

Let it be known:

First Step's Board of Directors recognizes that our consumers, personnel, and other stakeholders are a culturally diverse group. First Step's Board of Directors assures all stakeholders that an awareness of, respect for, and attention to the diversity of the people with whom we interact shall be reflected in attitudes, organizational structure, policies, and services. The Training Plan shall address various cultural issues during New-Employee Orientation, and annually thereafter, including but not limited to:

- Cultural background
- Age
- Gender
- Sexual orientation
- Spiritual beliefs
- Socioeconomic Status
- Language of the home

During enrollment of any individual for services, attention will be given to any special accommodations requested. Need for special accommodations based on culture will be assessed and consideration given to modifications that may be possible during service delivery.

Cultural competency by the organization shall be demonstrated by seeking to hire people who are representative of the persons served and by delivering service in a manner that promotes comfort and trust. The desired outcome shall be promoting understanding of the things that make relationships with people in other cultures easier or more difficult. Efforts shall include but not be limited to opportunities for food preferences, recognition of holidays, the employment and use of interpreters, and the recognition of specific clothing choices.

Updated: November 17, 2016