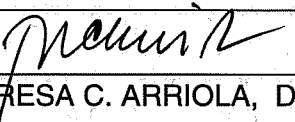


Guam Behavioral Health and Wellness Center		
TITLE: Cultural Humility and Diversity Plan	POLICY NO.: AD-ORG-08	Page 1 of 2
RESPONSIBILITY:		
APPROVED BY:  5/1/20 THERESA C. ARRIOLA, DIRECTOR	DATE OF ORIGINAL APPROVAL: 1/13/2017	
LAST REVIEWED/REVISED:		

PURPOSE:

The goal of this Cultural Humility and Diversity Plan is to assist with the creation of a climate of respect, inclusion and acceptance of people who access services with Guam Behavioral Health and Wellness Center (GBHWC).

POLICY:

- A. GBHWC is committed to respecting cultural practices, heritage, spiritual beliefs and values of the diversity of individuals with whom we interact and serve. We strive to understand and be respectful of the cultures of the individuals in providing equitable and individually focused services. It is part of our Intake assessment to ask if there are cultural customs, beliefs, behaviors or traditions that would be helpful for us to know about. Cultural activities are incorporated into service plans as indicated by the individual.
- B. GBHWC shall promote diversity at all occupational levels of the workforce and shall ensure equal employment opportunity for all applicants and employees. The overall policy are twofold;
 - 1. To attempt to achieve an employee profile at all levels and categories which reflects the racial and ethnic composition and regional representation of the service area
 - 2. Hiring of culturally diverse staff that reflect those served by agency programs
- C. Staff shall be provided with cultural diversity training to practice cultural humility upon hire and as necessary.
- D. A Cultural Humility and Diversity plan shall be created articulating the GBHWC's goal, objectives and the desired outcome. It shall be reviewed and updated annually for relevance.

DEFINITIONS:

GBHWC propose cultural humility as a more suitable goal for its cultural plan. It acknowledge that it is impossible to be adequately knowledgeable about cultures other than one's own, and the term "competency" can be misleading for one to be competent in the cultural knowledge of the individual served.

Cultural Humility: the ability of the service provider and the organization to respond respectfully and effectively to people of all cultures, classes, races, disabilities, ethnic backgrounds, sexual orientation, faith and religion in a manner that recognizes, affirms and values the worth of the individuals, families, communities, and protects and preserves the dignity of each. It is having the attitude of humility and actively engaging to learn as much about the individual's culture and in doing so addressing any obstacle or barrier that may prevent the individual from accessing and participating fully in their treatment. It is obtaining cultural information and then applying that knowledge to best serve the individual.

Diversity: suggests the range of human characteristics found in any workforce or community.

RESPONSIBILITIES:

A. Director

1. Be responsible for the implementation of this policy and any related policies or programs.
2. Designate an official at the management level with direct reporting relationship to the Director to assume responsibility for the operation and implementation of the equal opportunity plan and program.
3. Take measures to ensure the work environment is consistent with the intent of this policy and supports equal opportunity.

B. Cultural Humility and Diversity Committee

1. Develops the cultural humility and diversity plan and review annually for relevance
2. Shall implement and have oversight of the cultural humility and diversity activities of the Department.

C. Human Resources:

1. Take positive measures to ensure that equal opportunity is available in all areas of employment including: recruitment, selection, hiring, promotion, demotion, compensation (including salary adjustments, reallocations and performance increases), termination, reductions in force (layoffs), reemployment priorities, training, career development, transfer and other terms, conditions and privileges of employment.
2. Periodically assessing hiring and promotion trends toward the evaluation of progress and impediments in the attainment of goals.

D. Training Branch:

1. Provide Cultural and Linguistically Appropriate Services (CLAS) training to personnel or find workshops and training programs related to CLAS mandates on Guam.

ATTACHMENTS:

- I. *Cultural Humility and Diversity Action Plan 2020*

**Guam Behavioral Health and Wellness Center
Cultural Humility and Diversity Action Plan 2020**

The purpose of this plan is to assist with the creation of a climate of respect, inclusion and acceptance of all people who access services with Guam Behavioral Health & Wellness Center (GBHWC) and those employed by GBHWC.

Our services demographics is a diverse population; consist of Chamorro, Filipino, people from Japan, Korea, Taiwan, Palau, FSM, Pohnpei other Micronesian Islands, USA and others. The GBHWC strives to respect individual rights and gives individuals the choice to disclose their cultural preference in receiving services.

Agency Goal	Desired Outcome	Applied to	Objectives/Activities	Responsibility	Data Source Monitoring
<p>1. The staff has awareness and knowledge of the diversity of a variety of consumers and stakeholders.</p>	<p>1. 100% of GBHWC staff will receive cultural diversity training and practice cultural humility. -Staff will be more effective in providing services to diverse population. -Increased the level of staff cultural awareness, understanding and humility.</p>	<p>1. Personnel</p>	<p>1. Staff attends Culture Language Access Service (CLAS) training available through Department of Public Health & Social Services office of minority health. Refresher course is an option, but not required. -Provide during Employee orientation an overview of cultural awareness, humility and diversity. -Invite CLAS to train GBHWC employees. Invite Guam's Alternative Life Style Association (GALA) and other specific cultural groups to present to staff at meeting/training.</p>	<p>1. Training Human Resource Clinical Program</p>	<p>1. Training Log -Assess Cultural awareness using CLAS Evaluation Survey upon completion of training and recommend if staff need refresher training.</p>
<p>2. To create a safe and inclusive environment that fosters cultural respect and acknowledgment of different needs and approaches according to the cultural diversity of the individual served.</p>	<p>2. To have all facilities welcoming and accessible to all. -Increased the level of staff cultural awareness and humility.</p>	<p>2. Personnel</p>	<p>2. Create cultural display areas throughout GBHWC especially during May, Mental Health month.</p>	<p>2. Clinical Programs</p>	<p>2. Clinical supervisors make periodic inspection of the facility to ensure displays of cultural photos and information.</p>

<p>3. To promote diversity at all occupational levels of the workforce and equal employment opportunity for all applicants and employee.</p>	<p>3. GBHWC employees must be reflective of the ethnic and racial background of the population GBHWC serves.</p>	<p>3. Personnel</p>	<p>3. Hiring of culturally diverse staff that reflect those served by the agency programs.</p>	<p>3. Human Resources</p>	<p>3. HR personnel profile and staffing ratio.</p>
<p>4. GBHWC will acknowledge the diverse perspectives of its consumers and families and incorporates these into all programs and services.</p>	<p>4. Individual's culture, gender/sexual orientation, spiritual beliefs and values will be considered in the development of the individual's treatment plan. Some examples could be the use of Natural Healers, such as Suruhana, Hilot, Sousafei, etc., as appropriate.</p> <p>-Intake assessment would include information about the person's cultural preference (beliefs, traditions, etc.) to be incorporated in the client's treatment/service plan and be provided access to the cultural services and support.</p>	<p>4. Consumers</p>	<p>4. Staff attends Culture Language Access Service (CLAS) training available through Department of Public Health & Social Services office of minority health.</p> <p>New Employee orientation will provide an overview on cultural awareness, humility and diversity.</p> <p>Staff incorporate pertinent information learned from cultural trainings into the Intake assessment and treatment planning process.</p>	<p>4. Clinical Program</p>	<p>4. Supervisor review clinical records and treatment Plan to see if cultural concerns are being addressed.</p> <p>Staff performance evaluation must reflect addressing the consumer's cultural preferences and needs in the treatment planning process.</p>
<p>5. To be aware of and understand the different communication needs of all people we serve.</p>	<p>5. Communication needs of consumers will be respected and unique needs addressed.</p> <p>-Develop a pool of accessible certified interpreters available to conduct interpretation services for GBHWC consumers.</p>	<p>5. Personnel and All consumers</p>	<p>5. To provide access to interpreters in different languages as needed.</p> <p>-To actively encourage personnel to attend health care interpreter certified courses.</p>	<p>5. Administration Human Resources Training, Clinical Service Providers/, Programs servicing the individual</p>	<p>5. HR Personnel Profile: Staff performance evaluation must address the cultural preference of the consumer in the treatment/wrap/service plan. For examples: a) The consumer is able to access an interpreter in his own language. b) the consumer was given information about the GALA</p>

					support group and connected to the contact person. c) The consumer does not want to receive psychiatric medication instead would seek a natural healer from his cultural group.
--	--	--	--	--	---

Cultural Humility and Diversity Committee:

GBHWC Director: Therese C. Arriola

Chairperson: Annie Unpingco

Date Approved:

Date Reviewed/Revised: 2/25/2020

Members:

Maelei Rose Sampson – Human Resource

Richard Richards – Training Officer

Sylvia Quinata - Adult Counseling Supervisor

Esther Figir- GBHWC Equal Employment Opportunity Officer



GUAM BEHAVIORAL HEALTH & WELLNESS CENTER

790 Gov. Carlos G. Camacho Rd. Tamuning, Guam 96913

TEL: (671) 647-5330 FAX: (671) 649-6948

REVIEW AND ENDORSEMENT CERTIFICATION

The signatories on this document acknowledge that they have reviewed and approved the following:

Policy Title: Cultural Humility and Diversity Plan

Policy No: AD-ORG-08

Initiated by: Ms. Annie Unpingco/Cultural Humility & Diversity Committee

Date	Signature
2/24/20	

Annie Unpingco
Cultural Humility & Diversity Committee (CHDC) Chair
CASD Administrator

Date	Signature
3/8/2020	

Reina Sanchez
Clinical Administrator

Date	Signature
3/16/2020	

Dr. Ariel Ismael
Medical Director

Date	Signature
2-25-2020	

Leonora Urbano, RN-BC
Nurse Administrator

Date	Signature
2/14/2020	

Cydsel Victoria Toledo
Quality Improvement Coordinator/Regulatory Compliance Officer

Date	Signature
2/4/2020	

Maelei Rose Sampson
Human Resources CHDC member

Date	Signature

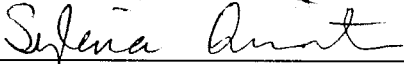
Richard Richards
Training Officer CHDC member



GUAM BEHAVIORAL HEALTH & WELLNESS CENTER

790 Gov. Carlos G. Camacho Rd. Tamuning, Guam 96913

TEL: (671) 647-5330 FAX: (671) 649-6948

Date	Signature
2/14/20	

Sylvia Quinata
Adult Counselor Supervisor CHDC member

Date	Signature
4/20/2020	

Carissa Pangelinan
Deputy Director