

## **Cultural Competence and Diversity Plan**

### **Purpose**

The purpose of this policy is to ensure equal employment opportunity for all applicants and employees and to promote diversity at all occupational levels of D&D Disability Management (D&D) workforce. The overall objectives of this policy are twofold: (1) to attempt to achieve an employee profile at all levels and categories which reflects the racial and ethnic composition and regional representation of the service area; and (2) hiring of culturally diverse staff that reflect those served by agency programs.

Attainment of these objectives call for a prohibition of unlawful discrimination in employment because of race, colour, national origin, ancestry, sex, religious creed, age, mental or physical disability, socioeconomic status, medical condition, marital status, sexual orientation, sexual harassment, or pregnancy.

### **Policy**

D&D Disability Management is an equal employment opportunity, affirmative action employer. We are committed to the elimination of barriers that restrict the employment opportunities available to women, minorities, people with a disability and individuals representative of the geographic regions served by the agency. We recognize that equal employment opportunity requires affirmative steps to ensure the full utilization of people of all backgrounds who possess the best available skills.

D&D Disability Management provides equal employment opportunities for the good of the public without regard to race, colour, national origin, ancestry, sex, religious creed, age, mental or physical disability, socioeconomic status, medical condition, marital status, sexual orientation, sexual harassment, or pregnancy.

Our commitment to equal employment opportunity extends to all job applicants and employees and to all aspects of employment, including recruitment, hiring, training,

assignment, promotion, compensation, transfer, layoff, reinstatement, benefits, education, tuition assistance and termination.

The monitoring aspects of D&D's cultural competence and diversity plan is the responsibility of the President. The plan is evaluated and monitored regularly.

D&D Disability Management Services is totally and irrevocably committed to a good faith effort to provide the opportunity for all employees to perform at full capacity in accordance with their qualifications, abilities, and interests.

### **Objective**

The cultural competence and diversity plan attempts to achieve as closely as possible an employee profile at all levels which reflects the racial and ethnic composition and regional representation of the service area. D&D Disability Management will attempt to seek personnel from all segments of the community for all job levels within the company through upgrading recruitment from minority group members and regionally represented individuals.

### **Procedure**

D&D Disability Management will employ and promote persons of merit, regardless of their race, ethnicity, age, colour, religion, gender, national origin, sexual orientation, handicap, or socioeconomic status, in relation to the requirements of the position for which he or she is being considered.

The company's cultural competence and diversity plan's goal is to attempt to have staff who reflect, as nearly as possible, the racial, ethnic and regional composition of its service area.

### **Dissemination of Policy**

1. A copy of this document will be given to every employee.
2. The policy will be discussed in employee orientation and staff meetings.
3. All employment advertising will carry the statement: "Equal Opportunity Employer" or "EOE"

## **Responsibility for Implementation**

The President shall:

1. Be responsible for the implementation of this policy and any related policies or programs.
2. Take positive measures to ensure that equal opportunity is available in all areas of employment including: recruitment, selection, hiring, promotion, demotion, compensation (including salary adjustments, reallocations and performance increases), termination, reductions in force (layoffs), reemployment priorities, training, career development, transfer and other terms, conditions and privileges of employment.
3. Take measures to ensure the work environment is consistent with the intent of this policy and supports equal opportunity.
4. Communicate the company's commitment to EOE policies, plans, and procedures to all employees, applicants and the general public.
5. Provide necessary resources to ensure the successful implementation of the EOE program.
6. Ensure the development and implementation of policies, procedures, and programs necessary to achieve a workforce in each occupational category that reflects the geographic service area and population served.
7. Ensure the development and implementation of an equal employment opportunity plan and program.
8. Periodically assessing hiring and promotion trends toward the evaluation of progress and impediments in the attainment of goals.
9. Assisting in the identification of problems in administering this policy and helping to resolve them.

## **Action Programs**

1. Recruitment: D&D Disability Management actively recruits qualified applicants, including diverse groups of people and individuals reflecting the geographic areas and individuals served, for all job postings.
  - a. We will endeavor to hire employees from diverse backgrounds.
  - b. Any testing or screening procedures will be reviewed on a continuing basis (within resources available) to ensure their job relatedness and validity. Information acquired from the position audits will be used to construct valid job related tests and screening procedures.
  - c. All employment interview questions will be reviewed for job relatedness. Non job related questions and those items which may tend to screen out a particular ethnic or racial group will be eliminated.
  - d. On-the-job training and cross-training will be provided to expose employees to a broad range of job duties and experiences.
  - e. When regular channels of recruitment are not supplying enough individuals to fairly represent the geographic areas and individuals being served, then alternative initiatives must be instituted to better identify, educate and encourage application of candidates of merit, including, but not limited to:
    - i. Contact with professional minority group employment and placement agencies;

- ii. Recruitment through advertisement in minority group-oriented media;
- iii. Identification and contact with university placement officers that have special programs for minorities; and
- iv. Contact with groups specifically oriented to, and concerned with, minority groups and individual's representative of the geographic service areas.

2. Hiring:

- a. Resumes will be requested from each applicant. An objective criteria and minimum qualifications will be pre-established for each vacancy. The resumes will be screened according to the pre-established criteria without regard to race, ethnicity, age, gender, colour, religion, national origin, sexual orientation, or handicap.
- b. Interviews and employment applications will be offered to qualified applicants. The immediate supervisor and/or the President will conduct the job interviews. After consultation with the President, the most qualified applicant will be offered the position.
- c. When the finalists are equal in qualification but one represents a minority group or are representative of the geographic service area and/or those served, they will be offered the job.

3. Promotions: Every consideration will be given to internal promotion when seeking to fill vacancies

- a. A review of present staff will be made in search of a pool of qualified staff.
- b. Job openings and requirements will be posted and application encouraged.
- c. Promotions will be made without regard to race, ethnicity, age, gender, colour, religion, national origin, sexual orientation, or handicap.
- d. Factors to be considered when offering a promotion from within are: qualifications for the position, past work performance, and willingness of the employee.

4. Transfers: Transfers will be made without regard to race, ethnicity, age, gender, colour, religion, national origin, sexual orientation, socioeconomic status, or handicap.

5. Demotions:

- a. Demotions will be made without regard to race, ethnicity, age, gender, colour, religion, national origin, sexual orientation, socioeconomic status, or handicap.
- b. May occur if the employee has demonstrated poor work performance in a position for which they are not qualified for any reason.
- c. Demotions will be made only in cases where an employee was placed into a position of responsibility above their ability to perform.
- d. Demotions will not be used for disciplinary reasons.

6. Training:

- a. Training will not be influenced by race, ethnicity, age, gender, colour, religion, national origin, sexual orientation, socioeconomic status, or handicap.

## **Cultural Competence**

D&D Disability Management Services will demonstrate cultural competency by designing and delivering services in a manner that will be most effective and respectful given the cultures of the individuals served.

## **Grievances**

Any grievances or complaints should be directed to the President. Any employee acting in a manner contrary to the plan will be counselled and/or disciplined according to the disciplinary policy and procedures.

## **Monitoring**

Annual reports will be used to monitor the plan. This report analyzes the workforce by race, country of origin, gender, and category. Accomplishments and shortcomings will be noted and corrective actions recommended to the President.

Appeals and grievances are monitored by the President throughout the year.

## **Timeframe**

The President will review the program annually.