

OREGON STATE HOSPITAL

PORTLAND – SALEM

POLICIES AND PROCEDURES

SECTION 5: Human Resource Management

POLICY: 5.004

SUBJECT: Valuing Diversity

APPROVED: ROY J. ORR
SUPERINTENDENT

Date: September 8, 2008

I. POLICY

- A. Oregon State Hospital (OSH) employees will treat all people with respect and dignity, by striving to create and foster a supportive and understanding environment in which all individuals realize their maximum potential in a multi-cultural setting, regardless of their differences.
- B. Employees will respect the cultural differences which allow all the opportunity for advancement, support, recognition, self-esteem, self-worth, or self-satisfaction as well as creating a safe work environment.
- C. Within the limitations of resources and the need for facility security, safety, health and orderliness, OSH intends to offer individuals under the custody and/or supervision of OSH the opportunity to be treated according to the cultural norms of their choice or background.

II. DEFINITIONS

- A. "Cultural Diversity" means that a range of norms, values, and practices exists among people. These include ethnicity, gender, age, sexual orientation, socio-economic status, physical and mental ability, race, color of skin, language, religion, thinking styles, experience, education, belief systems, dress, food, and social customs.
- B. "Valuing Diversity" means having an appreciation and respect for differences. It includes recognizing that differences exist, actively seeking to understand differences and maximizing positive aspects of differences.
- C. "Cultural Competence" means continual acceptance and respect for differences among peoples, self-assessment regarding culture,

attention to the dynamics of difference, expansion of cultural knowledge and resources, and adaptation to a variety of service models in order to better meet the needs of diverse populations.

III. PROCEDURES

- A. All employees shall undergo cultural competency training when beginning work at OSH and on an annual basis thereafter. This training encompasses raising awareness about issues surrounding cultural competency and workforce diversity in the hospital setting.
- B. All employees will encourage and demonstrate a welcoming environment at OSH.
 - 1. Hiring practices will include culturally competent procedures. This includes, at a minimum diverse interview panels and utilization of culturally competent questions.
 - 2. All OSH position descriptions will include expectations and duties related to cultural competency.
 - 3. All employees' annual performance evaluations will assess their level of cultural competency using demonstrated examples.
- C. OSH shall maintain a Valuing Diversity Committee.
 - 1. Membership includes representation of at least two people (one represented, one manager) from the following departments of Oregon State Hospital: Members shall be as appointed by the Superintendent or be volunteers.
 - a. Forensic Psychiatric Services
 - b. Psychiatric Recovery Services
 - c. Operations
 - d. Clinical Services
 - e. Strategic Planning
 - f. Finance
 - g. Human Resources

- h. Education and Development Department
- i. OSH consumer
- 2. Meetings are held monthly, and minutes distributed to all OSH staff and residents.
- 3. Meetings shall be co-chaired by one manager and one represented employee, and supported by the Cultural Competency & Workforce Diversity (CCWD) program staff.
- 4. Duties include:
 - a. Participation in sub-committees and workgroups.
 - b. Promoting and sponsoring OSH multicultural activities and events.
 - c. Development and evaluation of cultural competency training and working with staff to achieve the goal of culturally appropriate assessment, treatment, and discharge planning for patients.
 - d. Review of OSH policies and procedures that may impact cultural competency and workplace diversity and make recommendations to OSH executive leadership on changes to existing policies and procedures or adoption of new policies, including, but not limited to encouraging culturally appropriate assessments, treatment, and discharge planning for all residents.
- D. OSH shall have a Director of Cultural Competency and Workforce Diversity assigned the responsibility for overseeing the implementation of OSH cultural competency strategies and workforce diversity programs, as well as the OSH Cultural Competence and Workforce Diversity Plan.

IV. REFERENCES

OSH Cultural Competency and Workforce Diversity Plan
DHS Diversity Development Coordinating Council Strategic Plan
Joint Commission 2008 Requirements Related to the Provision of Cultural and Linguistically Appropriate Health Care
CLAS (Culturally and Linguistically Appropriate Services) – US Department of Health and Human Services, Office of Minority Health

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Cultural Competency & Diversity at DHS – Tools for Managers
Americans With Disabilities Act 42 CFR 126, sections 12101-12213
Americans With Disabilities Act 47 CFR 5

Replaces OSH Policy and Procedure 5.004, *Valuing Diversity*, dated 3/29/2005