

Organizational policies and procedures are the backbone of how business is conducted. Staff use policies and procedures to guide their work. Leadership can demonstrate a commitment to cultural effectiveness by promoting inclusive policies and including language at supports equity in the organization's mission statement. By reviewing and updating institutional policies and procedures, organizations can systematically incorporate culturally effective strategies in the way they operate.

Manchester Community Health Center took a first step by conducting a review of its administrative and patient policies. Examples of policies include the development of a limited English proficiency plan, hiring and recruitment policies, training policies, safety and compliance.

## Resources & Links

A Toolkit for Serving Diverse Communities, U.S. Administration on Aging Published Date: 2010

Policy Inventory

Limited English Proficiency (LEP) A federal interagency website

Communication Plan Template

American Speech Language Hearing Cultural Competence Checklist: Policy & Procedures

Community Toolbox

Sample job description and performance evaluation language

Using Workforce Practices to Drive Quality Improvement: A Guide for Hospitals. AHRQ & HRET

Sample Employment Equity Policy

Improving Quality and Performance: Cultural Competence and Workforce Diversity Strategies

NH DOE Office of Student Wellness Resource Guide: Supporting Culture and Diversity

## Action Steps

Review existing policies and procedures using an equity lens.

Update organizational mission, vision and values statements to include a commitment to cultural effectiveness

Develop a Limited English Proficiency Plan using the Four Factor Analysis.

Include cultural competence in job descriptions and in employee appraisal systems