



CULTURAL COMPETENCY PLAN

Therapy Talk has a written plan describing how the linguistic and cultural needs of our clients are met. The Cultural Competency Plan describes how our providers effectively provide services to persons of all cultures, races, ethnic backgrounds, and religions in a manner that recognizes, values, affirms, and respects the worth of the individuals and protects and preserves the dignity of each. The plan is also made available to the public via our website: www.TherapyTalk.org

Introduction

Cultural competence is an integral part of Therapy Talk. Those employed by Therapy Talk who are in direct contact with clients and families will demonstrate the following:

- Recognize, value, affirm and respect the worth of each individual client and family and protect and preserve the dignity of each
- Utilize appropriate resources to ensure linguistic needs of the client and family are met.
- Assess client and family acculturation to aid in matching families with appropriate community based resources and provide appropriate health and rehabilitation education.
- Utilize culture-specific information provided in training and/or employee orientation to assist in identifying and determining the cause of culture-based issues and miscommunication and to resolve them.

Therapy Talk ensures non-discriminatory and respectful services to clients and families by employing both internal and external cultural competency practices. On-going improvement and widespread dissemination of these efforts evidences Therapy Talk's commitment to the provision of culturally appropriate services and care. Therapy Talk, as a home health based practice, accommodates, facilitates, treats, and assists people with a wide variety of disabilities from developmental disabilities and physical disabilities to those individuals with medical diagnosis and disorders.

All employees, clients and families have access to the Therapy Talk Cultural Competency Plan, as the essential plan elements are included in employee materials and on our website at www.TherapyTalk.org. It is also available separately upon request.

Internal Cultural Competency Practices

Therapy Talk seeks staff that is committed to their community, represents a variety of cultural backgrounds, and is capable of communicating in cross-cultural situations. Discrimination is not tolerated and employees will conduct therapy in a manner that recognizes, values, affirms, and respects the worth of the individual and protects and preserves the dignity of each.

When necessary and requested, translation services to members will be provided. The interpreter will assist with translating any evaluation data, treatment plans, or other documents shared with the family.

Comprehensive, behaviorally and theoretically based cultural competency training and education is identified and at times offered. Characteristics of the training include:

- Acceptance and respect for differences
- Careful attention to dynamics of difference
- Continuous expansion of cultural knowledge and resources

Training is based upon the following learning techniques:

- Assessment and awareness of personal biases, values and expectations
- Content on general culture-specific attributes (family structures, language use for various groups, and people with a wide variety of physical and linguistic disabilities).

Specific trainings identified include:

- CEUs on ASHA website: <http://www.asha.org/eweb/OLSDynamicPage.aspx?Webcode=olsprofdev>
- Language, Learning, Literacy with Lite Tech Supports for Individuals of All Ages with Complex Communication Needs- Iverson Riddle Developmental Center- Oct. 2009
- Charlotte Therapy Network- meetings and online webgroup discussions
- Ongoing independent study review of website: <http://www11.georgetown.edu/research/gucchd/nccc/>
- The National Center for Cultural Competence (NCCC) maintains a database of a wide range of resources on cultural and linguistic competence (e.g. demographic information, policies, practices, articles, books, research initiatives and findings, curricula, multimedia materials and Web sites, etc.). The NCCC uses specific review criteria for the inclusion of these resources. As part of the NCCC's web-based technical assistance, a selected searchable bibliography of these resources is made available online. Online resource database to be used for self-study: <https://www4.georgetown.edu/research/gucchd/nccc/app/resources/index.cfm>

External Cultural Competency Practices

Therapists are notified of their responsibilities pertaining to delivering culturally competent care and may obtain a copy of the Cultural Competency Plan on the website: www.TherapyTalk.org

Therapy Talk will provide interpreter services to clients and families as necessary when requested to ensure availability of effective communication regarding treatment, medical history, or health education. Interpreters are available when technical, medical, or treatment information is to be discussed or where use of a family member or friend, as interpreter is inappropriate.

Therapy Talk utilizes and has informal relationships with a wide variety of traditional and nontraditional organizations to enhance service delivery and maximize resources for clients and families. These include:

- Children's Developmental Services Agency
- Cabarrus Health Alliance
- Cabarrus County School System
- North Carolina Assistive Technology Program
- Exceptional Children's Assistance Center
- Various physicians and family medicine practices throughout Cabarrus, Rowan, and Union counties

Therapy Talk has also established relationships in the community to create a rapport that builds and facilitates acceptance of the behavioral healthcare system:

- Autism Speaks
- Cabarrus County Department of Social Services
- North Carolina Speech Language Hearing Association
- American Speech Language Hearing Association
- Charlotte Therapy Network
- CVAN- Crisis Victims Assistance Network