

# CULTURAL COMPETENCE CHECK-IN: POLICIES AND PROCEDURES

This tool was developed to heighten your awareness of your agencies' / programs' policies and procedures and the impact/influence of cultural and linguistic factors. NOTE: There is no answer key, but you should review those responses which you rated N.

Ratings: Y : Yes      N : No

- My agency/program has a mission statement which states that all persons shall receive appropriate services.
- My agency/program has a visible policy that commits to providing a safe space for all individuals regardless of, race, ethnicity, gender, ability, language spoken, or sexual orientation.
- My agency/program has a policy for providing conscience protections for staff or employees.
- My agency/program has a policy for handling inappropriate language or behavior related to race, ethnicity, gender, ability, language spoken, or sexual orientation.
- My agency/program provides support to supervisors and staff to allow them to enforce safe-space policies with employees and clients, as needed.
- My agency/program has a list of interpreters and resources for making both manually coded and spoken communication available.
- My agency/program actively recruits bilingual employees.
- My agency/program actively recruits employees from underrepresented populations.
- My agency/program actively recruits employees who have experience working with populations reflecting diverse cultural and linguistic backgrounds.
- My agency/program has persons representing culturally and linguistically diverse backgrounds in leadership roles.
- My agency/program promotes persons who speak with accents or dialects based on job performance, not based on use of Mainstream American English.
- My agency/program provides feedback to all staff based on job performance, not based on use of Mainstream American English.
- My agency/program's materials are health literate.
- My agency/program's materials are available in multiple languages.
- My agency/programs' materials use images of diverse populations.
- My agency/program's forms are gender-inclusive to reflect all potential clients and their family/caregivers.
- My agency/program provides and/or encourages training for increased cultural competence for all staff.
- My agency/program provides health coverage for an employee's domestic/lifetime partner.
- My agency/program accommodates space or time off for religious and faith-based observances.

\* Although several sources were consulted in the development of this checklist, the following document inspired its design: Goode, T. D. (2002). Promoting cultural and linguistic competence self-assessment checklist for personnel providing services and supports in early intervention and childhood settings (Rev. ed.). National Center for Cultural Competence, Georgetown University Center for Child and Human Development, University Center for Excellence in Developmental Disabilities Education, Research & Service.

#### REFERENCE THIS MATERIAL AS FOLLOWS:

American Speech-Language-Hearing Association. (2021). Cultural competence check-in: Policies and procedures. <https://www.asha.org/siteassets/uploadedfiles/multicultural/policies-and-procedures-checklist.pdf>