CULTURAL COMPETENCY AND DIVERSITY PLAN 2019

OVERVIEW:

The goal of this Cultural Competency and Diversity Plan is to continue the consciousness-raising at Lifetime Networks to increase our cultural competence and acceptance of diversity. This is an update on the 2018 Cultural Competency and Diversity Plan. This plan supports a framework and process where diversity is recognized as an important value that will be given ongoing attention. We believe it is important for there to be open dialogue, information available and input from staff, volunteers and the individuals supported and their families. This facilitates maintenance of a positive workplace that is free from discrimination, culturally aware and sensitive so that the people we support are welcome, encouraged in their independence and choice and treated with dignity and respect.

DEFINITIONS:

Cultural competence "describes people and organizations that work well with their culture and with cultural groups different from their own. It involves attitudes, practices, behaviours, and policies that enable a system to respond in respectful and useful ways to diverse teaching and learning needs, styles, and issues." (National Center for Healing).

Diversity refers to the inclusion of individuals representing more than one cultural background, spiritual belief, language, age, gender, sexual orientation and socioeconomic status.

When we refer to cultural competency and diversity, we mean that Lifetime Networks respects and honours the cultural differences and diversity of all supported individuals, their families, employees and volunteers. We are committed to being aware of our individual views and attitudes toward differences, increasing our knowledge of diversity and developing policies and cross-cultural skills that build effective, inclusive and respectful relationships across difference. We have a Lifetime Networks Statement of Diversity (Policies & Procedures Manual) that affirms our commitment to valuing diversity and promoting inclusion throughout the organization.

ONGOING INITIATIVES:

Lifetime Networks has been a member agency of the Community Partnership Network (CPN) since January 2015 and we intend to continue to attend the CPN meetings around the community. The purpose of the CPN is to "develop Victoria's capacity to more effectively attract, welcome and integrate newcomers into our communities, workplaces and organizations".

Other recent initiatives include staff supporting individuals to attend cultural activities in the community and encouraging and facilitating staff, family and participant training on diversity (in terms of cultural, sexual, gender and age). For example, on October 18, 2018, eighteen of our staff from around the agency attended a session called "First Nations Cultural Awareness" with an elder from the local Tsartlip First Nation. Additionally, we have a multi-cultural holiday and observances calendar that is frequently updated by one of our supported individuals.

We want to know if the individuals we support and our staff are culturally reflective of the wider population of Victoria, and we are dedicated to proactively learning about demographic changes to our region. We recently learned that the immigrant population of our major service areas Saanich, Victoria and Oak Bay are 22%, 19.7% and 23.1%, respectively. We also learned that "the last decade has seen a shift in immigrant 'region of origin' from Europe to Asia." This knowledge highlights the importance of ensuring that our services are accessible to immigrants in our community from a diversity of backgrounds.

In our Annual Satisfaction Survey, which was sent to all Individuals Supported, Family Members and Caregivers, Volunteers and Staff members, in 2018 for the second year in a row time everyone was asked if Lifetime Networks supports their diversity-related needs. An overwhelming 96% of respondents across all categories answered yes (and 100% of our Volunteers, Network Friends, Board Members and Practicum Students answered "yes"). For the few individuals who answered "no", we followed up with them and no clear pattern emerged about unmet diversity-related needs.

DIVERSITY IN OUR COMMUNITY:

Age

In Greater Victoria, 48,260 individuals are 14 years old or younger, but Lifetime Networks specifically serves adults. Of the remaining adults in the region 65.7% of individuals are between ages 15 and 64, and 21.1% of people in Greater Victoria are 65 and older. Comparatively, at Lifetime Networks, 98.9% of the individuals served as between 15 and 64 years old, we have one over the age of 65 and one younger than 14. This lack of elderly individuals we support can be explained by the fact that we are a relatively young organization, and started in 1998. Given that many of our programs focus on increasing independence and life skills, they tend to attract younger individuals. Amongst our staff, approximately 3.6% are 65 years old or over, and the remaining 96.4% are between the ages of 15 and 64. This is explained by the fact that many adults over the age of 65 are retired and choose not to work. Additionally, this is a slight increase in the percentage of staff aged 65 and over since last year, when we only had 2.9% staff in this category.

Gender

In Greater Victoria, 48% of individuals are male and 52% of individuals are female. Comparatively, at Lifetime Networks, 62% of the individuals supported are male and 38% are female. This is slightly more gender balance than last year, when 64% of the individuals supported by Lifetime Networks were male and 36% were female. This discrepancy can be explained by the commonly understood facts that a) Greater Victoria has an above average elderly population and b) women tend to outlive men. Also, Lifetime Networks supports a high number of individuals on the autism spectrum. There is a higher chance that someone with autism will be male rather than female; the National Autistic Society in the UK (www.autism.org.uk) estimates that the male/female ratio ranges from 2:1 to 16:1. Amongst our staff, 33% of our staff are male, 66% of our staff are female and 1% prefer the pronouns "they/them". The social services field tends to be a female-dominated sector, but at Lifetime Networks we are very aware of the fact that many of the male individuals we support prefer to be supported by men and we actively try to hire men when possible. Since our last Cultural Competency and Diversity Plan in October 2018, the ratio between male and female staff has remained virtually unchanged.

Language

In Greater Victoria, 98.4% of the population speaks English most often at home and 0.05% speak only a non-official language at home. At Lifetime Networks, 12.6% of our persons served speak a language in addition to English at home. This is slightly decreased from last year, when 13.7% of our persons served spoke a language other than English at home. These languages include Spanish, sign language, Russian, Portuguese, Dutch, Hebrew, Greek, Japanese, Korean, Polish, Vietnamese, French, Creole, German, Mandarin and Czech, and Punjabi is new this year. Also, amongst our

staff members approximately 17.11% of them speak a second language (other than English) at home; this is an improvement of almost 6% since last year, and up 11% from two years ago. These languages include Dutch, Spanish, Papiamentu, French, Portuguese, Punjabi, French, Cantonese, Mandarin, Japanese, Italian, sign language, Afrikaans, German and Swiss German. At Lifetime Networks, all of our services are provided in English because all of our supported individuals speak English, and we have never received a request to provide our services in any other language. If we ever did receive a request for information or services in another language, we would contact Cristina Shore to access the Inter-Cultural Association's translation services. Additionally, multiple staff members have downloaded the Google Translate app and are trained in its use; the most recent training was May 14, 2018. We are confident that – if the situation calls for it – this will enable us to interact confidently with supported individuals, family members, staff and volunteers who do not have English as a first language. We are also keen to share learning and examples from other languages and cultures within Lifetime Networks; in February 2018, one of our program instructors shared with staff and individuals served her recently-learned fact that the Maori word for "autism" is "takiwatanga", which translates to "in his/her own time and space". The group found this very interesting to discuss.

Sexual Orientation   At Lifetime Networks, we do not ask the individuals supported or our staff members to disclose their sexual orientation. However, in the case that they volunteer that information, we capture the data in our database, where there is a specific drop down option for "sexual orientation". We value diversity and are committed to non-discrimination on the basis of sexual orientation, and support each individual with a respectful, person-centered approach based on their stated goals and preferences (please see our Policy Manual: *Diversity* and *Standards of Employee Conduct and Ethics*). In some cases, supported individuals have asked to be matched with a support worker of a similar sexual orientation or gender identity who has a deeper understanding of the specific issues faced by the individual, which we have readily arranged. Additionally, we intentionally build upon our strong support of individuals in the LGBTQ community by continuing to co-lead the Queer-Abilities group in partnership with AIDS Vancouver Island to create a safe space for LGBTQ youth with disabilities. Another recent example of our commitment to respecting diversity of sexual orientations occurred in June 2018 when all members of the leadership team at Lifetime Networks took Harvard University's online Implicit Bias test in the area of sexual orientation, and then we discussed our results and implicit biases as a team in a supportive environment.

Socioeconomic Status   At Lifetime Networks, we do not ask the individuals supported or our staff members to disclose their socioeconomic status. However, if they volunteer that information, we capture the data in our database, where there is a specific drop down option for "socioeconomic status". We value diversity and are committed to non-discrimination on the basis of socioeconomic status (please see our Policy Manual: *Diversity* and *Standards of Employee Conduct and Ethics*). We work hard so that financial pressures do not limit an individual's access to our services; one of our basic Guiding Principles is "Financial responsibility by working diligently to keep services and supports cost effective and affordable." To this end, we conduct major fundraisers throughout the year (such as the Auction and Gala, Goodlife Fitness Marathon fundraiser and Golf Tournament) and apply

for various grants from community sources. We have expanded our capacity to apply for grants this past year with the hiring of a Grant Writer. We subsidize the fees in our programs to keep them as low as possible. Additionally, we offer scholarships and bursaries that can be applied toward purchasing any of our services (please refer to our Policy Manual: *Bursary Fund*). Another creative way that we support the individuals served and our staff with socioeconomic considerations, we have a "help yourself to a coupon" folder in the main entrance and people can bring and take coupons to help make groceries and local attractions more affordable. Regarding the socioeconomic status of our staff members, we are committed to supporting them to build sustainable careers with Lifetime Networks. We try our best to increase our staff's hours with Lifetime Networks when they indicate a need. On January 1, 2018 Lifetime Networks instituted a benefits system for staff members who work at least 24 hours per week; this has improved the socioeconomic status of staff and made working at Lifetime Networks more financially sustainable.

Spiritual Beliefs   At Lifetime Networks, we do not ask the individuals supported or our staff members to disclose their spiritual beliefs. However, if they volunteer that information, we capture the data in our database, where there is a specific drop down option for "spiritual beliefs". We value diversity and are committed to non-discrimination on the basis of spiritual beliefs (please see our Policy Manual: *Diversity* and *Standards of Employee Conduct and Ethics*). We support individuals and have staff members with various spiritual beliefs, including Islam, Sikhism, Christianity, Christian Science, Hinduism and Judaism. The programs support individuals to engage with their own spiritual beliefs as well as learning about new ones. One example (see evidence folder) is that in the Being a Citizen Continuing Education program, they conduct lessons on the different religious holidays celebrated throughout the year (Christmas, Yom Kippur, Easter, Kwanzaa, Hanukah and Ramadan). We have a multicultural holidays and observances calendar posted at Lifetime Networks and is updated frequently monthly by an individual who receives services. Another recent example is that a supported individual began volunteering at a local religious food bank when the individual does not share the same religious beliefs; his staff describe how they support him be respectful to the spiritual beliefs of others during his volunteer time.

Cultural/Ethnic Background

	Greater Victoria (2016 Census)	Lifetime Networks' Supported Individuals	Lifetime Networks' Employees
Not Visible Minority (Including European Canadians and First Nations)	85.9 %	91.4%	89.2%
South Asian	2.9 %	1.0%	2.7%
Chinese	4.6 %	2.5%	2.7%
Black	1.0 %	2.5 %	2.7%
Filipino	1.7 %	0 %	0%
Latin American	0.7%	0.5 %	1.8%
Arab	0.4 %	0 %	0 %
Southeast Asian	0.7 %	0.5 %	0 %
West Asian	0.3 %	0 %	0 %
Korean	0.6%	0.5 %	0 %
Japanese	0.7%	0.5 %	0 %
Other	0.5 %	0.5 %	.09%

Please note: All of the Greater Victoria data, including the names of the ethnic categories, were taken from the 2016 Canadian census. The only exception is the male/female numbers in Victoria, which were not clearly enumerated in the 2016 Census; in this case the 2011 numbers were used. The data gathered by the self-disclosure and the informal survey of Lifetime Networks' employees and individuals supported was complete as of November 1, 2018. At that time, we based our percentages on a tally of 111 Employees and 198 Supported Individuals.

Additionally, the 2016 Census counts individuals from a First Nations background in the "Not a Visible Minority" category. This is because "The *Employment Equity Act* defines visible minorities as 'persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour.'" Therefore in this report, and moving forward, First Nations staff members and individuals served will be included in the "Not a Visible Minority" category. To ensure that we continue to meet identified cultural needs of our First Nations individuals, we will continue to include money in the budget for cultural specific staff training.

CULTURAL COMPETENCY AND DIVERSITY 2019 GOAL GRID

#	2018 IMPROVEMENT GOAL	2019 IMPROVEMENT GOAL	INDICATORS FOR SUCCESS	PERSON RESPONSIBLE	TARGET DATE	2018 COMPLETION DATE/STATUS	2019 COMPLETION DATE/STATUS
1.	Increase awareness with individuals supported of cultural diversity within their community.	Increase awareness of Supported Individuals of cultural and other types of diversity within their community.	The Being a Citizen program will encompass learning about diversity in many areas, such as cultural, sexual orientation, gender identity, socioeconomic status, language and age. In addition to lesson plans, examples could be found in emails, anecdotes, person-centered plans and photographs.	Being a Citizen Program Instructors Heather sends a monthly reminder soliciting examples.	October 2019	October 2018 - Many examples from Being a Citizen in the CARF Evidence Folder, including lesson plans.	
			Individuals supported in the Community Engagement program will have the opportunity to learn about diversity in many areas, such as cultural, sexual orientation, gender identity, socioeconomic status, language and age. Examples could be found in emails, anecdotes, person-centered plans, communication reports and photographs.	Host and CI Managers. Heather sends a monthly reminder soliciting examples.	October 2019	October 2018 - Many examples from Community Engagement in the CARF Evidence Folder.	
2.	Increase the cultural competency of staff, specific to individuals supported.	Increase the cultural and diversity competency of staff, specific to the individuals supported.	Staff members have the opportunity to learn through their support of individuals	Program Managers	October 2019	October 2018 – ongoing evidence in CARF Evidence Folder (emails, photographs etc)	
			Staff members have the opportunity to learn about different cultures and	Program Managers	October 2019	Examples of training and materials can be found in CARF Evidence	

#	2018 IMPROVEMENT GOAL	2019 IMPROVEMENT GOAL	INDICATORS FOR SUCCESS	PERSON RESPONSIBLE	TARGET DATE	2018 COMPLETION DATE/STATUS	2019 COMPLETION DATE/STATUS
			aspects of diversity through specific training			folder, and include December 2017 Inclusion Training followed by February 2018 Lunch & Learn; February 2018 "Understanding Bias"; April 2018 "Leading with Cultural Intelligence"; May 2018 "We Speak Translate" language training; June 2018 Managers' meeting discuss individual implicit bias testing – on race, disability and sexual orientation; September 2018 "Cultural Intelligence Lunch & Learn"' October 2018 "First Nations Awareness Training"	

#	2018 IMPROVEMENT GOAL	2019 IMPROVEMENT GOAL	INDICATORS FOR SUCCESS	PERSON RESPONSIBLE	TARGET DATE	2018 COMPLETION DATE/STATUS	2019 COMPLETION DATE/STATUS
3.	In 2017 survey, 98% respondents answered "yes" to the question of if Lifetime Networks respects their diversity needs. The goal for 2018 is to maintain this percentage on the survey – 98% or higher, and for diversity concerns to be passed to relevant program manager.	In 2018 survey, 96% respondents answered "yes" that Lifetime Networks respects their diversity-related needs. The goal for 2019 is to increase this percentage to 98% "yes", and for diversity-related concerns to be passed on to the relevant program manager.	Stakeholders provide input on our annual satisfaction survey, 98% or higher answer "yes" and any diversity-related concerns are passed on to the relevant program manager.	Heather and Mel	October 2019	October 2018 – complete. See evidence in 2019 Survey Report. 96% answered "yes" to the question of if Lifetime Networks respects their diversity-related needs. There were no diversity-related concerns reported.	
4.	At monthly CQI meeting, Heather reminds team that $500 is available in the yearly budget for culturally-specific diversity training for staff members (including	Goal brought forward and continued. At monthly CQI meeting, Heather reminds team that $500 is available in the yearly budget for culturally-specific diversity training for staff members (including training around First Nations culture). Training	In the CQI monthly meeting minutes, there is evidence of reminders of the funding in the budget for culturally-specific training. In the CARF Evidence folder there are examples of materials from First Nations training, and in the HR Database there is a record of relevant trainings attended for staff.	Heather	October 2019 – also Heather makes monthly reminders at CQI meetings	Goal met. See monthly CQI Meeting minutes for regular training reminders. See CARF Evidence folder for examples, including: May 2018 – Native Friendship Centre emailed asking about training options; June 2018 – Heather met with Paul Sam	

#	2018 IMPROVEMENT GOAL	2019 IMPROVEMENT GOAL	INDICATORS FOR SUCCESS	PERSON RESPONSIBLE	TARGET DATE	2018 COMPLETION DATE/STATUS	2019 COMPLETION DATE/STATUS
	training around First Nations culture)	materials will be saved and trainings will be recorded in the HR Database.				(Aboriginal Community Development) from the Red Cross to begin discussion about offering a training for our staff to better support First Nations participants; September 2018 meeting with Greg Sam, potential First Nations cultural trainer; October 2018 First Nations training with Greg Sam	
5.	Continue to take steps to raise awareness of the services Lifetime Networks provides and to welcome new participants and staff from diverse backgrounds.	Continue to take steps to raise awareness of the services Lifetime Networks provides and to welcome new participants and staff from more diverse backgrounds. To increase our outreach to organizations such as the ICA and school board to ensure they are aware of Lifetime Networks as a service provider and employer.	Raise the profile of Lifetime Networks as a culturally inclusive employer that welcomes hiring employees of various ethnic backgrounds; this will be done by Heather having conversations with the Intercultural Association, school board and VIRCS.	Heather, Program Managers and Human Resources	October 2019	Heather contacted VIRCS (Intake Coordinator and Employment Coordinator) on April 17, 2018. Follow up email sent May 15, 2018. October 2018 – we did not manage to increase the percentage of supported individuals and staff from visible minority backgrounds so that the percentage is closer to the overall Victoria population	

#	2018 IMPROVEMENT GOAL	2019 IMPROVEMENT GOAL	INDICATORS FOR SUCCESS	PERSON RESPONSIBLE	TARGET DATE	2018 COMPLETION DATE/STATUS	2019 COMPLETION DATE/STATUS
						(14.1%). Currently we are at 9.7%.	
6.	Official complaints are monitored with an eye to discrimination (as per Human Resources Standard Policy: Standards of Employee Conduct and Ethics).	Official complaints and "Problem Solving Forms" are monitored with an eye to potential discrimination (as per Human Resources Standards Policy: Standards of Employee Conduct & Ethics).	Record of Complaints and Problem Solving Forms, reviewed annually	Executive Director and Program Managers	October 2019	2018 no formal complaints. Develop a 'Problem Solving Form' ex. whose job is it to unload dishwasher?	
7.	At least annually, the Accessibility Committee will review these self-disclosures by staff and requests for accommodation	At least annually, the Accessibility Committee will review requests for accommodation by staff and persons served.	Self-disclosures of disability and requests for accommodation will have been responded to in an inclusive way.	Program Managers and Accessibility Committee	October 2019	November 2018 – Accessibility Committee's review found 3 requests for accommodation from staff and 1 from a supported individual; all seemed to have been responded to in an inclusive way.	
8.	The database will begin to track diversity-related needs as identified in the Person Centered Plans of individuals supported.	A report will be generated that shows the answer to whether Individuals in the Community Inclusion program have had their diversity-related needs met.	The report will be generated and will show a "yes" or "no" answer for every individual supported in the Community Inclusion program.	Carlene and Heather	October 2019	September 2018 – Data Base includes updates. Diversity-related needs not yet entered in database.	