

**SYCAMORE SERVICES, INC.**  
**Cultural Competence, Diversity and Inclusion**

It shall be the policy of Sycamore Services, Inc. to ensure equal employment and service opportunities for all applicants, employees and individuals served to promote diversity and inclusion at all occupational and service levels of the organization. This policy will have 2 objectives (1) to attempt to achieve an equal employment and service profile at all levels that reflects the diversity of the area, inclusive in nature and mindful of the cultural needs; and (2) hire a culturally diverse staff that is reflective of those individuals served by Sycamore Services, Inc. Sycamore Services, Inc. will not discriminate in employment or services provided based on race, color, national origin, ethnicity, ancestry, sex, religion, creed, age, mental, developmental or physical disability, veteran status, socioeconomic status, medical condition, marital status, sexual orientation, parental status or pregnancy.

**Definitions:**

1. **Culture:** refers to characteristics and knowledge of a particular group defined by such things as ethnicity, race, socioeconomic status, beliefs, morals and customs as well as differences in such things as family characteristics, language, dialect, gender, ability, values, sexual orientation, life conditions, religion and community.
2. **Cultural Competence:** refers to possessing and demonstrating the knowledge, skills and dispositions needed to support the full potential of each individual and community. An ability to interact effectively with people of different cultures and socio-economic backgrounds. A set of behaviors, procedures and attitudes which form an environment which allows cross-cultural groups to effectively work in situations. It results in the ability to understand, communicate with, and effectively interact with people across cultures.
3. **Diversity:** the quality of being different or unique at the individual or group level. This includes age; ethnicity; gender; gender identity; language differences; nationality; parental status; physical, mental and developmental abilities; race; religion; sexual orientation; skin color; socio-economic status; work and behavioral styles; the perspectives of each individual shaped by their nation, experiences, culture and more.
4. **Inclusion:** a strategy to leverage diversity. The action or state of including or of being included within a group or structure. Diversity always exists in social systems. Inclusion, on the other hand, must be created. In order to leverage diversity, an environment must be created where people feel supported, listened to and able to do their personal best.

**Procedure:**

1. Plan will be developed to address the objectives of this policy which will cover a 3 year period.

2. Plan will be reviewed on at least an annual basis by Management Team to determine appropriateness and review goal achievement.
3. Plan modifications may occur as deemed necessary.
4. Reporting and Analysis
  - a. The following may be utilized to track and analyze data:
    - i. Stakeholder Satisfaction Surveys
    - ii. Employee Satisfaction Surveys
    - iii. Intake/Annual paperwork and IST Meeting documentation
    - iv. Incident Reports (see Incident Reporting Policy, Incident Reporting Procedure and Incident Reporting Analysis Procedure).
    - v. Grievance Reports (see Grievance Reporting Policy)
    - vi. Investigation Reports (see Internal Investigation Policy)
    - vii. EEOC, DOL and/or other regulatory body reporting shall be utilized as applicable.
5. Recommendations and Action Plans will be developed from the analysis of the above as applicable. Those will be reviewed and approved by Management Team including but not limited to Officers and Directors as applicable.



Approved

4-28-17

Date