022

January 1st – December 31st, 2022



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



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Cultural Competency Policy

Vinge seeks 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 competency 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 a suitable match and/or placement of staff within a group home after considering the above-mentioned points. The persons 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 is committed to continued training, staff meetings and 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 competency and inclusion goals [Vinge Cultural Plan of Action](#). This is reviewed annually and updated in accordance with the ever-changing nature of diversity and culture. The 2021 Vinge Cultural Competency, Diversity & Inclusion Plan considers the diversity of employees, strategic plan for cultural competency and ability of homes to plan and welcome diverse groups.

Cultural, Diversity & Inclusion Definitions

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

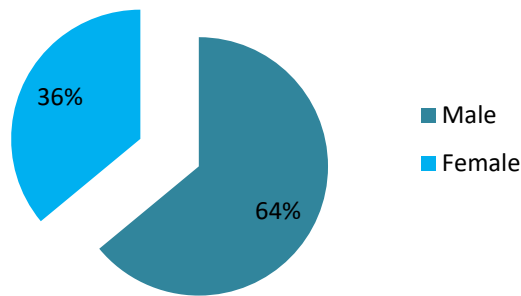
1. Structural: the physical make-up of spaces and rooms. Ensuring that decorations, posters, signs etc. are acceptable across all cultures in the group homes, head office and places of interest for the persons in care.
2. Practice: the working practice of Vinge and the staff. Ensuring the current hiring 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.

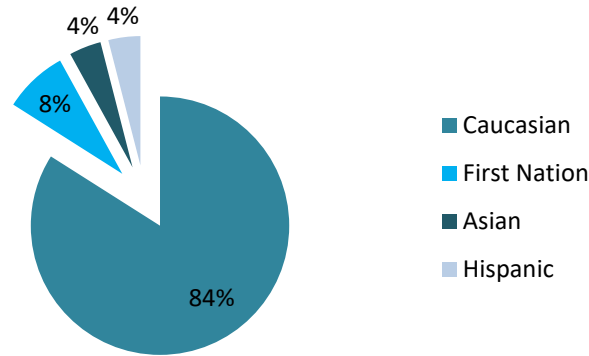
Persons In Care Demographics

| | 2021 | 2022 |
|--------------------------|------|------|
| Total Persons Supported: | 22 | 25 |

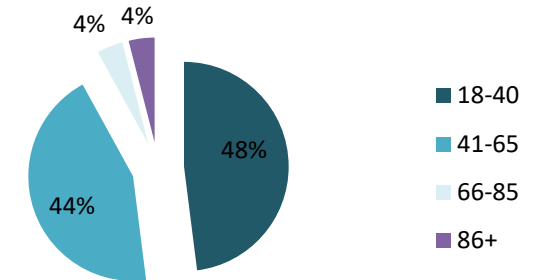
Gender



Ethnicity



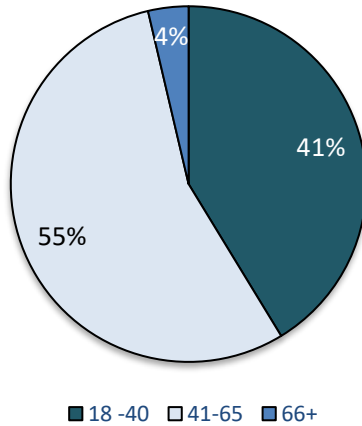
Age



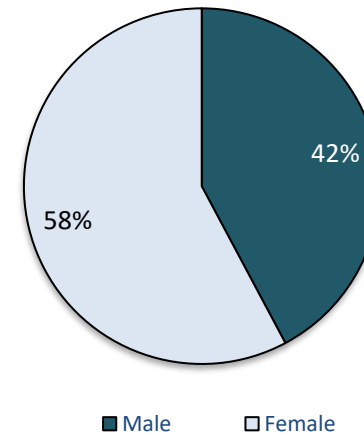
The above charts provide a summary of the persons in care demographics currently utilizing services. There are currently more males utilizing services with 64% compared to 36% females. In terms of ethnicity, Caucasian represents 84% of the persons in care, while First Nations is second at 8%, and Asian and Hispanic at 4% each. In total there are 4 different ethnicities represented across Vinge Community Living programs. For age, 18-40 years represents the highest demographic with 48%, however this is trending downwards from 63% since 2020.

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 16%. 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 equivalent to 4%. The make-up of the staff demographics remains similar 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 figures provide a summary of the languages spoken by staff and the persons in care. As the figures outline 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. There is currently one person in care who does not speak English—they speak mandarin, but can also communicate with PEC symbols when mandarin-speaking staff are unavailable. With four total different languages recorded, 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.

Cultural Competency, Diversity & Inclusion Plan Review

| Category | Outcomes | Indicators | Source of Measurement | 2022 Target | 2022 Review | 2023 Target |
|------------|---|--|---|--|--|---|
| Structural | <i>All Stakeholders</i> All program and the office décor is welcoming and accessible to all cultural groups | Program and Office Décor – employee satisfaction. | Staff survey – satisfaction rate percentage of positive responses. | 90% | 75.7% | Continue with target: 90% |
| | | | Area Coordinator home surveys – 1 per home per year | At least 4 homes surveyed | This was not completed due to shifting priorities from staffing shortages. | Continue: survey 4 homes. |
| Attitude | <i>Staff</i> High completion rate of cultural competency course | Percentage of total staff who have completed the cultural competency course | Staff documentation – are they current with the cultural competency course? | 90% of total staff to have cultural competency course completed by end of 2022 | 88% of staff completed by end of 2022 | Continue with Target: 90% |
| Practice | <i>PICs & Staff</i> Have a Cultural Awareness Celebration Party | Vinge hosts an event celebrating cultural diversity that is inclusive of all homes | Was an event organized? | 1 event in 2022 | Not completed due to ongoing pandemic and staff shortage | Continue with target: host 1 cultural celebration |
| | <i>Staff & Family</i> Post six staff notices on Sharevision and send 1 newsletter concerning cultural diversity. | Notices and material used. | # of posts on Sharevision annually # of newsletters sent out | 100% | Not completed. | Continue with target |

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 has done to ensure best practice in each
- Monitor and analyze the decisions made
- Make changes and improvements where necessary
- Adjust as new information becomes available

Table 2: Overview of all Cultural & Diversity Practices:

| Category | Description of Cultural & Diversity Practice | Strategy in Place |
|-----------------|--|--|
| Policy | 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 |
| | 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 & 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 • Ensures that staff and persons in care demographics are reviewed annually |
| Practice | Age | <ul style="list-style-type: none"> • Annual review of Staff Age Vs. Persons in Care • Annual review of the policy and procedures |

| | |
|----------------------|--|
| | <ul style="list-style-type: none"> 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. |
| 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 |

Structural

| | |
|--|---|
| 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"> • Front line 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 |
| 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 |

Attitude

| | |
|---|--|
| 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 |
| 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 |

Prepared by Trenton Galozo – Director of Community Living Services

Approved by Augustus Kops – Director of Services



Date: 30th June 2023

Next Review Date: March 2024