



Cultural and Linguistic Competency Procedures

Original Effective Date:

August 1, 2017

Review / Revision Date:

October 23, 2019

Administrative Procedure:

2019.10.004

Subject Matter Expert:

Human Resources/
Minority Health Supervisor

History: ☐ New ☒ Revised ☐ Archived

Organizational Scope:

☒ Full Agency ☐ Administration ☐ Community & Environmental Health ☐ Health Services
☐ Health Promotion/Policy Integration

Frequency of Review:

☒ Annually ☐ Biennially ☐ 5 Years ☐ Other:

Location:

S-Drive: S: → Common → Policies, Plans & Procedures

Website: www.lucascountyhealth.com/employee-login/

Hardcopy: TLCHD Policies & Procedures Manual in HR Office

Archived Version(s): SOP 2017.08.004

Requisite Signatures

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Health Commissioner

Date

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Director of Environmental Health & Community Services

Date

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Director of Health Promotion & Policy Integration

Date

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Vacant

Director of Nursing & Health Services

Date

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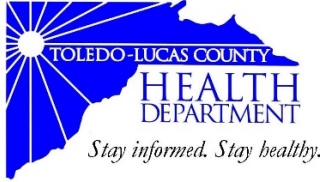
Fiscal Director

Date

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Human Resources Director

Date



Cultural and Linguistic Competency Procedures

I. Scope

This procedure applies to all staff of the Health Department.

II. Purpose

The Toledo-Lucas County Health Department is committed to developing and maintaining services that are culturally competent and consumer-guided. Cultural competence is an essential requirement for health department staff members, administrators and the board of health members to ensure that services meet the needs of the diverse populations residing in Lucas County.

III. Background

The Health Department adopted the Culturally and Linguistically Appropriate Services (CLAS) standards as general guidelines to provide a framework for developing and monitoring culturally and linguistically appropriate services. The CLAS Standards as implemented by the Health Department are intended to be broadly inclusive of all people. This includes people with disabilities and the diverse needs of racial, ethnic, sexual and other cultural and linguistic groups. The CLAS Standards as utilized by the Health Department are intended to serve as general guidelines. Staff are expected to follow the CLAS Standards.

IV. Provisions/Procedures

A. Assessments

1. The Minority Health Coordinator will ensure current demographic, cultural and epidemiological profiles of Lucas County. Data may be obtained from a variety of sources including but not limited to vital records and census data. This will be updated every three years. It will be stored on the CLAS Drive folder.
2. Complete a self-assessment every three (3) years using the *Culturally and Linguistically Appropriate Services (CLAS)* standards. The Minority Health Coordinator will ensure this is conducted.
3. The Outreach and Education subcommittee will complete an annual review of languages spoken by clients accessing services at the health department and at outreach programs.
4. The CLAS Taskforce will use the assessment data to plan for and implement services that respond to the cultural and linguistic characteristics of Lucas County.

B. Clients

1. The Health Department will:

- a. Ensure that clients receive understandable and respectful services (including program materials) which are compatible with their cultural health beliefs and practices and spoken language.
- b. Maintain a list on the S Drive in the CLAS folder of interpreters for the hearing impaired, visual impaired and those who are not proficient in English (***This may include telephonic, web-based or video systems***).
- c. Offer and provide assistance services to those with limited English proficiency, the hearing impaired, literacy needs, and those who have low vision or are blind.
- d. Provide clients with verbal and written information of assistance services that are available. The document will be stored in the CLAS folder on the S drive.
- e. Provide competent interpreters and bilingual staff. Family and friends will only be used upon request of the client. See Interpreter/policy training via workplan on the S Drive.
- f. As appropriate, update demographic information for clients at the Health Department.
- g. Ensure that conflict and grievance resolution processes are culturally and linguistically sensitive.

C. Employees

1. The Health Department will:

- a. Recruit and promote at all levels of the organization a diverse staff and leadership that are representative of the demographic characteristics of Lucas County.
- b. Ensure that staff at all levels and across all disciplines receive education annually in culturally and linguistically appropriate service delivery.
- c. Integrate cultural and linguistic competence-related measures into performance improvement activities and into client satisfaction surveys.
- d. Be considerate of religious observances and dietary restrictions. Please notify Supervisor of any religious observances or dietary restrictions and attempts will be made to provide accommodations.
- e. Be sensitive to health needs, provide health coverage (for employees working over 20 hours per week), and approve sick time for appointments.
- f. Provide approved work-site location for lactation for nursing mothers.
- g. Address any staff members' inappropriate language, behavior, or display of materials related to race, ethnicity, gender, gender identity, ability, or sexual orientation.
- h. Ensure that conflict and grievance resolution processes are culturally and linguistically sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts or complaints by employees.

D. Culture Appropriateness and Effectiveness

1. Images should reflect diversity of the population being served by the program.
2. Messages should be sensitive to cultural differences and similarities of those served.
3. Testing with a representative sample of the audience is recommended.

4. Planning for programs and services should include strategies for reaching vulnerable populations (when appropriate), especially for frequently used and/or essential documents.

E. Translation

1. Once materials have been finalized and all approvals have been made, programs can work with Toledo-Lucas County Health Department's Office of Minority Health to request translation services.

II. Maintenance

A. Review

1. The *Cultural and Linguistic Competency* standard operating procedures are to be reviewed annually to ensure compliance with both agency and accreditation standards.

B. Revision

1. All changes made to this SOP are to be noted on the **Record of Change**. Substantial changes will require renewed signatures from all applicable parties. This includes changes to the intent, scope, procedures, or policy statement.
2. Changes in style, format, grammar or minor error correction will not require renewed signatures but must be indicated on the Record of Change.

III. Glossary

- Cultural and Linguistic Competence**: a set of behaviors, attitudes and policies that enables effective work in cross-cultural situations. "Culture" refers to integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups. "Competence" implies having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by consumers and their communities.
- Direct Services**: any programs or services funded by the Health Department, including program design, evaluation, outreach and media that are provided directly to the public or a specific population.
- Indirect Services**: programs or services that are provided directly to the Health Department, such as the provision of materials and supplies, accounting or fiscal services, design and construction work on facilities, or maintenance and security services.

Record of Change

(Required for all procedures)

Date of Change	Changes Made By	Changes Made/Notes	Approved By
10/23/19	BP	Sections (III), (IV)(A) and (IV)(B) were revised; sections (IV)(D) and (IV)(E) were added.	Signatories