

Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commmconn.ca

Cultural Diversity Plan 2014

This plan is developed to respond to the diversity of all stakeholders associated with the services provided by Community Connections Support Services. The Cultural Diversity Plan will address how agency employees are supported to work effectively cross culturally by understanding, appreciating and respecting differences and similarities in beliefs, values and practices within and between cultures.

Community Connections Support Services considers its largest asset in service delivery to be the values, philosophy and person-centered approach with which we conduct ourselves and our business. These values and philosophy inform how CCSS provides services to those requiring support as well as hiring practices for support workers employed by CCSS and contractual relationships held with Home Share Providers and the agency.

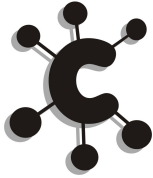
CCSS policy regarding Social Justice and Diversity clearly outlines our interest in providing supports and employment in a non-discriminatory manner:

“Community Connections Support Services is committed to social justice and diversity. Services are provided without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, religion, gender, sexual orientation, age, marital status, same-sex partnership status, family status, socioeconomic status, language or disability.

To ensure our services are free of barriers, employee diversity is an integral part of the business practices. Individual differences are respected and valued. Fair and equitable treatment will apply to all aspects of employment. To ensure this, CCSS will actively remove barriers to ensure that each person has equal access to the benefits of employment.

Pro-active accommodation at work will be provided, where necessary and reasonably practical, to provide ways that support the employee’s dignity, worth and productivity, or to hire or retain qualified employees disabled through either injury or illness, or otherwise belonging to groups protected under the applicable Human Rights Code.”

In keeping with our policy, Community Connections Support Services does not collect or analyze demographics related to ethnicity as we are an agency that will provide services to any person interested in receiving them regardless of ethnicity or cultural heritage. We provide generic services with the focus being on further developing highly individualized, person-centered supports based on each individual's needs and preferences across all domains. We expect support workers and contractors to focus on embracing diversity and celebrating individuality in all aspects of the support they provide. As a result, individualized planning for people supported by the agency is to address and consider all



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commmconn.ca

needs, wishes, preferences and interests of those we support with a focus on facilitating opportunities for those we support to create and participate in experiences of their choice, including those experiences and practices related to cultural heritage, spirituality and ethnicity.

Personnel and contractors are paid by the agency to provide supports regardless of any cultural heritage, spiritual, and ethnic preferences they may have. We depend on employees to provide us with feedback related to any discrimination they may face as a result of their personal choices and respond promptly to any discrimination within the workplace or community.

While we do not consider cultural diversity information we are interested in collecting or analyzing, we remain an agency that is supportive of each individual's right to live and practice according to their own beliefs. As a result, our Home Share Provider screening process asks potential caregivers to identify and consider any conflicts that may arise between their established belief system and those of a person they may support in their home (ie sexual orientation, religion, language, etc). Should a conflict or prejudice exist, it informs parameters of placement within the home of the potential caregiver. Employees are reminded that they are free to live and practice according to their beliefs but are not to impose their personal beliefs on those they support and are to respect and support those we serve to practice their individual beliefs as a function of paid supports.

Commitment:

Community Connections Support Services is committed to responding to demographic trends as it relates to culture on a case-by-case basis in an on-going way.

Data:

As part of our annual Consumer Satisfaction Survey, CCSS has included a section addressing the needs of those we serve in the area of Cultural Diversity. We specifically asked those we support: "Is there more we could do to support your cultural heritage? Is there anything that you would like to do or attend that meets these needs? (events or groups)".

We received only one response to this question out of the 49 respondents. The suggestion was to consider having more minorities working in the CCSS Kelowna office.

Recommendations:

None at this time.

Report Completed : March 2014

Completed by: Jacqueline Burnham, Quality Assurance Manager