

Achieving Cultural Competence

The Kinark Experience

Presentation for CMHO Conference

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Kinark
CHILD AND FAMILY SERVICES
CARING • HELPING • HEALING

Presenters

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Challenges

1. **Knowing your demographics:**

- Be familiar with the demographics of the population being served using census data
- Be familiar with the demographics of the clients served – Kinark has the numbers, but determined that the numbers might not be reflective of those requesting service as well as those in-service

2. **Attracting clients from diverse ethno-cultural communities**

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3. **Recruiting qualified staff reflective of culturally diverse populations being**

- Attracting those you need to reach
- Determination of professional equivalencies
- Limited pool of qualified candidates – with professional qualifications education and/or experience

4. **Resources – Money and Time**

- Providing tools to staff – heighten awareness
- Building internal resources – language skills; on-line information and links;
- The cost of developing current and potential employees in developing cultural sensitivity



Integration

1. Good Governance

- Commitment and support has to come from the top – Good governance practices

2. Heighten awareness re serving ethnically diverse populations

- Ensuring that all staff hear and embrace the same message on what may be barriers to overcome

3. Service Delivery

- No specific “best practices” available to guide the establishment of diversity competence Clinical Excellence initiatives – compensate through establishing standards and expectations for service delivery
- Ensuring that all clients receive service in the way that is appropriate for them



Moving Forward

Operationalizing Diversity

Building on Established Standards of Performance

- Clinical Transformation
- On-going systemic reviews testing for respect and bias-free approaches to staffing and service delivery



Maintaining and Sustaining Momentum

1. **Board representation**
2. **Building Diversity Competency**
3. **Conduct a self-evaluation to measure success of integrated initiatives**



Diversity Governance Model



Diversity Definition

When related to human diversity, diversity refers to the range of differences within groups and societies.

These differences include, but are not restricted to:

- Culture
- Race
- Religion
- Class
- Language
- Ethnicity
- Gender
- Age
- Mental Ability
- Sexual Orientation
- Citizenship



Diversity Governance

The highest level of authority within an organization:

1. Decision Making Authority
2. Policy Development
3. Policy Management



Diversity Governance Model

Board of Directors

Diversity Action Plan

Support Structures

Senior Management

Diversity Coordinator

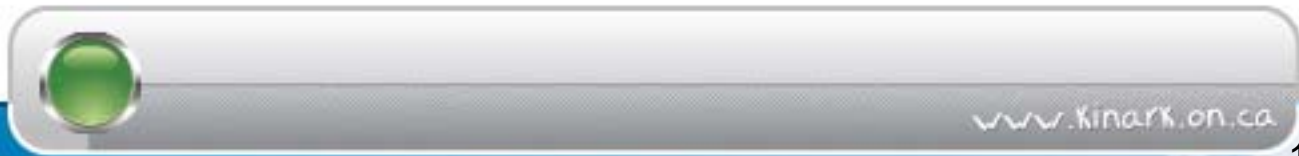
Diversity Committees

Local Offices & Staff



Role of the Board

- **Approves the design, and deliverables of the Diversity Action Plan, for developing and sustaining diversity competence throughout the organization**
- **Approves policies, establishes direction, identifies resources to aid the implementation of the Diversity Action Plan**



Role of Senior Management

General Overview

- Conducts research, develops and allocates resources
- Designs, manages, and implements policies
- Is responsible for operationalizing the Diversity Action Plan



Building the Infrastructure



Role of the Kinark Diversity Coordinator



Diversity Governance Model

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Diversity Governance

Successes and Challenges

Successes

1. Change in ethno-cultural composition of the Board
2. Kinark diversity/mental health advocacy presentations
3. Board and management pro active approach to promoting and managing diversity
4. The development of joint Kinark/Community Partner Relationships
5. Requests to conduct a range of diversity/governance activities, and diversity training workshop



Challenges

1. Continuing to develop and sustain cost effective, and innovative ways, of promoting diversity
2. Ensuring diversity and cultural competence education remains a priority
3. Access to funding from government and other sources



Thank You

