



Cultural Competency

Overview

BGV recognizes the influence that culture has on many issues related to care, including barriers to service, attitudes toward recovery, beliefs about mental illness, help-seeking behaviors, and short- and long-term outcomes.

Policy *CR 1.06, TS 2.04; CR 1.05, FKC 2, TS 2, CR 1.09*

Effective – 11/15; Revision – 10/18

Boys & Girls Village recognizes the different cultural and linguistic needs of clients and their families and responds to these needs accordingly to ensure clients receive fair and equitable treatment per federal regulations.

Procedure

Boys & Girls Village accommodates the written and oral communication needs of client and their families by:

- Communicating in writing and orally, in the languages of the major population groups served;
- Providing, or arranging for, bilingual personnel or translators or arranging for the use of communication technology, as needed;
- Providing telephone amplification, sign language services, or other communication methods for deaf or hearing-impaired persons;
 - Should the client require ASL interpretation, an interpreter is obtained through the Commission on Deaf and Hearing Impaired (860-242-7698). Boys & Girls Village assumes any cost for interpretation not covered through other means.
- Providing, or arranging for, communication assistance for persons with special needs who have difficulty making their service needs known; and
- Considering the person's literacy level.

Program information, signs, posters, and other printed material, as well as electronic and multimedia communications and training are available in the language(s) of the major population groups services and in a manner that is non-discriminatory and non-stigmatizing.